

CapTel® 2400i



CapTel Acceptable Use Policy

The CapTel phone is intended for use by people with hearing loss. People who do not need captioning support should only use CapTel with the CAPTIONS feature turned off.

CapTel 2400i Specifications

Physical Dimensions

Size: 12.56" wide × 9.54" tall × 3.64" deep (Dimensions with the stand folded against the phone.)
Weight: 3 lbs. 2.3 oz.

Power

AC Adapter: 6 VDC, 2 A
(barrel is negative)
Adapter is UL listed.

Dial Pad

Large keys: 0.67" × 0.56"

Display

10.1" Backlit, graphical LCD color display
1024 × 600 pixels
Resistive touch panel

Function Buttons

Volume
Tone
Redial
Flash
Mute
Customer Service speed dial
Home
Captions

Controls

Conversation: Amplification when Captions on: 0–40dB gain when Captions off: 0–18dB gain
Tone : low, medium, high

Ringer

Ringer Volume: off, low, medium, high
(0–90dB at 1 meter)
Ringer Tone: low, medium, high

Indicator Lights

Mute
Volume Levels (1 through 12)
Captions on/off

Handset

Type: HAC (Hearing Aid Compatible)

Dialing

Phone Book (100 entries)
Favorites (10 entries)
Speed Dial (4 entries)
Redial (Last number dialed)

Captions

3 Caption font sizes
• Small 0.22"
• Medium 0.26"
• Large 0.36"
Adjustable colors for background, font, and corrections

Connections

Telephone line: requires RJ11 connection (can be standard analog line, VOIP, DSL with filter, FIOS. Does not support digital PBX system unless analog port available).
3.5 mm Neckloop/Headset
2.5 mm Headset with microphone
Ethernet or WiFi wireless network
AC Power

Approvals

ACTA Product-Labeling Number:
US:D8KTE00BCAP2400
FCC ID: D8K-CAPTEL2400
FCC approved: Part 15B
~~FCC Wireless info: Pending~~
REN = 0.0B

Conversation Memory

360,000 characters (minimum of 10 hours of conversation)

Caller ID History

Info saved for last 100 calls

Answering Machine

100 recordable messages (5 minute maximum per message)
Recordable greeting
Selectable number of rings before answer

Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – CapTel! With CapTel, you can see captions of everything people say over the phone, letting you enjoy calls with confidence.

Your CapTel phone is designed to be easy to use. It works just like any other phone, you can dial on the number keypad and listen on the handset. Or, you can use the easy touch screen display to make and answer calls. Whatever works best for you.

If you ever have any questions, please refer to this guide to learn:

- How to start using your CapTel 2400i
- How your CapTel 2400i works
- How to get help when you have questions

We want the CapTel phone to be enjoyable and convenient for you. As you use your new phone, we welcome your questions and comments. If we can help, please call.

Thanks again for choosing the CapTel captioned telephone.






Sincerely,

CapTel Customer Service

1-888-269-7477

www.CapTel.com

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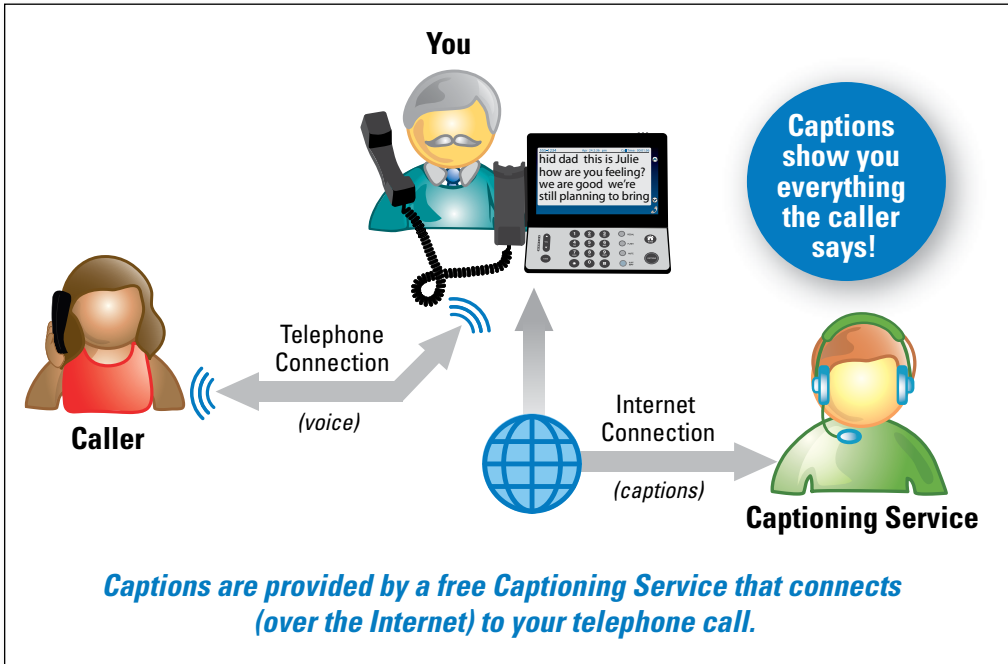
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How CapTel Works



Your new CapTel 2400i works like any other phone – just pick up the handset and dial the person you want to call on the dialing keypad. Every time you make a call, the phone can also connect over the Internet to a free Captioning Service. An Operator at the Captioning Service uses speech-recognition technology to create captions of everything your caller says. The captions appear on your CapTel 2400i display screen for you to read.

You can enjoy conversations over the phone, with the added help of written captions.

NOTE *The CapTel 2400i phone does not generate captions of the phone call on its own. The phone works with the Captioning Service (over the Internet connection) to display captions during your calls.*

Getting Started

This section explains how to start using your new CapTel 2400i phone.

TOPICS

- **What is in the Box**
- **Overview of CapTel 2400i**
- **Using a Headset or Neckloop (Optional)**
- **Setting up Your CapTel 2400i**

What is in the Box?

Your CapTel 2400i includes the following parts:



- CapTel 2400i Phone
- Telephone Cord



- Power Adapter – to plug into a wall outlet



Important! Use only the power adapter that came in the box with your CapTel 2400i

- Ethernet Cable – to connect to Internet service *(not necessary for WiFi installations)*



- CapTel Setup Guide and CapTel How-to Guide



- Warranty Card



Overview of CapTel 2400i Phone



Please see the descriptions that correspond with the matching numbers on the next few pages to help explain what each feature is.



1 Touch Screen Display

Shows captions, Caller ID, Answering Machine messages, Contacts, and more. You can touch an item on the Display Screen to select it.



2 Time & Date



3 Contacts

Allows you to store and quickly dial people you call often. Saves up to 100 contacts.



4 Favorites

Saves the phone number of people you call most often for quick and easy dialing.



5 Call History

Shows your most recent incoming and outgoing calls, plus lets you read captions from previous phone calls.



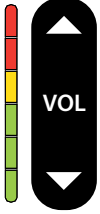
6 Answering Machine

Turns the Answering Machine on/off and lets you check messages – with captions.



7 Settings

Lets you control and adjust the features of your phone.



8 Volume Bar

Lets you adjust the volume to a comfortable level, up to a 40dB gain from min/max. To increase the volume, press ▲ on the VOL button. Press ▼ on the VOL button to decrease the volume. The indicator lights next to the volume bar indicate the volume setting.

WARNING

The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at the highest volume level.

The volume returns to a mid-range setting every time you hang up the handset. To save your volume setting so that it will be used during every captioned call, see “Saving Conversation Volume” on page 71.

TONE

9 TONE Button

Adjusts the frequency levels of incoming sounds, to make it easier to hear high-pitched or low-pitched voices.



10 Dialing Keypad

Use to dial telephone numbers – just like with any other phone.



11 REDIAL Button

Lets you dial up to 10 most-recently called numbers.



12 FLASH Button

Some telephone services like Call Waiting require a “hook flash”. The hook flash is a very brief interruption of the connection, like hanging up the phone for one second. There is a brief click or silence on the line.



13 MUTE Button

Silences the sound from your end of the conversation. When the MUTE button is pressed (blue light around the button is ON), the person on the other end of your call will not be able to hear you. You will still be able to hear the caller and get captions of everything they say. To turn the Mute feature off, press the MUTE button again (light around the button is OFF).



14 CUST SERV Button

Pressing the CUST SERV button will automatically dial the CapTel help line. Our helpful Customer Service team is happy to help you set up and use your CapTel 2400i phone – we're only a button push away.

NOTE

Help is available 24 hours a day, 7 days a week (closed on major holidays). Help materials are also available online at www.CapTel.com



15 HOME Button

Press the HOME button at any time to return to the main menu screen. The HOME button is your easy way to go back to the beginning and start again.

NOTE

If you are ever "lost" in the menu system, press the HOME button to return to the main screen.



16 CAPTIONS Button

Turn the CAPTIONS button on (blue light around button is ON) at any time during your call to see word-for-word captions of everything your caller says. The CAPTIONS button will go off when you hang up the handset.

NOTE

You must press the CAPTIONS button for each and every call you want to see captions on.

Back view of CapTel 2400i



1 Line 1 – Telephone Jack

Plug the telephone cord (provided) in here (RJ11 jack). Telephone cord can be for most types of telephone service, including: analog, VOIP, FIOS, digital cable service, or analog with DSL service. CapTel does NOT work with PBX system unless an analog port is available.

2 Ethernet Jack

Plug the Ethernet cable (provided) here to connect to your Internet service. If you connect to the Internet using a WiFi network, you do not need to plug in the Ethernet cable.

3 LINK/ACT – Status Light

Lets you know if your Ethernet cable is connected to the Internet and whether activity is on the line. NOTE: the LK/ACT indicator does not light up when connected via WiFi.

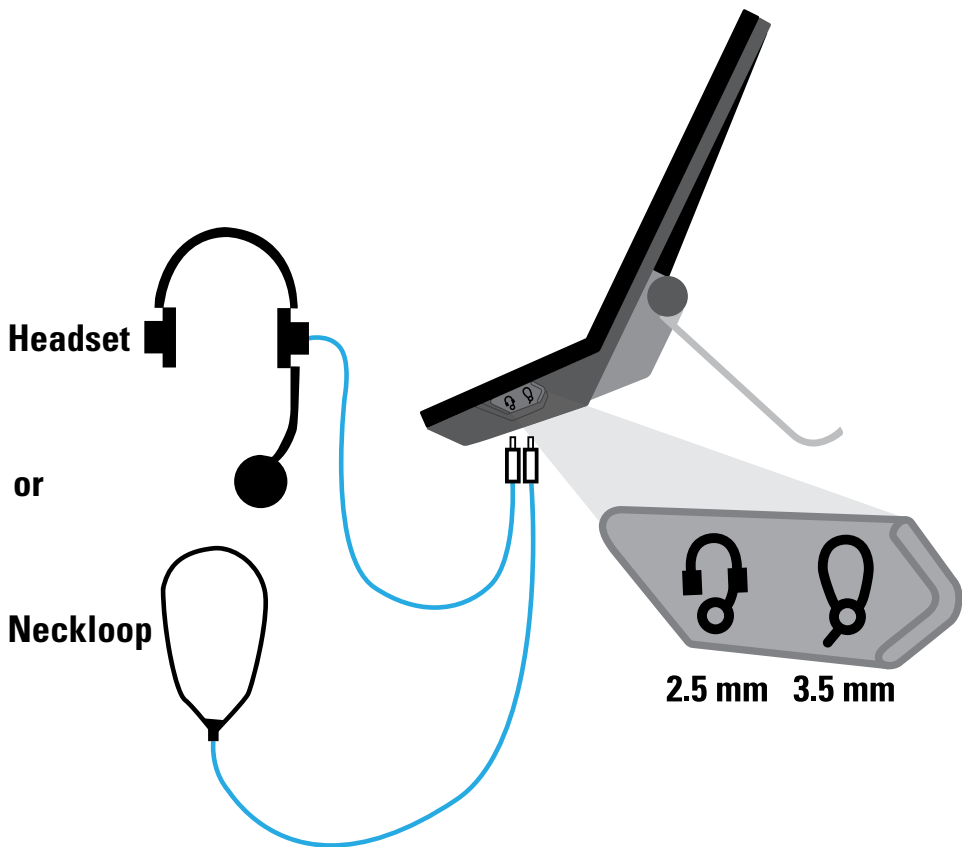
4 Power Jack

Plug the AC power adapter here. Use only the AC power adapter that came with your CapTel phone. Any other adapter may damage the phone.

Using a Headset or Neckloop (Optional)

Audio Jacks (2.5 mm/3.5 mm)

You can use earphones, a headset, neckloop, or other type of listening device with the CapTel 2400i to maximize the audio quality or to enjoy your new phone hands-free. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the right side of the CapTel 2400i (open the protective cover to reach the jacks).



NOTE For best effectiveness, make sure that there are three rings around the prong on the headset/neckloop audio jack.

Setting up Your CapTel 2400i

For complete instructions, please see the Setup Guide.

Requirements

1. High-speed Internet access using a DSL or Digital Cable modem.

Your CapTel 2400i can connect to your Internet service either with an Ethernet cable or through a wireless (WiFi) network. Depending on your Internet setup, a router may also be required to allow you to connect more than one device to your Internet service.

2. Telephone Service. Can be analog line, DSL with filter, VOIP, FIOS, or Digital Cable phone service. CapTel does NOT work with digital Private Branch Exchange (PBX) systems found in some office environments, residential facilities, and hotels – unless an analog port is available.

3. Standard electrical power (AC adapter plugs into standard wall outlet).

Step 1: Select a Location

Set up the CapTel 2400i in a place where:

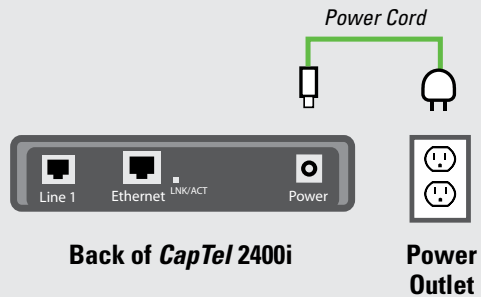
- A high-speed Internet (Ethernet) jack or your wireless router is located nearby.
- A telephone jack is located nearby (can be analog line, DSL with filter, VOIP, FIOS, or Digital Cable phone service).
- There is an electrical outlet nearby.
- The surface it will be set on, or mounted to, is stable and secure.
- The area is protected from excessive heat or humidity.

NOTE *The outlets for power, the phone line, and the Ethernet connection should all be located nearby, as each cord needs to plug into your CapTel 2400i. If your Internet access is located in a different room than where you plan to use the CapTel 2400i, a WiFi setup is recommended. Please see the Setup Guide or contact CapTel Customer Service for help setting everything up.*


Step 2: Plug in the Power Adapter

1. Plug the power cord into the jack labeled “Power” on the back of the CapTel 2400i phone.
2. Plug the power adapter into a wall outlet or power strip. The display screen and Volume indicator lights will light up to let you know the power is connected.

WARNING: Be sure to use only the power adapter that came with your CapTel 2400i. Using any other power adapter may damage your phone.






After a moment, the Initial Setup screen will appear. Follow the instructions on the display screen.

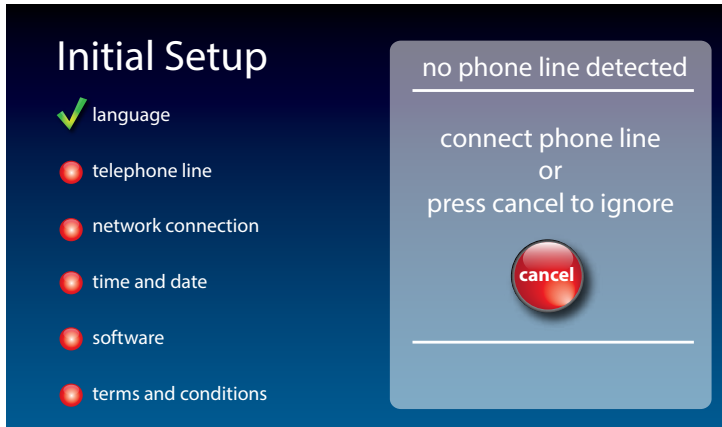
TIP To choose an option, touch the icon on the screen and touch  (**next**).

Step 3: Select Language

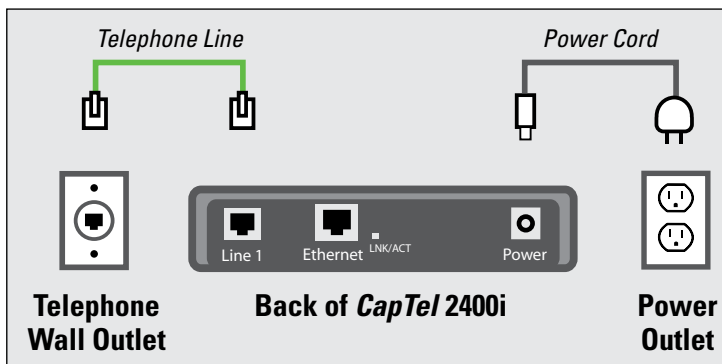


1. Touch  (**English**) or  (**Espanol**) for the language you want.
2. Touch  (**next**) to continue.

Step 4: Telephone Line



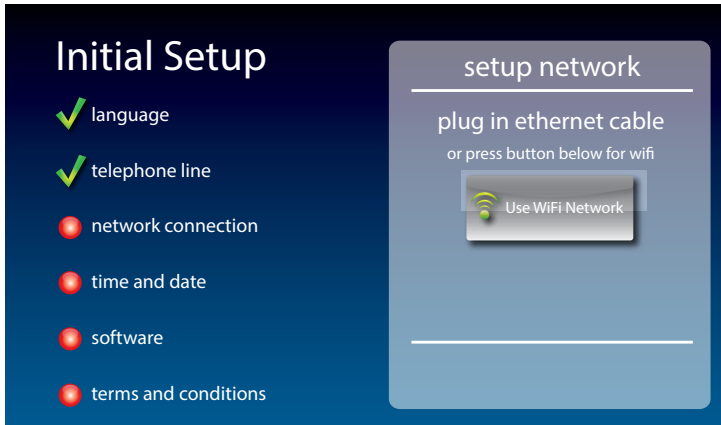
1. Plug your telephone line into the back of the CapTel phone.
2. Plug the other end of the line into your telephone wall jack.



NOTE

Telephone service can be analog, VOIP, FIOS, digital cable phone service, or analog with DSL filter. CapTel does not work with digital PBX office phone systems unless an analog port is available.

Step 5: Network Connection



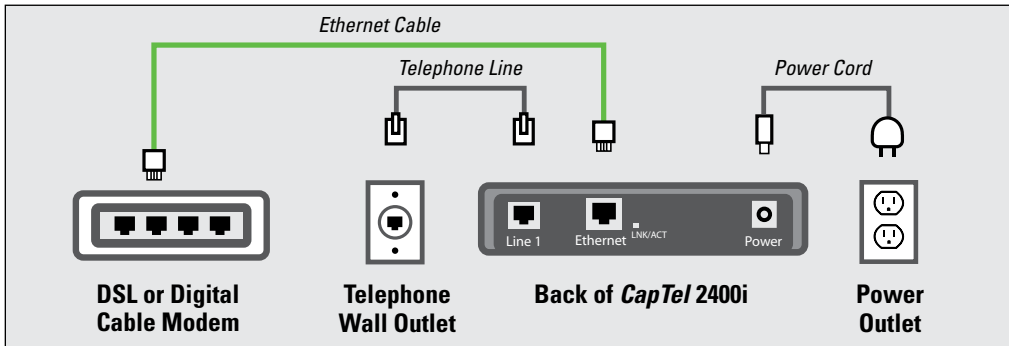
For Wired Connections:

1. Plug the Ethernet cable that came with your phone into the jack on the back labeled "Ethernet".
2. Plug the other end of the Ethernet cable into the jack you use to access your Internet service. Depending on how your Internet service is set up, you could be plugging into an available Ethernet jack on any of the following:
 - On a digital cable modem
 - On a DSL modem
 - On a router in your home
 - In an Ethernet wall outlet

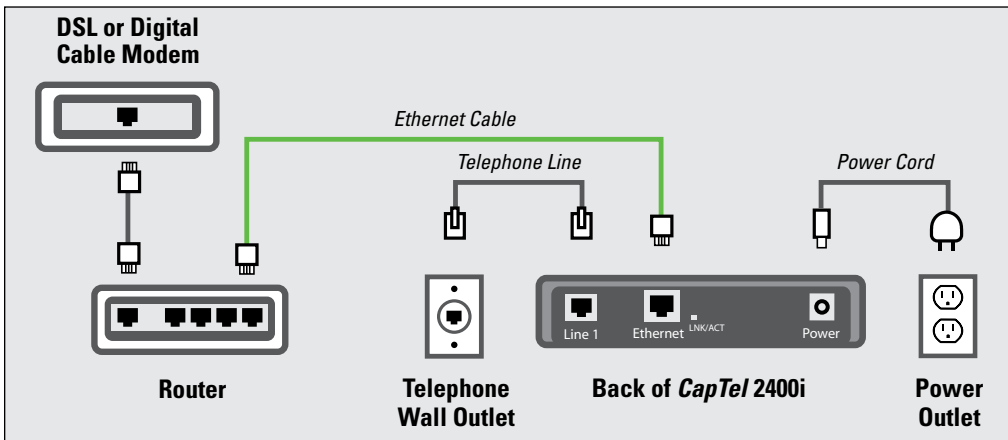
Use the examples on the following page to match your setting with the correct installation method:

All outlets located together (Wired Setup)

Example 1: All of the connection outlets (telephone, Internet, and power) are available in the same room that you are planning to use the *CapTel 2400i*.



Example 2: If there is not an available Ethernet jack in your DSL or cable modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your Internet Service Provider to learn what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/cable modem. Then connect the *CapTel 2400i* to the router or switch using the Ethernet cable.



NOTE If your Internet outlet is in a different room from where you plan to use *CapTel*, see the *Setup Guide* for instructions.

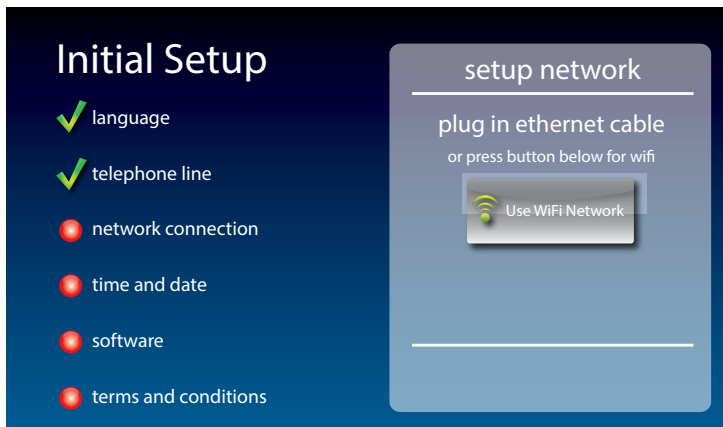
For Wireless (WiFi) Connections:


If you have a wireless (“WiFi”) network in your home or office, your CapTel phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your CapTel for WiFi use, you will need to know the name of your wireless network as well as any passwords that are needed to access the network. The way you access your WiFi network with CapTel will be very similar to how you access the network from a computer or mobile device.

NOTE

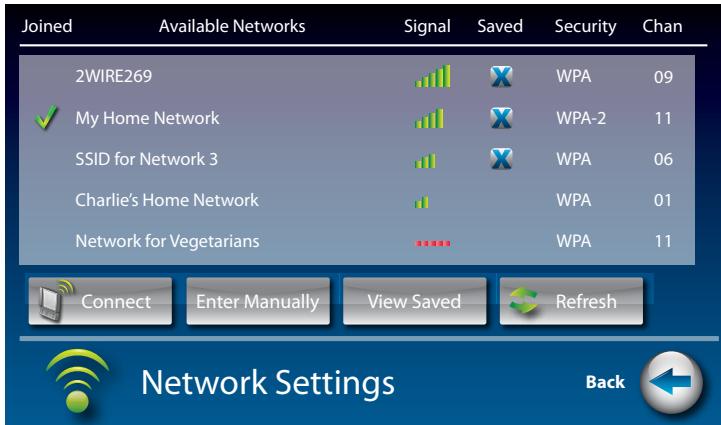
If someone helped install the wireless network for you, it may be helpful to consult with that person as you set up your CapTel phone.




1. Touch  **(Use WiFi Network)** on the display screen. CapTel scans for wireless networks within range of your phone.
2. The display lists any WiFi networks detected, in order of strongest signal strength to the weakest signal strength.


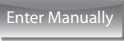
NOTE

CapTel may detect wireless networks in your location that you do not recognize – such as a wireless network from a neighbor or nearby office. Be sure to select the name that matches your own network.




3. Touch the name of the network that you want to use. Then touch  (**Connect**).


If you do not see the network you want to use:


- Try moving your CapTel phone to an area closer to your wireless router. Then, touch  (**Refresh**). CapTel will re-scan for available networks.
- Touch  (**Enter Manually**). CapTel will ask you to enter information about your wireless network, then it will try to connect.

4. **Enter WiFi Password:** Using the keyboard on the CapTel display, enter the password for the WiFi network.




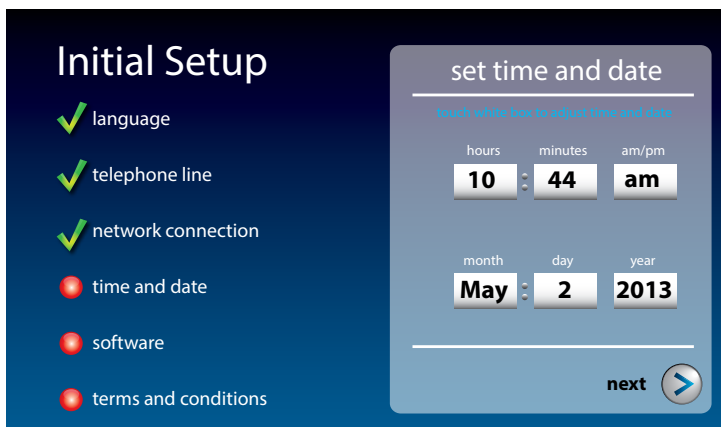
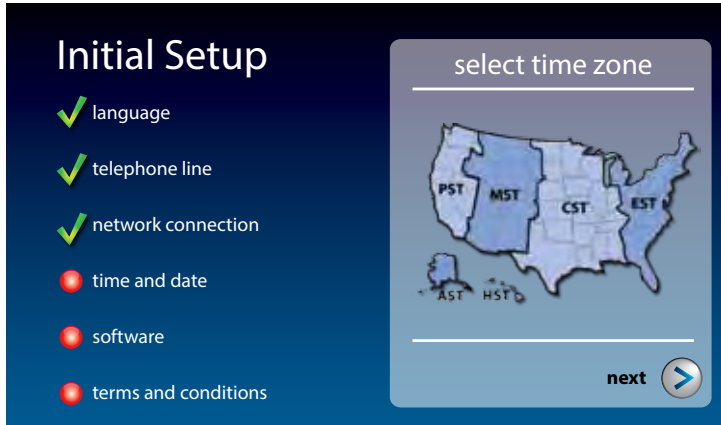
TIP Remember to use the shift key for capital letters when needed. To enter special characters, touch  (**Numbers**).


When you are done, review your password carefully. If it does not exactly match the password for your network, CapTel will not be able to connect. Use the  key to correct any errors.


When you are satisfied the password is correct, touch  (**save**).

Step 6: Time and Date

Touch the Time Zone on the display screen that you live in. Touch  (**next**) to continue.

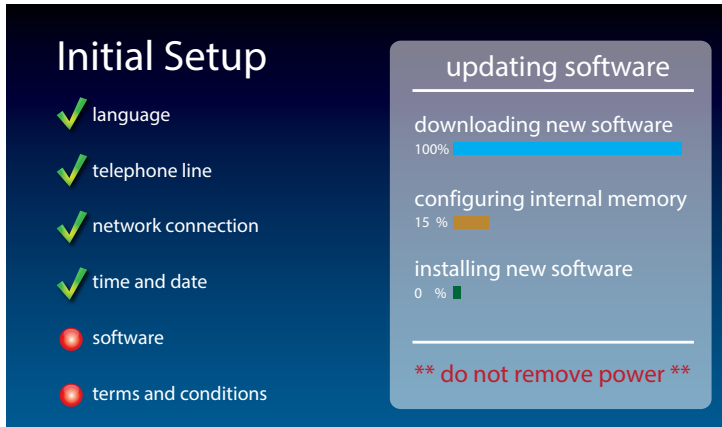


Your CapTel phone will fill in the date and time based on the time zone you indicated. If you need to adjust the time and date, touch the field on the display screen that you want to change. Use  (**arrows**) on the display screen to scroll to the correct number. Then touch the next field that you want to change.

When the date and time are set, touch  (**next**) to continue.

Step 7: Software

Your new phone checks to make sure that you have the most current software available. If needed, CapTel will automatically download the most recent software version. Be patient, the download may take a moment. Watch the progress on the CapTel display screen to know the status.




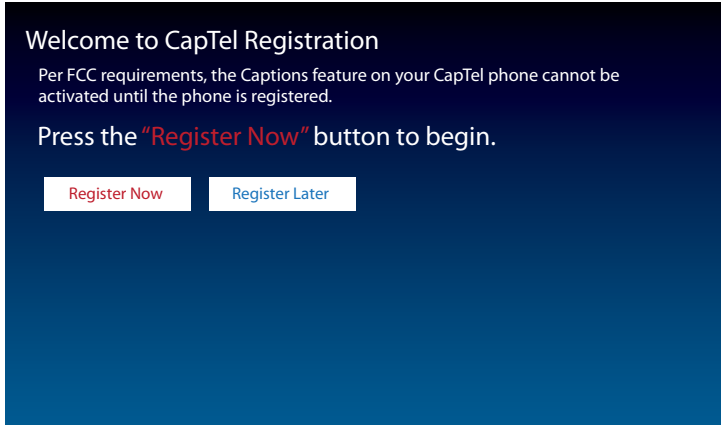
NOTE *Do not interrupt the power supply during a software download. It may damage your CapTel phone.*

Once the software download is complete, your CapTel phone may re-boot as part of the update process. It will automatically run through the setup steps again, using the settings that you've already chosen.

Once the update process is completed, you will be able to continue with setup.

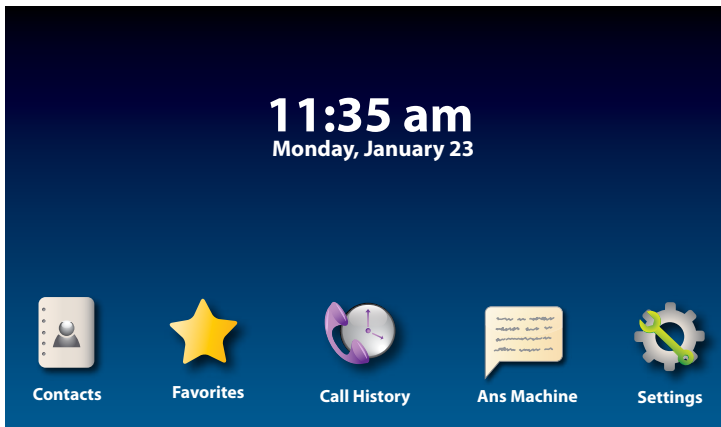
Step 8: Registration Terms and Conditions

The CapTel 2400i is designed for people who have difficulty hearing over the phone. The very first time you set up CapTel, you will be asked to please review the Registration terms and conditions on the CapTel display screen, touch  **(Accept)** to continue.



NOTE

*Per FCC requirements, the Captions feature on your phone cannot be activated until you accept the Registration Terms & Conditions. If you need assistance, press the blue **CUST SERV** button for help. Details about the FCC requirements can be found at www.CapTel.com.*





Congratulations you are ready to go!!

NOTE

For complete set up instructions, please see the Setup Guide that came with your CapTel phone.

Getting Help

If you have any questions as you use your new CapTel 2400i, we're here to help. Use any of these ways to contact us:

Pick up the handset and press  (**CUST SERV**) to automatically speed dial directly to our helpful Customer Service team. If you are in an office setting, you may need to dial a number such as "9" first to get an outside line first and then press  (**CUST SERV**). *(Available 24 hours a day, 7 days a week. Customer Service is closed on major holidays.)*

Help materials are also available online at our website.



Phone: 1-888-269-7477 *(Available 24 hours a day, 7 days a week)*

FAX: (608) 204-6167



Mail: CapTel Customer Service
450 Science Drive
Madison, WI 53711



Email: CapTel@CapTel.com

Online: www.CapTel.com
(Live Chat help available at our website)

Making and Answering Calls



This section explains how to place outgoing calls and how to answering incoming calls.

TOPICS

- **Dialing a Phone Number Directly**
- **Answering an Incoming Call**
- **Turning Captions On/Off during a Call**
- **Adjusting the Volume**
- **Adjusting the Tone Control**
- **Customizing the Tone Setting**
- **Knowing What Sounds are on the Line**