



See what they say[®] with Captioned Telephone

Captioned Telephone (CapTel[®]) allows individuals who have difficulty hearing on the phone to listen while reading captions of what's said to them.



What is Captioned Telephone?

Captioned Telephone (CapTel) is a service that allows users to listen to their phone conversations while reading captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

This state-of-the-art technology:

- Eliminates the struggle of using the phone due to difficulty hearing.
- Allows for natural conversations.
- Provides a truly interactive calling experience.

Who benefits from Captioned Telephone?

- People who experience significant hearing loss and have understandable speech.
- People who communicate with individuals who experience difficulty hearing over the phone.

Required Equipment

In order to make a Captioned Telephone call, a CapTel phone, telephone service and standard electrical power are needed. Internet-based CapTel model phones are also available and require telephone service, standard electrical power and a high-speed internet connection.

Connecting with CapTel

CapTel User



CapTel user places and receives calls using a CapTel phone that displays text of the other party's conversation.



Captioning Service

Captioning Assistant generates captions of everything the standard phone users says using voice recognition technology.



Other Party

Family, friends and businesses use a standard phone to communicate with CapTel users.

How it Works

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays what the other party says throughout the conversation.

Behind the scenes, a specially trained captioning assistant uses voice recognition technology to generate captions by repeating what the standard phone user says.* Captions appear on the bright, easy-to-read display screen of the CapTel phone.

Placing and Receiving CapTel Calls

It's easy to place and receive calls using CapTel.

CapTel Model 840 Phone

One telephone line (standard analog line or DSL with filter) and standard electrical power required.

All outgoing calls made are automatically captioned. Just dial the number of the person you are calling and make sure the red light around the CAPTIONS button on your CapTel phone is on. For incoming calls, you may choose to receive captions in either 1-line or 2-line mode.

1-line CapTel Mode (one telephone line connected to your CapTel phone)

- In order for you to receive captions, callers must first dial the toll-free captioning service 877-243-2823 (English) or 866-217-3362 (Spanish) and then enter your phone number.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.

2-line CapTel Mode (two telephone lines connected to your CapTel phone)

- Calls received are automatically captioned.
- Callers simply dial your phone number directly.
- When your CapTel phone rings, with the CAPTIONS button on, simply answer the phone and the captions will appear shortly thereafter.



CapTel Models 840i, 880i and 2400i Phones

One telephone line (can be standard analog, digital, DSL with filter, VoIP or FIOS) and high speed internet required.

Calls are placed and received in the same manner as CapTel calls in 2-line mode. The only difference is that these phone models require one telephone line as well as high speed internet (Wired/Ethernet or WiFi). In order to receive captions, make sure that the light around the CAPTIONS button is illuminated.

** All calls are strictly confidential and no records of any conversations are maintained.*

Comparison Chart

	CapTel Model 840 (1-Line)	CapTel Model 840 (2-Line)	CapTel Models 840i, 880i and 2400i
Number of Lines	Requires one standard (analog) telephone line or DSL with an analog filter.	The first telephone line can be analog or DSL with an analog filter, Digital Cable or VoIP. The second line must be an analog telephone line or DSL with an analog filter.	Requires a telephone line (can be analog, digital, DSL with filter, VoIP or FIOS) and a high-speed internet connection (Wired/Ethernet or Wi-Fi).
How Calls are Managed	Spoken conversations and captions provided through one telephone line.	Spoken conversation is provided on one line; captions are provided on the second line.	Spoken conversation is provided through the telephone line; captions are provided through the high-speed internet connection.
Captioning	Captions must be turned on for each call. A red light indicates that captions are "on". Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.	Captions can be turned on or off at any point in the conversation. Adjustable font sizes and colors available for display screen.
Outgoing Calls	Outgoing calls are automatically routed through the captioning center.	Both incoming and outgoing calls are automatically routed through the captioning center.	Both incoming and outgoing calls are automatically routed through the captioning center.
Calling a CapTel User	People calling the CapTel user must first dial the toll free number for CapTel; then dial the CapTel user's phone number when prompted.	People calling the CapTel user dial that person's number directly.	People calling the CapTel user dial that person's number directly.
Calling Features	Call-waiting and automatic call back (*69) are not supported with captions on.	Call-waiting and automatic call back (*69) can be used.	Call-waiting and automatic call back (*69) can be used.
Three-Digit Dialing <i>Note that three-digit dialing codes are available in most states and allow quick and convenient access to important services.</i>	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.	Three-digit dialing functions the same in 1-Line or 2-Line mode.	CapTel users are able to dial three digit numbers such as 211 and 411 directly from the CapTel phone.
911 Calls <i>Note that CapTel Captioning Centers are not 911 centers and do not assume responsibility for calls placed through 911.</i>	<p>Calls placed to 911 connect directly to Emergency 911 Services and are not routed through the CapTel Captioning Center. Calls are processed as VCO* calls whereby the 911 call-taker can hear everything you say, and then types his/her response which appears on the CapTel display screen. You speak directly into the handset, as you would with any other call.</p> <p><i>* VCO stands for "Voice Carry Over", a service that allows callers to speak for themselves and read typed responses.</i></p>	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the second line.	Calls placed to 911 are captioned through the CapTel Captioning Center. Spoken conversation is received through one line, while captions are provided through the high-speed internet connection.

Hamilton Web CapTel and Hamilton CapTel for Mobile App

The same captioned telephone technology that generates captions on a CapTel phone is available on a smartphone, tablet or computer through Relay Iowa provider, Hamilton Relay®. With additional solutions for viewing captions while on the go, making and receiving calls is more accessible than ever. Hamilton Web CapTel and Hamilton CapTel Mobile App are available 24 hours a day, 7 days a week.

Register for a Hamilton CapTel Account:

The first step in accessing Hamilton CapTel on your computer, smartphone or tablet is to set up an account. This simple, one-time process allows you to place and receive captioned calls any time you are logged in with Hamilton CapTel. To register for a Hamilton CapTel Account, visit HamiltonCapTel.com/Register.

For more information:

To learn more about Hamilton CapTel, please visit HamiltonCapTel.com. If you have questions or need assistance, please contact Hamilton CapTel Customer Care at 877-455-4227 or info@hamiltoncaptel.com.



Third-party charges may apply: the Hamilton CapTel phone requires telephone service and high-speed internet access. Wi-Fi capable. • FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. To learn more, visit fcc.gov. • Hamilton CapTel may be used to make 911 calls, but may not function the same as traditional 911 services. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit HamiltonCapTel.com/911. • Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. • Third-party trademarks mentioned are the property of their respective owners.



Connect with Relay Iowa

If you have suggestions, comments or concerns, please contact:

Relay Iowa Customer Care

1006 12th Street

Aurora, NE 68818

Voice/TTY: 888-516-4692

Fax: 402-694-5110

Email: iarelay@hamiltonrelay.com

If your expressed concern is not resolved to your satisfaction, you may contact:

Iowa Utilities Board

1375 East Court Avenue

Des Moines, IA 50319

Voice: 515-725-7367

Visit: iub.iowa.gov

Póngase en contacto con el Departamento de Servicio al Cliente del servicio de retransmisión de Iowa para obtener más información sobre el servicio de retransmisión en español.

- Voz/TTY: 866-744-7471
- Fax: 402-694-5110
- Correo Electrónico: spanish@hamiltonrelay.com

In addition, the Federal Communications Commission is available to serve you regarding relay issues. Visit: fcc.gov

Assistive Telecommunications Equipment

Telecommunications Access Iowa (TAI) provides access and assistance to individuals in selecting equipment that best suits their communication needs. Qualified individuals can receive a voucher that pays for approximately 95% of the average cost of specialized telecommunication equipment.

Telecommunications Access Iowa (TAI)

6925 Hickman Road

Des Moines, IA 50322

Voice: 515-282-5099

Toll-Free: 800-606-5099

Videophone: 515-207-0776

Fax: 515-237-3917

Email: info@teleiowa.com

Visit: teleiowa.com



Relay Friendly Business Training Program

Making a telephone call to schedule an appointment, order take-out food or check an account balance is a part of everyday life. For individuals who have difficulty hearing or speaking over the phone and use Relay services to make calls, these everyday contacts can sometimes cause frustration if a business or organization is not familiar with Relay and how it works.

With the goal of educating businesses on how to recognize a Relay call and

Relay Friendly Business

the benefits of staying on the line, Relay Iowa offers a training program to businesses and their employees called the Relay Friendly Business program.

To become a Relay Friendly Business or to recommend a business for training, contact Relay Iowa Customer Care at iarelay@hamiltonrelay.com.

Relay Iowa is a program of the Iowa Utilities Board. Relay Iowa is powered through Hamilton Relay of Aurora, Nebraska – a national leader in providing high quality relay services for individuals who are deaf, hard of hearing, deaf-blind or have difficulty speaking. Hamilton Relay has been offering relay services since 1991 and has built a reputation for outstanding customer service, reliable technology, essential relay education and professional Communication Assistants.



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