



nebraskarelay.com

Talk, Listen and Read Captioned Telephone Service (CapTel®)



What is CapTel?

- Do you have difficulty hearing on the phone?
- Have you said, "What? Can you repeat that, please?"

If you answered **YES**, we've got the solution for you!

Captioned telephone service (CapTel) from Nebraska Relay offers the ability for anyone with hearing loss who can't benefit from amplification alone, to **HEAR** the other person and **READ** captions of everything that is being said during your telephone conversation independently.

CapTel Phone Features

- Large screen with easy-to-read captions
- Built-in answering machine with captions
- Amplification with tone control
- One touch button to reach customer service 24/7
- Available in Spanish
- Captioning service is FREE



To learn more, visit
nebraskarelay.com/captel

How Does CapTel Service Work?

- 1** As a CapTel user dials, the phone automatically connects to a captioning service. The CapTel user talks directly to the other party.
- 2** The other party talks to the CapTel user while a captioning operator listens.
- 3** The captioning operator transcribes the other party's conversation into text by using voice-recognition technology.
- 4** The CapTel user listens and reads the other party's conversation on the CapTel phone.



CapTel Models

CapTel 2400i

A tablet-style telephone with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

Features include a built-in speakerphone and Bluetooth® for hands-free communication.

Requires a standard telephone line and high-speed Internet access.



CapTel 840 & 840i

For people who prefer the familiarity of a traditional telephone look and feel.

CapTel 840 – For people who don't have Internet access.

This model relies on a landline (analog telephone line).

CapTel 840i – For people who have high-speed Internet and a landline.



CapTel 880i

Ideal for people who have low vision or difficulty reading the standard caption sizes.

CapTel 880i allows users to customize the font sizes, styles and colors on a large display.



WebCapTel

WebCapTel is a web-based service that lets you read word-for-word transcriptions of your calls on a computer monitor, laptop, or tablet. You can listen to your caller through any telephone, including mobile or landline phones. The best part is: no special equipment is required.

WebCapTel Features

- Word-for-word captions on:
 - computer monitor
 - laptop
 - tablet
- No special equipment required
- One touch button to reach customer service 24/7
- Available in Spanish
- Captioning service is FREE



Requirement for WebCapTel

- Phone
 - Mobile phone
 - Landline phone
- Laptop/computer or mobile tablet
 - High-speed Internet or Wifi
 - Internet Explorer, Firefox, Google Chrome or Safari

To learn more, visit nebraskarelay.com/webcaptel

How to Get a CapTel Phone

- Request a CapTel phone at no cost through the Nebraska Specialized Telecommunications Equipment Program (NSTEP).
 - nebraskarelay.com/nstep
- In addition to permanently distributing equipment, the NSTEP also offers training, which allows individuals an opportunity to try a CapTel phone first to see if it will meet their needs.

Contact Information

Presentation and Training Available

Free demonstrations, trainings, presentations or support on how to use CapTel in your home or office is available.

Contact us today if interested.

- Emma Danielson, Nebraska Relay
Customer Relations Manager
Email: emma.danielson@t-mobile.com
- Customer Support (24 hours)
800-676-3777 (Voice/TTY)
800-676-4290 (Español - Voz/TTY)
- Website: nebraskarelay.com/captel