



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



# What is CapTel?

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- 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 Mississippi 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.

This service is designed for people who have a hearing loss.

## CapTel Phone Features

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- 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  
[mississippirelay.com/captel](https://mississippirelay.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

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## 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.



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## 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.



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## 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.

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



# WebCapTel

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WebCapTel is a free web-based service that allows you to read captions of the other party's spoken words on a computer, laptop, or tablet. You can listen and speak to the other party via any telephone, including mobile or landline phones.

## 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 log in or learn more, visit [portal.sprintcaptel.com](http://portal.sprintcaptel.com)

# How to Get a CapTel Phone

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- Mississippi Relay offers three options for getting a CapTel phone.
  - Get a free CapTel phone through the Mississippi Relay Equipment Distribution Program
  - Get a free Internet-based CapTel phone with a third party certification form signed by your hearing health care professional
  - Purchase any model of CapTel phone online

For more information: [mississippirelay.com/getcaptel](http://mississippirelay.com/getcaptel)

## Contact Information

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### 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.

- Teresa Burns  
Mississippi Relay Customer Relations Manager  
601-936-5012 (**Voice**)  
601-206-0206 (**Videophone**)  
601-709-4624 (**TTY**)
- Customer Support (24 hours)  
888-269-7477
- Website: [mississippirelay.com/captel](http://mississippirelay.com/captel)

**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. No cost is passed on to the CapTel user for using the service. CapTel is a registered trademark of Ultratec, Inc.