

CapTel 800i[®]

CATCH EVERY WORD

Installation Guide



About Your New *CapTel* 800i[®] from Access Comm

Your new *CapTel* 800i is like any other telephone in many ways: it connects to a telephone line, you talk and listen to your callers, and you place/answer calls the same way you use any other telephone.

Your new *CapTel* 800i is also different than a traditional telephone in some important ways.

In order to show captions, your *CapTel* 800i phone connects to the Internet the same way you connect a computer to the Internet. The *CapTel* 800i uses the Internet connection to link to a Captioning Service, where a specially-trained operator listens to everything your caller says and uses voice-recognition technology to transcribe it into captions. The captions are sent back over the Internet to your *CapTel* 800i phone, and appear in the display window for you to read.

Because the *CapTel* 800i relies on the Internet to provide captions, setting up the phone takes a few extra steps to make sure it is connected to the Internet properly.



Catch every word with
CapTel from Access Comm

Access Comm Helpdesk
PO Box 231
Stones Corner
QLD 4120
Phone: 1300 107 546 (24 hours)
Email: info@accesscomm.com.au
Website: www.accesscomm.com.au
Access Comm ABN 19 162 289 410

Where To Get Help

Help is available as you set up your new *CapTel* 800i. Please contact:

Access Comm Helpdesk: 1300 107 546

Email: info@accesscomm.com.au

If someone else set up your home computer or your Internet connection, you may want to consult with that person as you install the *CapTel* 800i. You can also try the *Troubleshooting* suggestions at the end of this guide to help with any problems.

Important Information when Calling for Help

The following information may help Access Comm Helpdesk troubleshoot your problem. If possible, please have this information handy when you call for help:







My Telephone Number

My *CapTel* 800i Electronic Serial Number (ESN)
located underneath your CapTel phone

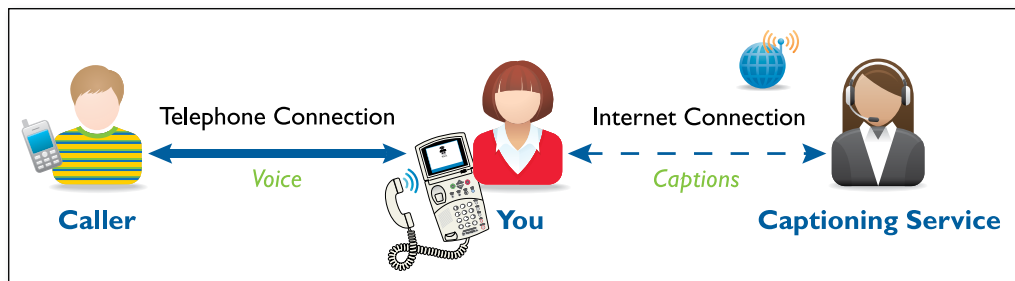
My Internet Service Provider

My Telephone Service Provider

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How *CapTel* 800i Works



Requirements

Before you set up your phone, make sure you already have:

1. Telephone Service

Connects to the *CapTel* 800i via a telephone cord using a standard RJ11 connection. Your telephone service can be any of the following:

- Standard analog service
- DSL (Digital Subscriber Line)
 - filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- FIOS (Fiber Optic Service) phone service

Your *CapTel* 800i does NOT work with digital Private Branch Exchange (PBX) phone systems found in some business settings, residential facilities, and hotels, unless an analog port is available.

2. High-speed Internet Service

Connects to the *CapTel* 800i via an Ethernet cable. Your Internet service must be working properly in order for the *CapTel* 800i to display captions. A high-speed Internet connection is required. Dial-up Internet service will not work. In many home settings, you may need a router or switch to connect more than one device to your Internet service. Your Internet modem and/or router must support DHCP. You should also check if a firewall is active on either the modem or the router, as it might interfere with connecting the *CapTel* 800i to your network (see *Troubleshooting* on page 12 for tips).

3. Standard Electrical Power

The *CapTel* 800i plugs into a standard electrical wall outlet. You must use the power adapter that came with the *CapTel* 800i. Using any other adapter may damage the *CapTel* and will void the warranty.

STEP 2

Choosing a Location

If possible, make sure that the outlets for your Internet service, your telephone service, and your electrical power are all located close to each other where you want to use the *CapTel* 800i. For settings where the outlets are not located close to one another, see page 9 for more installation tips.

Choose a location where:

- There is a high-speed Internet (Ethernet) jack, telephone jack, and electrical outlet all located nearby.
- The surface it will be set on or mounted to is stable and secure.
- The area is protected from excessive heat or humidity.

What is in the Box?

Your *CapTel* 800i includes the following parts:



- *CapTel* 800i Phone

- Telephone Cord



- Power Adapter – to plug into a wall outlet

Important! Use only the power adapter provided in the box with your CapTel 800i



- Ethernet Cable – to connect to Internet service



- *CapTel* Installation Guide and *CapTel* How-to Guide



- Warranty Card



STEP 3

Connect to a Power Outlet

1. Plug the power adapter cord into the power socket labeled “Power”.

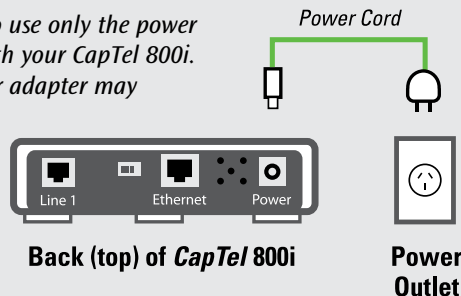
Located on the back (top) edge of the *CapTel* 800i. Be sure to use the power adapter that came with your new *CapTel* 800i.

2. Plug the power adapter into a wall outlet or power strip.

The *CapTel* display screen will light up to let you know power is connected.

TIP: Plug your power adapter into an electrical power surge protector to protect your *CapTel* 800i from damage caused by unspecified electrical voltage or damage caused by lightning. Do not use an electrical outlet controlled by a "dimmer" or wall switch.

WARNING: Be sure to use only the power adapter that came with your *CapTel* 800i. Using any other power adapter may damage your phone.



STEP 4

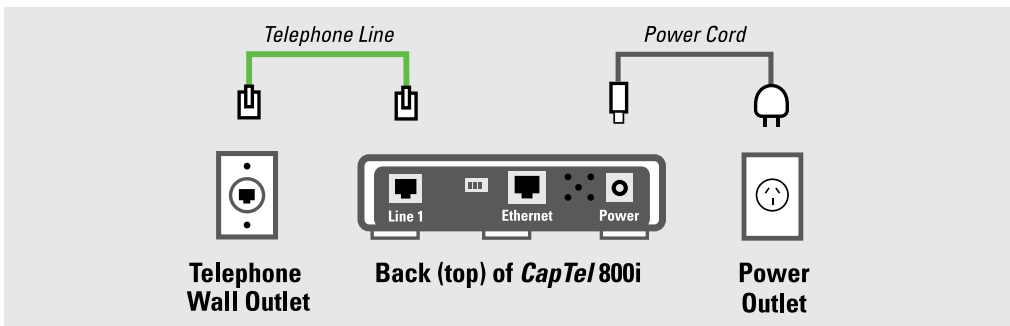
Connect the Telephone Line

1. Plug one end of the telephone cord into the telephone jack labeled “Line 1”.

Located on the back (top) edge of the *CapTel* 800i. Be sure to use the telephone cord that came with your new *CapTel* 800i phone.

2. Plug the other end of the telephone cord into a telephone wall outlet.

- You should have a dial tone to indicate the telephone service is connected properly.
- Pick up the *CapTel* handset and listen for a dial tone.



STEP 5

Connect to Your Internet Service

1. Plug one end of the Ethernet cable into the jack labeled “Ethernet”.

Located on the back (top) edge of the *CapTel* 800i. Be sure to use the Ethernet cable that came with your new *CapTel* 800i phone.

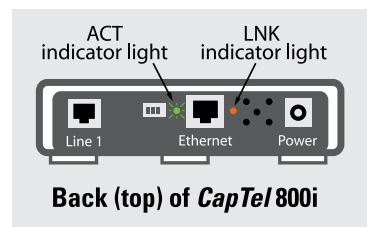
2. Connect the other end of the Ethernet cable into the jack you use for accessing your Internet service.

Depending on how your Internet service is set up for your home/office, you could be plugging into any of the following:

- An available Ethernet jack on a digital cable modem
- An available Ethernet jack on a DSL modem
- An available Ethernet jack on a router or switch in your home
- An available Ethernet jack in a wall outlet

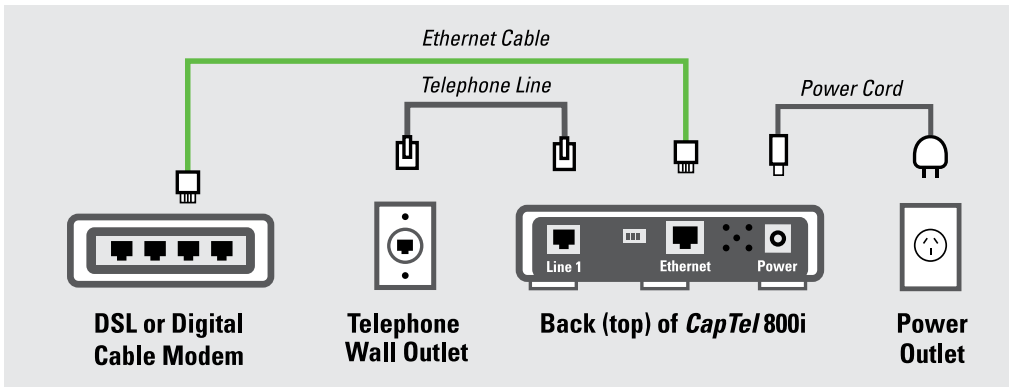
Use the examples on the following pages to match your setting with the correct installation method.

NOTE: When connected properly, the orange LNK indicator light will glow. The LNK indicator light is located next to the Ethernet jack on the back (top) edge of the *CapTel* 800i. The green ACT indicator light may occasionally blink, or it may stay dark.

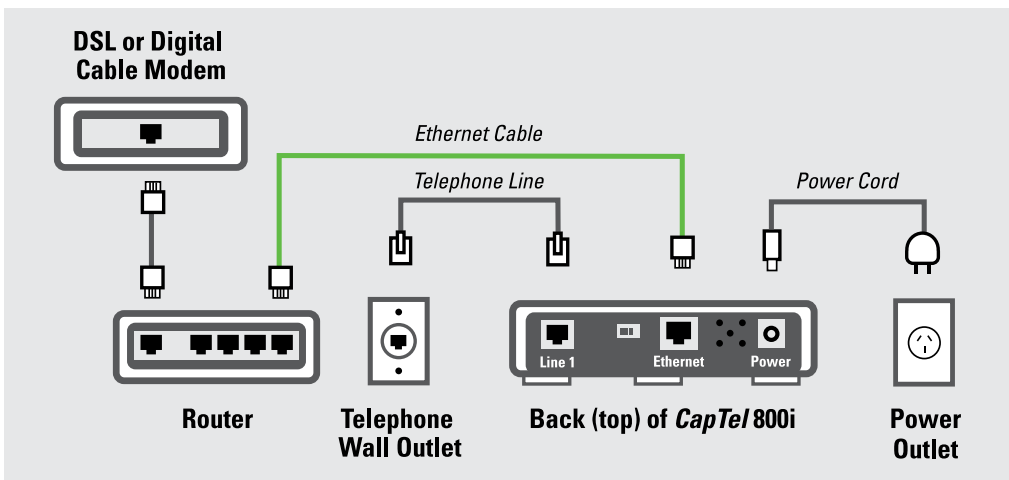


All Outlets Located Together

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 800i*.

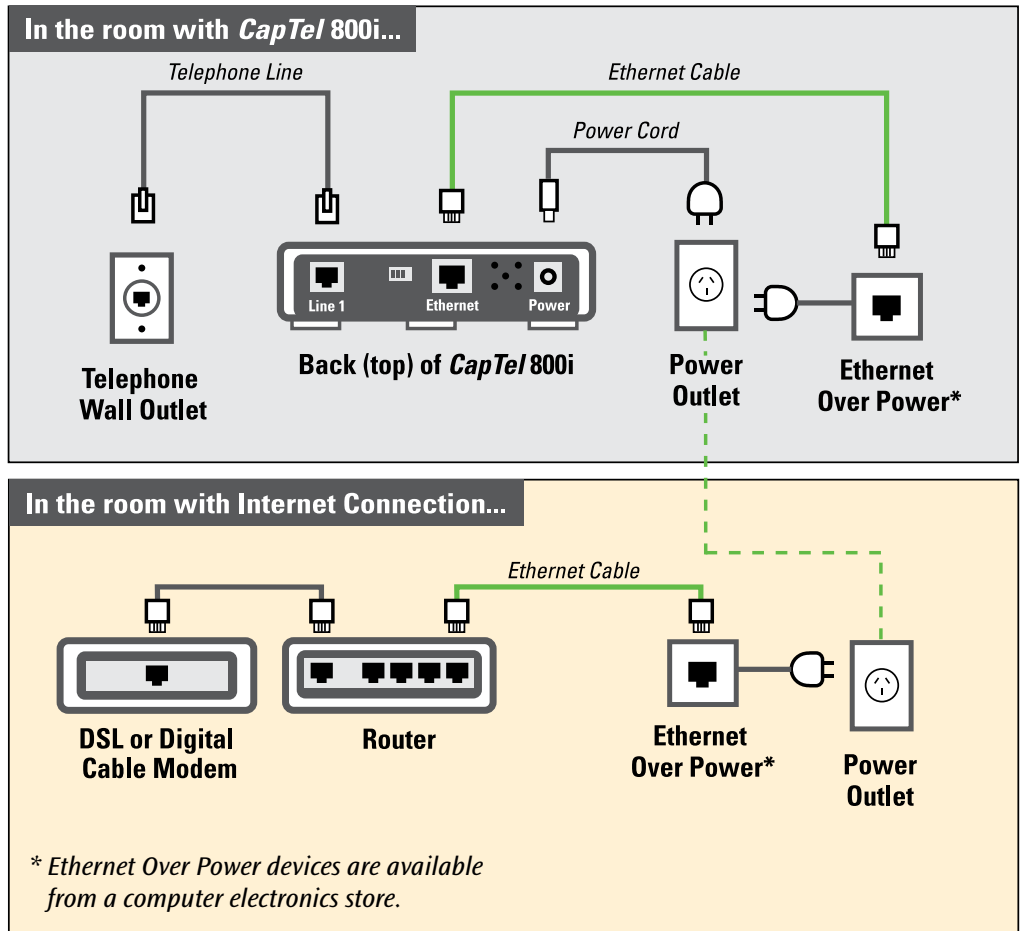


Example 2: If there is not an available Ethernet jack in your DSL or Cable Modem, you will need a router or switch that lets you connect more than one device to the Internet. Contact your ISP to obtain information on what router or switch will work with the modem. The router must support DHCP. Connect the router to your DSL/Cable Modem. Then connect the *CapTel 800i* to the router or switch (using the Ethernet cable).



Outlets Located in Separate Rooms

Example 3: The Internet connection is located in a different room than where you plan to use the *CapTel 800i*.



IMPORTANT: The Ethernet Over Power devices cannot be plugged into a power strip, surge protector, extension cord or GFI-type outlet. They must be connected directly into the electrical wall outlet.

You are now ready to make/receive calls. Make a test call to check that your *CapTel 800i* is working properly.

Troubleshooting

Problem with Power

Problem: The display screen is blank.

- Press any one of the buttons on the *CapTel* 800i phone to confirm that the phone is not in “sleep” mode. The display screen should light up.
- Confirm that the power adapter is plugged completely into the socket on the back (top) edge of the *CapTel* 800i phone and into a working wall outlet or power strip/surge protector.
- If plugged into a power strip, confirm that the power strip is turned “on”. If plugged into a wall outlet, check whether a wall switch controls the outlet and, if so, make sure it is switched on.
NOTE: Using an electrical outlet controlled by a “dimmer” or wall switch is not recommended.
- Confirm that you are using the power adapter provided with the *CapTel* 800i (6.0VDC@1.67Amps). **Do not use** a different power adapter than the one supplied with the *CapTel* 800i as this may damage the phone and will void the warranty.

No Telephone Service

The *CapTel* 800i needs to connect to the telephone service using an RJ11 jack/phone cord, like the one provided with the phone. The telephone connection can be to any land-line phone service, including:

- Standard analog service
- DSL (Digital Subscriber Line)
– filter recommended
- Digital Cable phone service
- VOIP (Voice Over Internet Protocol) phone service
- FIOS (Fiber Optic Service) phone service

The *CapTel* 800i 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.

NOTE: The Ethernet connection with the *CapTel* 800i ONLY provides the captions. The *CapTel* 800i still requires telephone service to work. Connecting your *CapTel* 800i to the Internet via the Ethernet jack does not give you Internet phone service. Whatever type of telephone service you use is still needed to make and answer calls.

- Confirm that the telephone cord is plugged into the *CapTel* 800i and into your telephone wall outlet (or into your telephone service adapter/modem, if necessary).
- Lift the *CapTel* handset and listen for a dial tone. The Signal Meter on the display screen helps show if a dial tone is present only if Ethernet is connected. If there is no dial tone, unplug the phone cord and power for one minute, then plug back in. If a dial tone is not present, there may be a problem with your telephone service.
- Check whether other telephones in your home are working properly. Try a different telephone plugged into the same wall jack to confirm the jack is working properly.
- Confirm that you are using the telephone cord provided with the *CapTel* 800i.
- Is a number (such as “9”) required to dial an outside line, as is common in office environments? If so, then you need to dial the “9” first before you can place a call.

Problem with Internet Access

Problem: *CapTel* display screen says “Check Network Settings”

- Check that Internet access is working: Are you able to access the Internet via a computer in your home?
- If you get your Internet access through your Digital Cable service, check that your TV is still getting cable channels. If not, your cable service may be temporarily down, affecting your internet service.
- Do you have to enter a password every time you access the Internet? If so, you may need to connect a router to your DSL or cable modem, and then connect the *CapTel* 800i to the router.
- If you’ve plugged the *CapTel* 800i into a router, does your router support DHCP? Check the specifications in the instruction manual that came with your router. *CapTel* 800i does not work with routers that support only static IP addresses. Your Internet service provider may also be able to help you identify how your Internet service is configured.
- Check that your Internet modem (DSL modem or Digital Cable modem) supports DHCP. While most Internet modems support multiple protocols, some modems are set to only PPOE. *CapTel* 800i requires DHCP support. Your Internet service provider can confirm/adjust the modem settings for you or advise if you need a different modem.
- Your network firewall security may be blocking communication from the network to your *CapTel* 800i. To check:
 1. Press any key to “wake up” the *CapTel* phone if the screen is dark.
 2. With the handset down, press 0 4 7 4 6 3 6 on the number keypad (zero IPINFO). The *CapTel* display screen will show IP information about your telephone.

3. Look at the display screen to see if any numbers are listed in the fields labeled “CapTel IP” and “IP ADDR”.

If there are no numbers listed in Phone IP, contact your Internet Service Provider to ensure that your modem supports DHCP.

If there are numbers listed in these fields, it means your Internet service is reaching the telephone, but captions may be getting blocked by your network firewall.

Contact your Internet Service Provider or consult the user manual for your modem or router for instructions on how to adjust the firewall security settings to include the *CapTel* phone. You may need to create a specific “rule” with your firewall that allows the *CapTel* IP addresses to access your network.

Problem: *CapTel* display screen says “Waiting for Captions” but nothing happens or the *CapTel* dialing keys/buttons seem unresponsive.

- Try resetting the *CapTel* phone by briefly unplugging the AC adapter and then plugging it back in. Wait for the logo screen to appear. The Captions button should be lit.
- Try resetting the network connection by unplugging the *CapTel* AC adapter, then turning off the router and the Internet modem. Wait a minute, then turn on the modem, (make sure it’s fully reset, with lights going steady) this may take up to five minutes to fully reset. Next, turn on the router, making sure it is fully reset. Then plug in the *CapTel* 800i AC adapter, all in that order. Wait for the logo screen to appear. The Captions button should be lit.
- Try electronically resetting the *CapTel* phone to its original factory default settings. With the handset hung up, press 0 7 3 7 3 8 on the dialing keypad (zero RESET). Press YES to reset.

WARNING: This will delete any saved phone numbers or speed dial settings.

Please call Access Comm Helpdesk for additional assistance: 1300 107 546



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