

Video: How does a CapTel phone call work?

Transcript

New Jersey Relay & CapTel logo on the screen with the title of the video, "Captioned Telephone Service".

Images appear on the screen of scenes from the video to follow.

Soft instrumental music plays throughout the video.

Announcer: "Captioned Telephone service is ideal for people with some hearing loss. The Captioned Telephone or CapTel phone works like any other telephone, with one important addition: It displays every word the caller says during the conversation. CapTel users may listen to the caller and may also read the captions in the CapTel's bright display window. CapTel users place a call the same way they would when using a traditional phone, by dialing the number directly. The CapTel phone connects to the captioning service when the caption button is pressed on the phone."

A man is sitting on a sofa in his home, picks up a handset from a CapTel phone on the nearby table and begins dialing.

Outside, a different man is standing front of a house, next to a sign "For Sale - AB Properties" and answers his

ringing cell phone. He answers: "AB Properties. This is Adam."

Announcer: "Using enhanced, voice recognition technology, a specially trained operator turns the spoken words of the caller into captions on the CapTel screen."

Scene shifts to a CapTel operator sitting in front of a monitor and wearing a headset with microphone. She appears to be repeating for the voice recognition system.

Scene shifts to a CapTel phone's display screen showing the spoken words "Ringing 1 2 (M) ab properties this is..."

CapTel user reads the CapTel phone's display screen while he listens to Adam and then replies: "Hi Adam, this is Don Kelly. I saw your ad for the house at 194 Elmgrove and I'd like to set a time to see it."

Adam says: "Hi Don, thanks for calling. I'll be glad to show you the house. It is an amazing deal. Needs a little work, but it is a great neighborhood, and we just lowered the price by 10,000."

Don both listens and reads the captions on his CapTel phone whenever Adam is talking.

Don replies: "I'm thinking of it as an investment property and it's close to my daughter's house, so she can help with it too."

Adam: “Don, I happen to be at the house right now. I just showed the house to someone else. Would you like to come over and see it now?”

Don: “Now is perfect! I can be over in 15 minutes.”

Adam: “Great! Looking forward to meeting you, Don.”

Don, with a smile on his face: “You too, see you soon.”

Adam: “Good bye!” Adam turns around to walk back to the house.

Scene shifts from Adam to a kitchen in a different house where a girl is having a snack and a woman answers a ringing kitchen phone: “Hello?”

Scene shifts back to Don still on the sofa in his living room. Don reads his CapTel display screen: “Ringing 1 2 and (F) hello”.

Don: “Hi honey, it’s Dad. I’m gonna go look at that house on Elmgrove. They just lowered the price and the agent is there now. Do you want to meet me there?”

Daughter replied via her kitchen phone: “Yes! Go through with the agent and we will show up after you have a chance to see the house.”

Don reads the CapTel phone’s display screen with his daughter’s words on it.

Don: "See you there."

Scene changes to show that Adam and Don are walking on a sidewalk in front of a house. Don's daughter and the girl arrive. The girl gives Don a big hug as the daughter shakes hands with the agent.

As the announcer speaks, there is a large New Jersey Relay & CapTel logo on the screen with the video title, "Captioned Telephone Service", "NJCapTel.com" and phone number 1-888-269-7477.

Announcer: "With New Jersey CapTel, you can use the telephone whenever you want. There is no need to rely on others to make calls for you or to avoid using the phone. CapTel services are available at no cost to you. CapTel service is available for both English and Spanish language callers. To learn more about New Jersey CapTel service, go to NJCapTel.com or call 1-888-269-7477."

Screen fades to black. The following written disclaimer appears on the screen. "New Jersey Relay & CapTel is a free service provided by Sprint and approved by the New Jersey Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people with hearing loss. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON.

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 by the state telephone carriers. Internet-based CapTel is funded separately through a federal administrative fund. No cost is passed on to the CapTel user for using the captioning service. Individuals with hearing loss must complete & submit either an Equipment Distribution Program form or a Third-Party Certification of Eligibility form, signed by hearing health professional to be eligible for no-cost, analog or Internet-based CapTel phone. Although Cap Tel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Sprint reserves the right to modify, extend or cancel offers at any time with notice. CapTel callers are responsible for their own long distance call charges. Offer not available everywhere or for all devices. Restrictions apply. ©2020 Sprint. All rights reserved. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

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