



NJ Relay & CapTel

Accessible Telecommunications

njcaptel.com

Listen and Read Your Calls and Never Miss a Word

New Jersey Captioned Telephone (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!

New Jersey Captioned Telephone service (CapTel) offers anyone with hearing loss the ability to **HEAR** the other person and **READ** captions of everything that is being said during the telephone conversation.

CapTel Phone Features

- Live captioning service at NO CHARGE
- Large screen with adjustable font sizes and colors
- Built-in answering machine with captions
- Amplification with tone control
- Available in English-to-English & Spanish-to-Spanish
- One-touch blue button to reach customer service 24/7



To learn more about CapTel,
visit njcaptel.com

How Does CapTel Service Work?

Placing a call on a CapTel phone is just like using a standard phone, but even better. Each time you use the CapTel phone to make or answer a call, you will be automatically connected to a captioning service.

- 1** You speak directly to the other party on the CapTel phone.
- 2** The other party talks directly to you while the captioner listens.
- 3** The captioner transcribes the other party's voiced message into captions.
- 4** You listen and read the captions on the CapTel phone.



CapTel Models

CapTel 840 and 840i

Two models with the familiarity, look and feel of a traditional telephone.

CapTel 840 - Only landline telephone connection(s) is required for this model.

CapTel 840i - A landline telephone connection and high-speed Internet service are required for this model.

The captioning service uses the Internet connection to display captions.



CapTel 2400i

A contemporary telephone design with a large, colorful touch-screen display and clear menu graphics.

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

A landline telephone connection and high-speed Internet service are required for this model. The captioning service uses the Internet connection to display captions.



CapTel 880i

This model is ideal for you if you prefer to read captions on an extra large display with adjustable font sizes and colors.

A landline telephone connection and high-speed Internet service are required for this model. The captioning service uses the Internet connection to display captions.



WebCapTel

WebCapTel is a NO-COST web-based service that allows you to read captions of the other party's spoken words on a computer, laptop, or tablet with high-speed Internet service. You can listen and speak to the other party via any telephone, including mobile or landline phones.

Everything is done via a web browser! No special equipment is required and no need to download or install anything.

This service is available in English-to-English and Spanish-to-Spanish.



To learn more about WebCapTel, visit
njcaptel.com/webcaptel

Through a contract between T-Mobile and New Jersey Board of Public Utilities, New Jersey Relay & CapTel services are provided at no cost to persons with hearing loss or speech disabilities for telephone accessibility. 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 CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. T-Mobile 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. Restrictions apply. ©2021 T-Mobile. All rights reserved. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

No-Cost for New Jersey Residents

New Jersey CapTel service is available at NO COST to New Jersey residents with hearing loss. Get a CapTel phone one of three ways:

1. Get an internet-based CapTel model (840i, 2400i or 880i) at NO CHARGE with a third party certification form signed by your hearing health care professional (doctor, audiologist or hearing aid dispenser). The form is available at njcaptel.com.
2. Qualified users can get a CapTel 840 model at NO COST through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program. Call 800-792-8339 or visit nj.gov/humanservices/ddhh/services/edp.
3. Purchase any model of CapTel phone by calling 800-233-9130 or visiting njcaptel.com.

Presentations & Trainings

We provide complimentary presentations, webinars, demonstrations and one-on-one trainings.

Contact us today if interested.

- Lori Timney
Customer Relations Manager for NJ Relay & CapTel
Email: lori.timney@t-mobile.com
Office: 732-440-8822
Website: njcaptel.com

New Jersey CapTel Customer Service

- English: 888-269-7477
- Español: 866-670-9134
- Email: captel@captel.com