



# CALIFORNIA RELAY

## Stay Connected

### Customer Care

If you have questions or concerns, call 888-402-4018 (English) or 877-330-0156 (Spanish), email [californiarelay@hamiltonrelay.com](mailto:californiarelay@hamiltonrelay.com), or visit us in person at a California Connect site. Locations can be found at [CAConnect.org](http://CAConnect.org).

### Equipment Distribution Program

Interested in finding a Captioned Telephone that can help you or a loved one communicate with ease?

Call 800-806-1191 or visit [CAConnect.org](http://CAConnect.org) to learn more about our equipment distribution program.



## CAPTIONED TELEPHONE

# What Is Captioned Telephone?

Captioned Telephone (CapTel®) is a service that allows users to listen to their phone conversations while reading captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

**CapTel 840PLUS** *(phone service required)*

The CapTel 840PLUS operates like a traditional home phone with features including:

- Amplification
- Caller ID capable
- One touch button for Customer Care

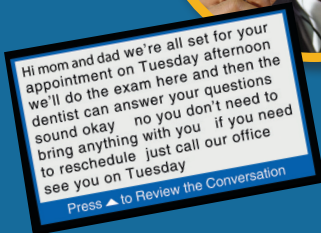


## How Does Captioned Telephone Work?

Captioned Telephone service works with the help of a CapTel phone, which functions like a traditional phone, with one main difference: it displays every word the other person says during the conversation.

Behind the scenes, advanced speech recognition software is used to generate captions of the call while a live communication assistant is available to ensure accuracy of the captions.

**CAPTIONING  
SERVICE  
GENERATES  
CAPTIONS**



**CAPTIONED TELEPHONE USER**



**TALK BACK  
AND FORTH**



**OTHER PARTY**

*CapTel is a registered trademark of Ultratec, Inc.*