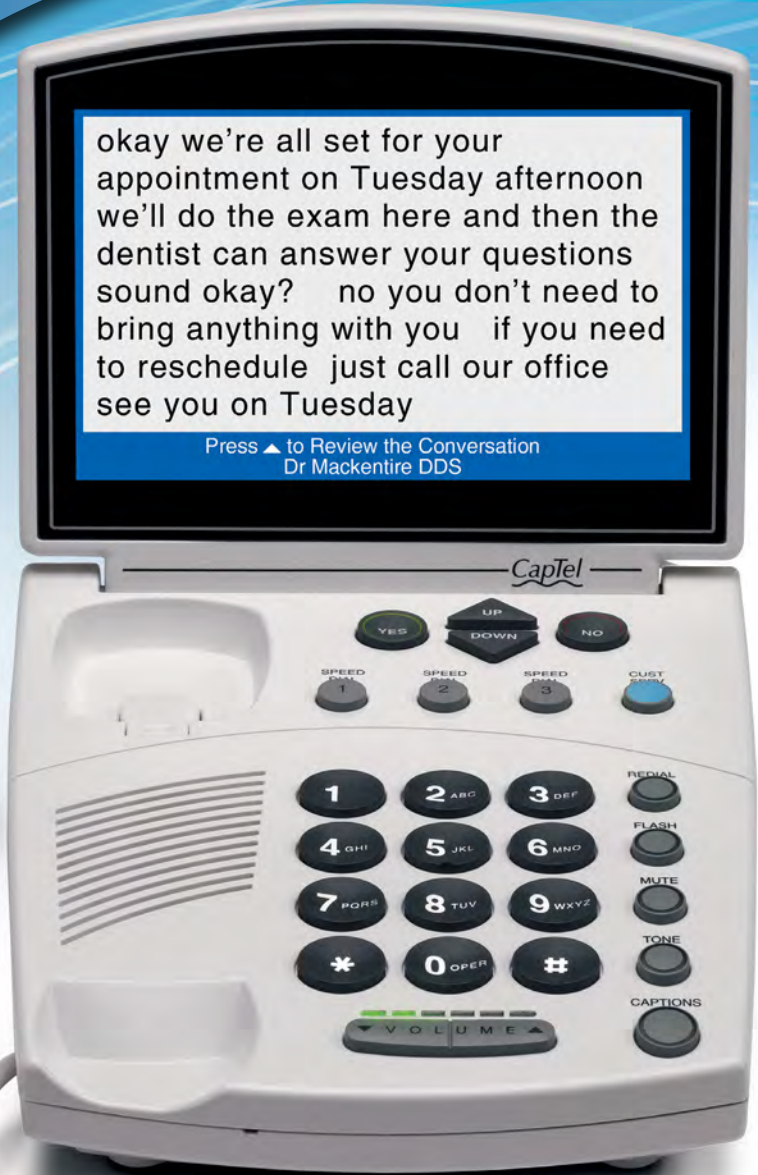# CapTel® 840i

Setup Guide

okay we're all set for your appointment on Tuesday afternoon we'll do the exam here and then the dentist can answer your questions sound okay?   no you don't need to bring anything with you   if you need to reschedule just call our office see you on Tuesday

Press ▲ to Review the Conversation
Dr Mackentire DDS

ABN 94 666 854 655

ACCESS COMM

Ultratec®

About Your New *CapTel*® 840i

Your new *CapTel* 840i 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* 840i is also different than a traditional telephone in some important ways.

In order to show captions, your *CapTel* 840i connects to the Internet the same way you connect a computer to the Internet. The Internet connection links to a our Captioning Service, where the captions are sent back over the Internet to your *CapTel* 840i phone, for you to read in the display.

Because the *CapTel* 840i 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.

ACCESS
COMM

Help is available during business hours please contact:

Toll-Free Installation Help Line: 1300 107 546
Email: info@accesscomm.com.au
Online Help: www.accesscomm.com.au

If someone else installed your home computer or your Internet connection, you may want to consult with that person as you set up the *CapTel* 840i.

Important Information when Calling for Help

The following information may help *CapTel* Customer Service troubleshoot your problem. If possible, please have this information handy when you call for help:

|	
My Telephone Number	
My *CapTel* 840i Electronic Serial Number (ESN) *(located underneath your CapTel phone)*	
My Internet Service Provider	
My Telephone Service Provider	
If using WiFi: Name of WiFi Network (SSID)	
WiFi Password *(also sometimes called "Pass Phrase" or "Network Key")*	

Connect the Telephone Line

Plug one end of the telephone cord into the telephone jack labeled "Line 1"

Located on the back (top) edge of the *CapTel* 840i. Be sure to use the telephone cord that came with your new *CapTel* 840i phone.

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

Telephone Line

Telephone Wall Outlet   **Back (top) of *CapTel* 840i**   **Power Outlet**

Line 1   LNK   Ethernet   Power
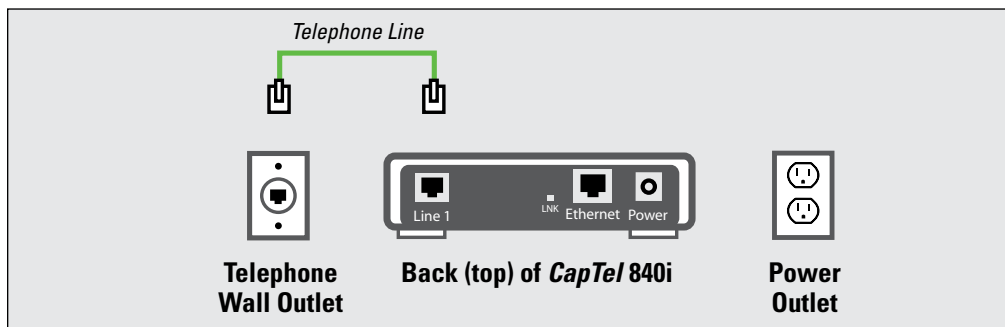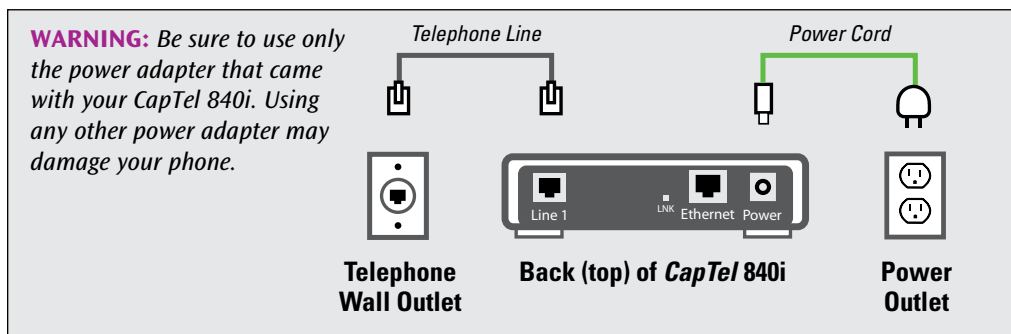
Connect to a Power Outlet

Plug the power adapter cord into the power socket labeled "Power"

Located on the back (top) edge of the *CapTel* 840i. Be sure to use the power adapter that came with your new *CapTel* 840i.

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 840i 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 840i. Using any other power adapter may damage your phone.*

Telephone Line   Power Cord

Line 1   LNK   Ethernet Power

Telephone Wall Outlet   **Back (top) of *CapTel* 840i**   **Power Outlet**

Once you plug in the power, your *CapTel* phone will automatically check that everything is connected and working properly. You can follow along on the *CapTel* display screen, which will tell you what is happening during the set up process.

Select a Language

You can set the *CapTel* 840i for either English or Spanish language. The *CapTel* menu options and conversation captions will appear in whichever language you select.

1. When the *CapTel* screen lights up, select which language you would like. Press the **UP** arrow or **DOWN** arrow until the language you want is highlighted.

Please Select Language
English
Español
Press YES to Accept

2. Press the **YES** button to accept.
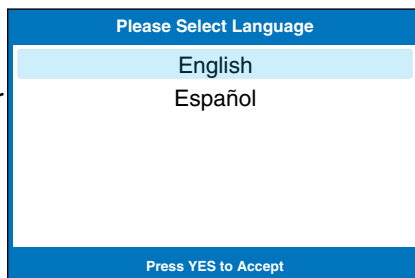
NOTE: *You can change the Language setting at a later time. Please see "Turning Spanish Captions On/Off" in the CapTel 840i How-to Guide.*

Connect to Your Internet Service

There are two ways to connect to your Internet service:

Option 1: Wired – using an Ethernet cable to connect to the Internet. Please follow instructions for "Wired Installations" below.

Option 2: Wireless – using your home/office WiFi network to reach the Internet. Please follow instructions for "Wireless/WiFi Installations" on page 14.

For Wired Installations

1. Plug one end of the Ethernet cable into the jack labeled "Ethernet", located on the back (top) edge of the *CapTel* 840i. Be sure to use the Ethernet cable that came with your new *CapTel* 840i phone.

2. Connect the other end of the Ethernet cable into the jack you use to access 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 in your home
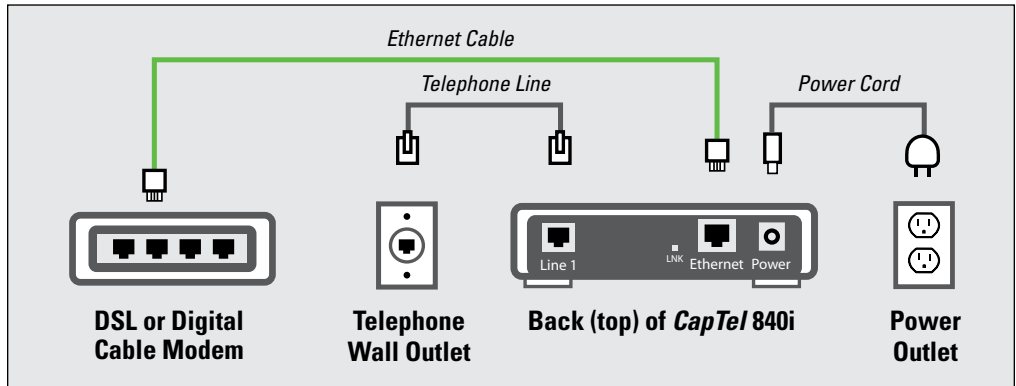> • An available Ethernet jack in a wall outlet

NOTE: *When connected properly, LNK indicator light will glow. The LNK indicator light is located next to the Ethernet jack on the back (top) edge of the CapTel 840i.*


Back (top) of *CapTel* 840i
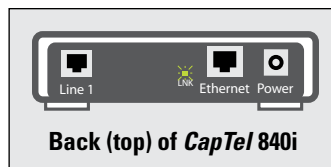
Use the examples on the following pages to match your setting with the correct installation method.

Case 1: 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* 840i.

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 Internet Service Provider for information about what router or switch will work with your modem. The router should support DHCP. Connect the router to your DSL/Cable Modem. Then connect the *CapTel* 840i to the router or switch using the Ethernet cable as shown below.
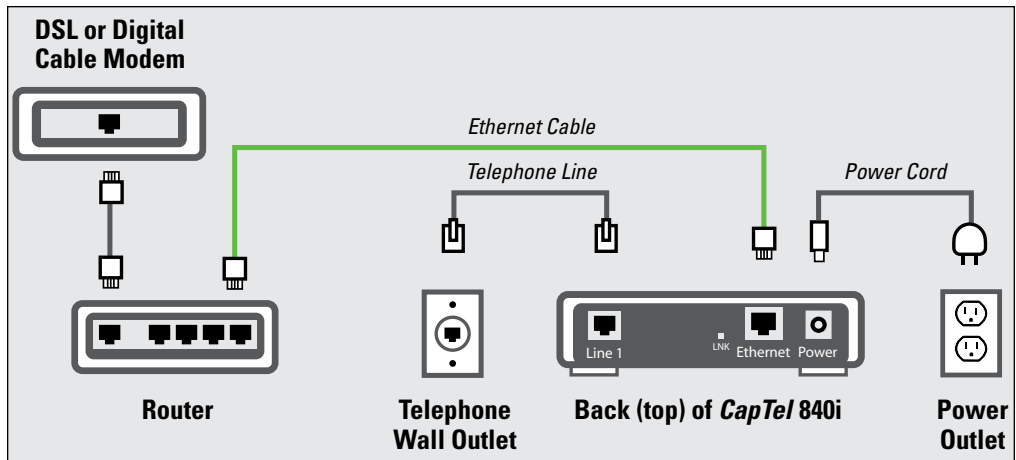
Case 2: Outlets Located in Separate Rooms

If your Internet connection is located in a different room from where you plan to use your *CapTel* phone, choose one of the following examples that best matches your setting.

Example 1: Use a wireless "WiFi" router.

In the room with *CapTel* 840i...

Telephone Line

Power Cord

Telephone Wall Outlet

Line 1   LNK   Ethernet   Power

Back (top) of *CapTel* 840i

Power Outlet

In the room with Internet connection...

DSL or Digital Cable Modem

Wireless Router
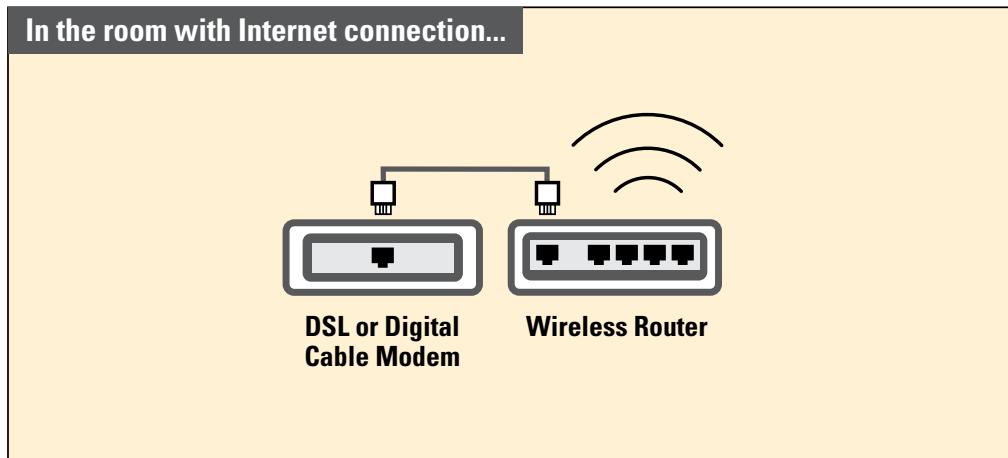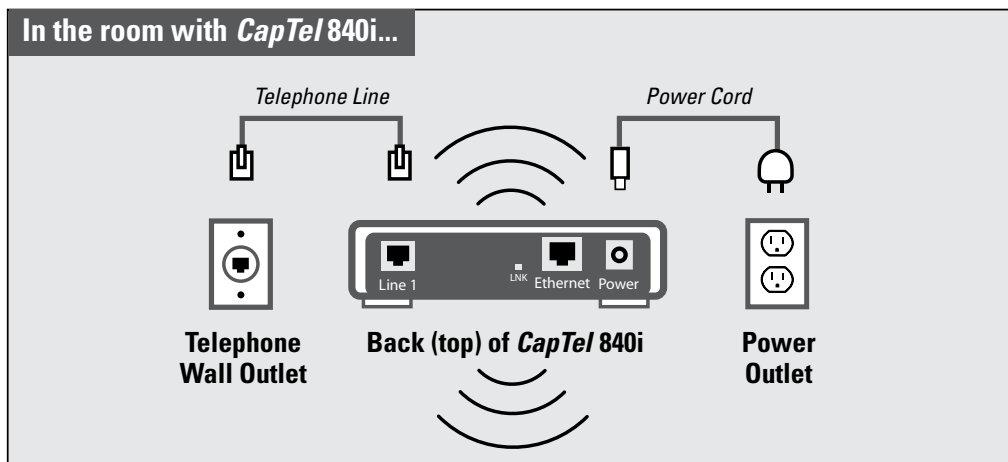
Example 2: Use Powerline Network Adapters

In the room with *CapTel* 840i...

Ethernet Cable

Telephone Line

Power Cord

Line 1   LNK   Ethernet   Power

Telephone Wall Outlet

Back (top) of *CapTel* 840i

Power Outlet

Powerline Network Adapter*

Outlet should not have other devices plugged in.

In the room with Internet connection...

Ethernet Cable

DSL or Digital Cable Modem

Router

Powerline Network Adapter*

Power Outlet

* Powerline Network Adapters (sold separately) are available from a computer electronics store or online from WCI (www.weitbrecht.com) at an additional cost.

IMPORTANT: The Powerline Network Adapters 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.

Example 3: Install an Ethernet Wall Jack

Some newly-constructed homes are wired for Internet connectivity by having Ethernet cable jacks built right into a wall outlet *(similar to how an electrical outlet or a telephone outlet would work)*.
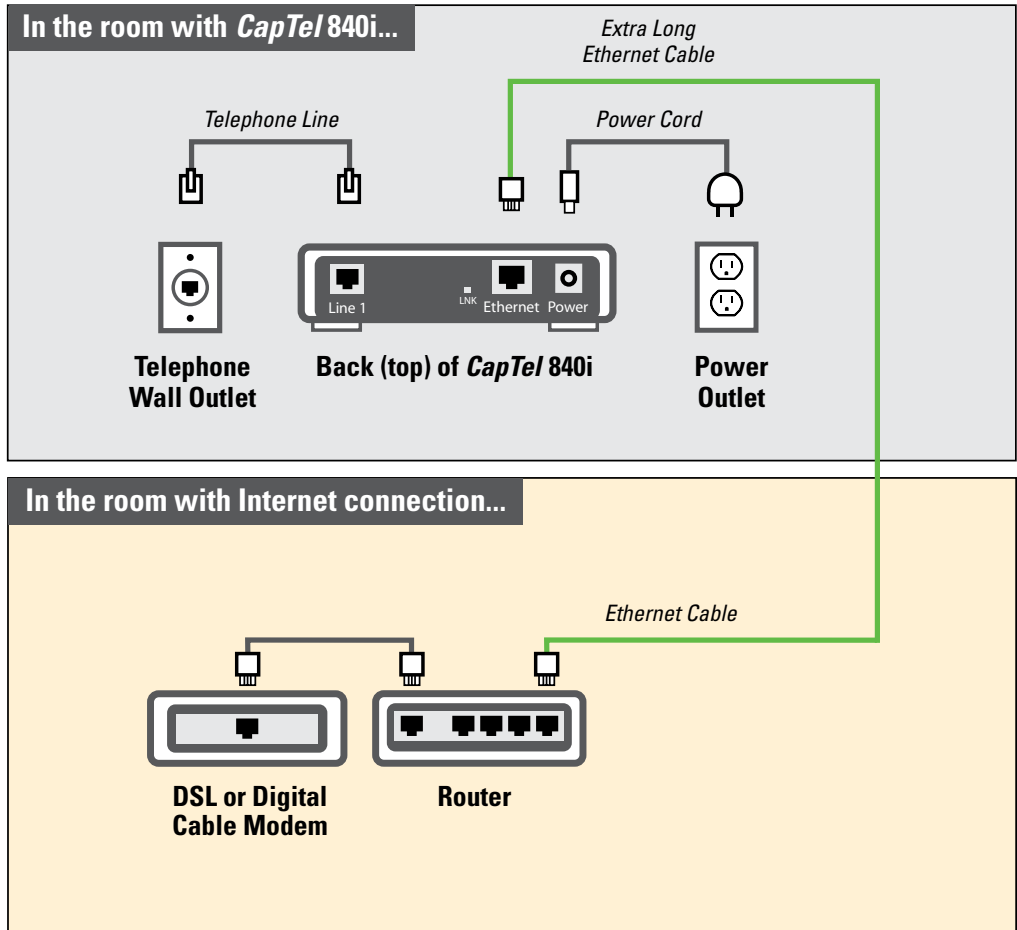
For approximately the same cost as buying Powerline Network Adapters, your telephone company or Internet Service Provider can install Ethernet jacks/wiring in your home or office directly in the room that you plan to use your new *CapTel* telephone.

To learn more about this option, please contact your Internet Service Provider.
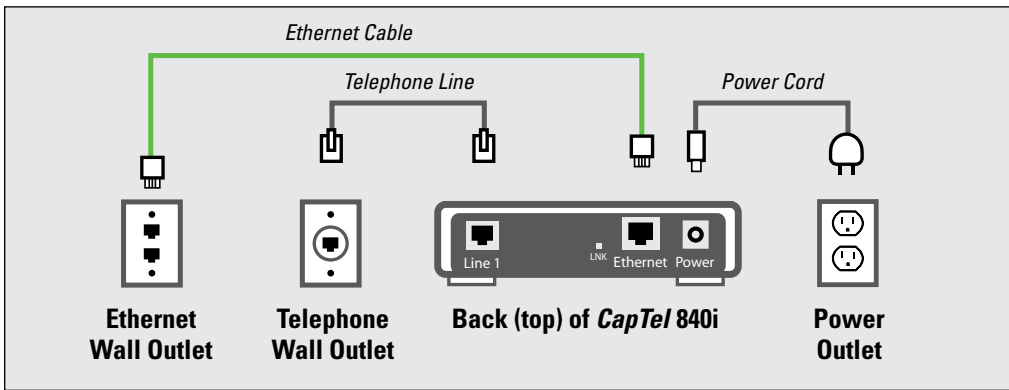
Example 4: Extra Long Ethernet Cable

You can use an extra long Ethernet cable *(longer than the standard Ethernet cable that came with your CapTel telephone)* to bridge the distance between your phone location and your Ethernet jack.

In the room with *CapTel* 840i...

Extra Long Ethernet Cable

Telephone Line   Power Cord

Line 1   LNK   Ethernet   Power

Telephone Wall Outlet   **Back (top) of *CapTel* 840i**   **Power Outlet**

In the room with Internet connection...

Ethernet Cable

DSL or Digital Cable Modem   **Router**

For Wireless/WiFi Installations

If you have a wireless *("WiFi")* network in your home or office, your *CapTel* phone can connect to the Internet using the WiFi network. You do not need to plug in an Ethernet cable.

To set up your *CapTel* for WiFi use, you will need to know the name of your wireless network *(also called the SSID)* as well as any passwords that may be necessary to access the network. The way you access your WiFi network with *CapTel* will be very similar to the way you access the network from a computer or mobile device.

In the room with *CapTel* 840i...

Telephone Line   Power Cord

Line 1   LNK   Ethernet Power

Telephone   **Back (top) of *CapTel* 840i**   **Power**
Wall Outlet   **Outlet**

In the room with Internet connection...

DSL or Digital   **Wireless Router**
Cable Modem
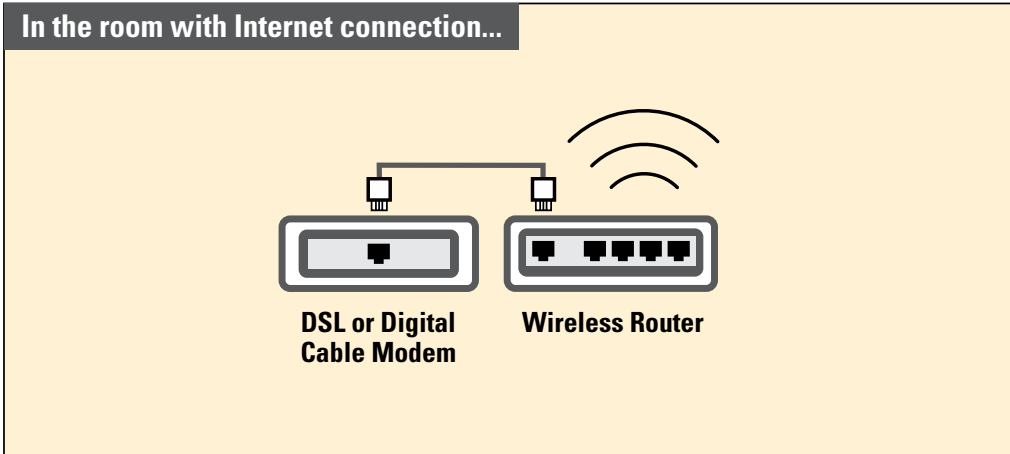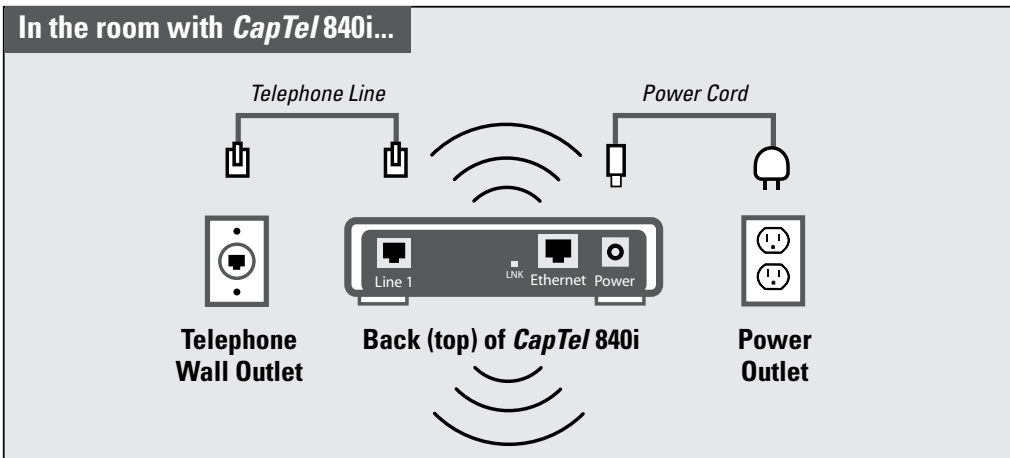
NOTE: *If someone helped install the wireless network in your home or office, it may be helpful to consult with them as you set up your CapTel phone.*

To set up your WiFi connection:

1. The display asks, **Press YES for WiFi Setup.** Press the **YES** button.

SETUP - CONNECT TO INTERNET
Please plug in Ethernet Cable.
Or
Press YES for WiFi Setup
Press YES for WiFi Setup

2. Your *CapTel* checks if any wireless networks have been used previously and are already saved in memory. If no previous networks are detected, *CapTel* scans for available networks in your location.

SETUP - WIFI
Scanning for WiFi Networks
⏳
Press YES to accept or NO to exit

3. *CapTel* lists any WiFi networks detected, in order of the strongest signal strength to the weakest signal strength. Use the **UP/DOWN** arrows to highlight the wireless network you want to use. Press the **YES** button to select.

SSID	SECURITY	Ch.	SIGNAL
2WIRE269	WPA	08	.●●●●
OfficeNet	WPA	06	.●●●●
ACBRDBAND	WPA	06	.●●●●
NETWORK1	WPA	04	.●●○○
Refresh Network List			
Enter Network Manually			
Press YES to Select a Wireless Network **Press NO to exit WiFi Setup**			

NOTE: *CapTel may detect wireless networks in your location that you do not recognize – such as a wireless network from a neighbor or nearby office. Be sure to select the SSID that matches your WiFi network.*

If you do not see the network you want listed, try moving your *CapTel* phone to an area closer to your wireless router and selecting "Refresh Network List". *CapTel* will re-scan for available networks.
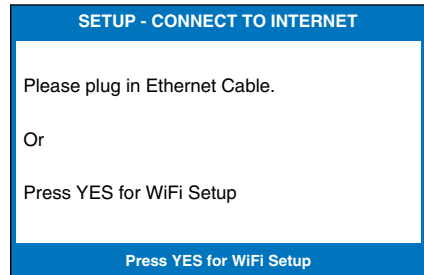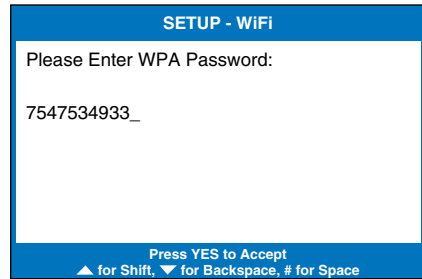
4. If required, *CapTel* asks for the password to access your WiFi network.

NOTE: *Where to find your WiFi password? This is the same password you need to access the WiFi network from any computer or mobile device. The password (sometimes called a "pass phrase" or "network key") is assigned by your Internet Service Provider or by whomever set up your wireless network. In some cases, the password may be listed directly on your wireless router.*

Use the dialing pad to enter the letters or numbers of your password. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen. For special characters (i.e., #, &, %) press the 1 key repeatedly.

> **SETUP - WiFi**
>
> Please Enter WPA Password:
>
> 7547534933_
>
> **Press YES to Accept**
> **▲ for Shift, ▼ for Backspace, # for Space**

TIP: *Some passwords are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case.*
Example: To enter the letter "R", press the UP arrow button to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.

NOTE: *Depending on the type of security on your wireless network, you may not be asked to enter a password.*

TIP: *After you have typed your password, double-check that you have all the letters and numbers listed correctly, and that any capital/lower case letters are entered properly. If the password is not correct, CapTel will not be able to connect to your WiFi network.*

YES

5. After you have entered the password, press the **YES** button to accept. *CapTel* will save your network settings, and connect to your wireless network.
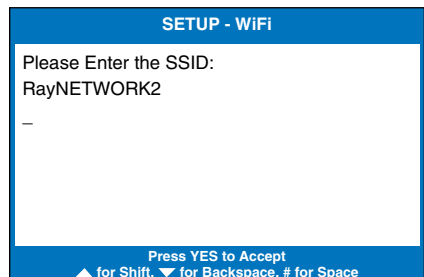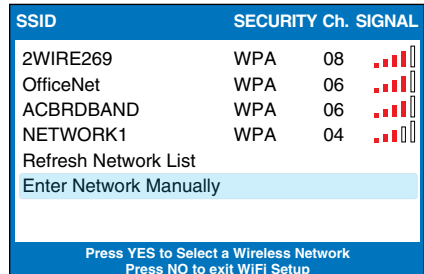
Entering a Network Manually

If you do not see your network name in the list of available WiFi networks, you can manually enter the name of the network you want to use.

1. Use the **DOWN** arrows to highlight **Enter Network Manually**. Press the **YES** button to select.

SSID	SECURITY	Ch.	SIGNAL
2WIRE269	WPA	08	
OfficeNet	WPA	06	
ACBRDBAND	WPA	06	
NETWORK1	WPA	04	
Refresh Network List			
Enter Network Manually			

Press YES to Select a Wireless Network
Press NO to exit WiFi Setup

2. Use the dialing pad to enter the name of the wireless network you want to use *(also called the "SSID")*. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen. For special characters (i.e., &, #. %) press the 1 key repeatedly.

Example: To enter the letter "R", press the UP arrow button to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.

SETUP - WiFi

Please Enter the SSID:
RayNETWORK2

_

Press YES to Accept
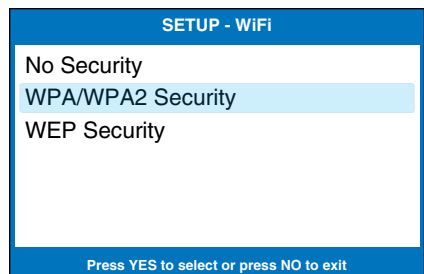**▲ for Shift, ▼ for Backspace, # for Space**

TIP: *Some network (SSID) names are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case. Use the DOWN button to backspace.*
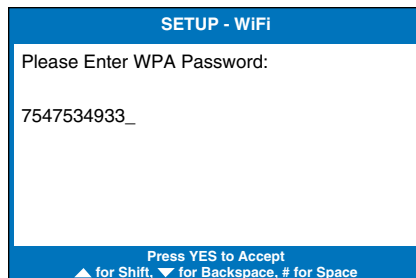
3. Use the **UP/DOWN** buttons to highlight the type of Network Security on your WiFi network. Press the **YES** button to select.

NOTE: *If you don't know which Network Security to use, please check with the person who set up your WiFi network.*

SETUP - WiFi

No Security
WPA/WPA2 Security
WEP Security

Press YES to select or press NO to exit

4. If required, *CapTel* asks for the password to access your WiFi network. Use the dialing pad to enter the letters or numbers of your password. Look for the letters listed on the number keys to know which number key to press. For some letters/numbers, you will need to press the number key several times until the correct letter/number appears on the display screen. For special characters (i.e., #, &, $) press the 1 key repeatedly.
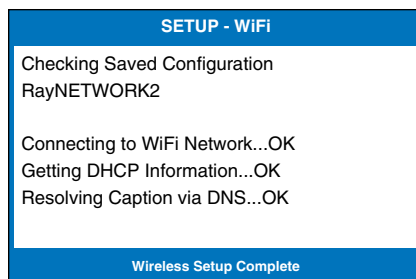
```
        SETUP - WiFi

Please Enter WPA Password:


7547534933_




        Press YES to Accept
  ▲ for Shift, ▼ for Backspace, # for Space
```

TIP: *Some passwords are case-sensitive. Press the UP button to shift lock for capital letters. Press the UP button again to return to lower case.*
Example: To enter the letter "R", press the UP arrow button to set shift-lock to capital letters, then press the number 7 key three times until you see "R" on the display screen.

5. Confirm that your password is listed correctly, then press the **YES** button to accept.

6. *CapTel* saves your wireless settings, and then connects to the wireless network that you specified.

```
        SETUP - WiFi

Checking Saved Configuration
RayNETWORK2

Connecting to WiFi Network...OK
Getting DHCP Information...OK
Resolving Caption via DNS...OK


    Wireless Setup Complete
```

If you have any problems accessing your wireless network with *CapTel*, please see "Troubleshooting" on page 29 or contact *CapTel* Customer Service for help.

NOTE: *Once your CapTel phone connects to the Internet, it automatically checks to make sure that you have the most current software version. If needed, your phone will automatically update its software over the Internet connection. Watch the display screen to follow the progress. Your CapTel phone may reboot as part of the update process. Once the entire update process is completed, you will be able to continue with the installation.*
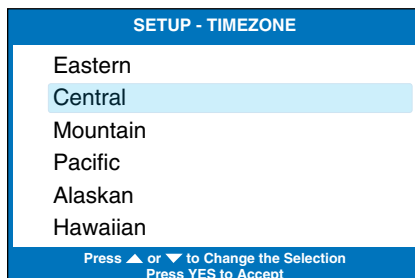
STEP 5

# Setting the Time and Date

To Set the Time and Date

1. Use the **UP** or **DOWN** arrow buttons to highlight the Time Zone that your new *CapTel* phone is located in. Once the correct Time Zone is highlighted, press the **YES** button to select.

SETUP - TIMEZONE
Eastern
Central
Mountain
Pacific
Alaskan
Hawaiian
Press ▲ or ▼ to Change the Selection Press YES to Accept

2. Do you live in an area that observes Daylight Savings Time? If so press the **YES** button. If not, press the **NO** button.

SETUP - DAYLIGHT SAVINGS
Do You Observe Daylight Savings?
Press YES or NO to answer

3. *CapTel* shows you the current time and date setting. If you want to make changes, use the **UP** or **DOWN** arrow buttons to move the blue highlight over the number that you want to change.
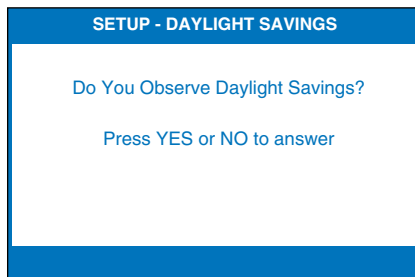
4. On the dialing pad, press the key that lists the number you want to use.

Example: To set the time for 11:30, press the "1" key twice, then press the "3" key followed by the "0" key.

SET THE TIME AND DATE
12:13 AM **01/01/2021**
Use 2 for AM **Use 7 for PM**
Use the keypad to enter the Time and Date Press YES to accept or NO to exit