

# INSTRUCTIONS FOR USING A CAPTIONED TELEPHONE

## TO MAKE A CALL

1. Lift the receiver and dial the other person's number like you normally would.
2. Watch the screen to read as the Caption Operator dials for you and the other person answers.
3. Say, "Hello..." and whatever else you might want to say, as soon as you know the other person has finished talking. If you have not spoken to this person on your captioned phone before, you might want to explain that there will be a little bit of a delay for you to answer them while you read the captions.
4. Don't worry if you cannot hear the other person – that's why you have captions!
5. Remember that the new captions always appear at the bottom of the screen – it is not necessary to re-read the whole screen.
6. Remember to read silently – it's confusing to the other person to hear their words repeated back to them.
7. When the conversation is finished, just hang up.

## TO ANSWER A CALL

1. When the phone rings, answer it and say "Hello, please hold."
2. Watch the screen as the words appear, 'Waiting for Captions.' While you see this, you are on hold.
3. When the words 'Waiting for Captions' disappear, say "Hello" again and begin your conversation.
4. If the captions don't appear (the red light on the 'Caption' button is off and the screen is blank), this means that the other person did not call you through the captioned service number. You can tell them to call you back by dialing 1-877-243-2823 and then your number, or you can assume that it's someone who doesn't know you well and just hang up. If you have caller ID, you can call them back if you recognize the number.

## TO CALL 9-1-1 IN AN EMERGENCY

1. Lift the receiver and **dial 9-1-1**.
2. **There will not be any captions!**
3. If you are able to hear, wait until someone answers the phone, then tell them that you are hard of hearing or deaf and cannot respond. Tell the emergency and repeat this until help arrives, unless you are in danger to stay on the phone.

**NOTE: In a fire, get out immediately and let someone else call unless you are physically unable to leave!**