



ClearCaptions®

Installation Guide

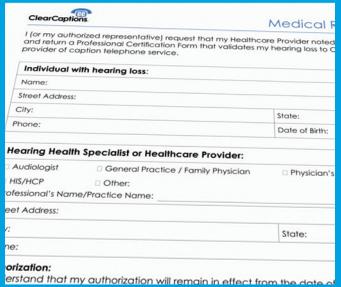
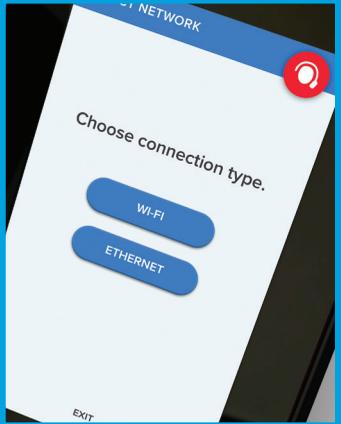


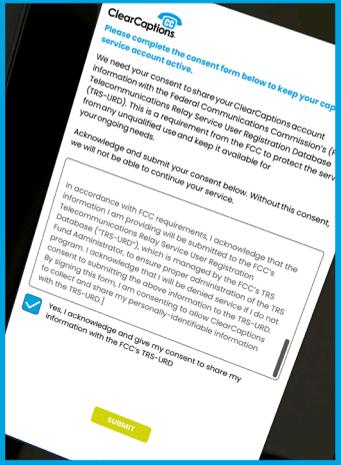
Federal law prohibits anyone but registered users with hearing loss from using this device with the captions on.

Use this Installation Guide as your checklist for a complete and successful installation, registration and activation of the ClearCaptions Phone.

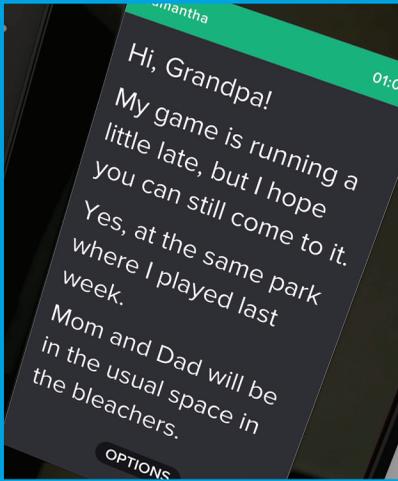
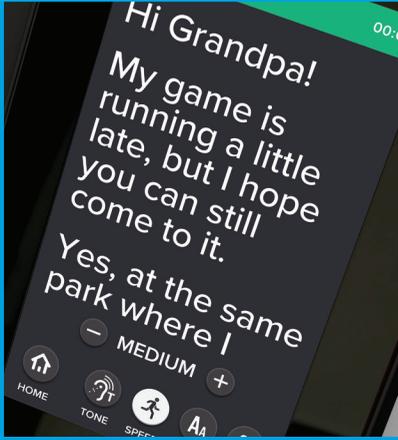
If you have any questions before, during or after the setup, contact ClearCaptions Customer Support at **866-868-8695**.

INSTALLATION STEPS

STEP	TASK	INSTRUCTIONS	EXAMPLE
STEP 1 ○	Unpack ClearCaptions box.	You might not use everything in the box.	
STEP 2 ○	Review the Medical Release Form (MRF).	Locate the Medical Release Form in the blue envelope and complete. Use the provided prepaid envelope to send back to ClearCaptions.	
STEP 3 ○	Pick the best location to set up the phone.	Must be near a power outlet, active landline and internet connection (you can also use a wireless connection: Wi-Fi).	
STEP 4 ○	Plug phone in with power cord.	Once you have power connected, your phone will move to the Startup screen and run the Setup Wizard. Note: Only the power adaptor provided with the phone can be used.	
STEP 5 ○	Connect the caption phone to the internet and a nearby phone jack.	You can either use Wi-Fi or connect the ethernet cable to the back of the phone. Note: If you no longer have active landline service, please call us at 866-868-8695 to speak to a representative to discuss alternative options.	
STEP 6 ○	Follow instructions in Setup Wizard.	Network: Choose Wi-Fi or Ethernet. (If Wi-Fi signal during Setup Wizard process has less than 3 bars of signal strength, contact 866-868-8695 to speak with a representative to troubleshoot). Software Updates: The phone will check to see if there are any software updates needed. If there are, it will ask if you want to update; tap Yes and the phone will automatically update and move you to Registration.	

STEP	TASK	INSTRUCTIONS	EXAMPLE
<p>STEP 7</p> <p>○</p>	<p>Follow registration steps.</p>	<p>Prompt will appear asking for your login username and password.</p> <p>Use your ClearCaptions account username (your email address) and password to log in. If you do not have this information please call 866-868-8695.</p> <p>From the Consent Form page, tap Next.</p> <p>Scroll through the electronic signature Consent Terms.</p> <p>Tap on the, "I have read and acknowledged these terms" box then tap Next to proceed.</p> <p>On the TRS-URD Consent page, scroll and review the terms.</p> <p>Tap, "Yes, I acknowledge and give my consent to share my information with the FCC's TRS-URD" option then tap the Submit button.</p> <p>A Thank You page will appear. Tap Done.</p> <p>Enter your Birth Date and the last 4 digits of your Social Security Number. (If this screen does not appear, you already successfully submitted the information).</p> <p>Read the FCC Self Certification acknowledgment and then tap Accept to certify that you are the one with hearing loss.</p> <p>Read the ClearCaptions Terms and Conditions and tap Accept.</p> <p>Read the Customer Proprietary Network Information (CPNI) Terms and tap Accept or Decline.</p> <p>Next, enter the area code and phone number being used on the ClearCaptions Phone (user's phone number).</p> <p>The next screen will display a confirmation page showing the phone was set up successfully.</p> <p>Watch the Overview video and tap Start.</p> <p>IF UNABLE TO SUCCESSFULLY COMPLETE THE REGISTRATION, CALL 866-868-8695 FOR ASSISTANCE.</p>	

HOW TO USE THE PHONE

STEP	TASK	INSTRUCTIONS	EXAMPLE
STEP 1 	How to use captions.	<p>Your new caption phone will show captions of the words your callers say. There is a slight pause in captions while words are being detected and captioned. Listen to the conversation and look down at the captions if you have missed a word or phrase to ensure you get the whole conversation.</p> <p>You can practice anytime by calling 866-984-2585 for an Audio Loop.</p>	
STEP 2 	Account activation call.	<p>Use the keypad to dial 866-299-0089. A ClearCaptions representative will confirm your caption phone was successfully activated and assist in adjusting the volume, caption font size and caption speed to your preference.</p> <p>Note: You must complete this call for the service to remain active.</p>	
STEP 3 	Review the Easy Reference Guide.	<p>Practice each step in the Easy Reference Guide to learn the functions and features of your new caption phone. Keep it nearby as a reference tool. The guide is in the Start Here envelope.</p> <p>Note: You only need to touch the icons on the Home screen to navigate to where you want to go.</p>	 <p data-bbox="1328 1446 1508 1569">Easy Reference Guide</p>
STEP 4 	Additional support.	<p>Find more information and additional videos showing you how to use the ClearCaptions Phone:</p> <ul style="list-style-type: none"> • Tap on the Help icon from the Home screen of the phone. • Visit our website at clearcaptions.com/support. • Contact our Customer Support Team by tapping the ClearCaptions icon in Contacts or Favorites, or dial 866-868-8695. 	 <p data-bbox="1362 1951 1475 1987">HELP</p>

FINAL STEPS

STEP	TASK	INSTRUCTIONS	EXAMPLE
STEP 1 	Document important information.	<p>Write your ClearCaptions username and password on the card provided in the Start Here envelope. If you used Wi-Fi to connect your caption phone, write down your Wi-Fi username and password on the card as well.</p> <p>Keep the card near the phone or somewhere easy to access in case you need to contact ClearCaptions for assistance.</p>	<div style="border: 1px solid black; padding: 5px;"> <p>Home phone number:</p> <hr/> <p>Internet service provider:</p> <hr/> <p>Wi-Fi username:</p> <hr/> <p>Wi-Fi password:</p> <hr/> <p style="text-align: right;">ClearCaptions Account</p> <p>Username:</p> <hr/> <p>Password:</p> <hr/> <p><small>For questions or assistance contact the ClearCaptions support team at 866-868-8695 or support@clearcaptions.com.</small></p> </div>
STEP 2 	Medical Release Form	<p>Place the completed Medical Release Form into the provided prepaid envelope and mail it back to ClearCaptions.</p>	
STEP 3 	Storage	<p>Place any unused cords and accessories back into the caption box.</p> <p>Keep the box in case you ever need to send the phone back.</p>	

**Thank you for choosing ClearCaptions.
We hope you enjoy staying connected
and confident with captions on every call.**

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP 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 from a federally administered fund.



ClearCaptions

Speaker

Amplify

Captions

Mute

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ABC

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DEF

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GHI

5
JKL

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MNO

7
PQRS

8
TUV

9
WXYZ

*

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#

Samantha

00:23

Hi, Mom.

Thank you for
having us over
last night.

The dinner was
delicious as
always!

OPTIONS

Federal law prohibits anyone but registered users with hearing loss from using this device with the captions on.

