

Nebraska Public Service Commission
Nebraska Specialized Telecommunications Equipment Program
Frequently Asked Questions

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NSTEP General Procedures/Administrative Questions:

I have now received my application. What do I do next?

Complete the front side of the application form. If you desire a specific model of equipment, note that in the margin next to the equipment category (the model will display on your voucher when you receive it). Have a professional who can certify regarding your disability complete the reverse side of the application form. Mail both the application and the “United States Citizenship Attestation Form” to: Nebraska Public Service Commission, Attn NSTEP Coordinator, PO Box 94927, Lincoln NE 68509-4927.

How do I determine what equipment is eligible?

The Program Policies and Procedures contain charts that reflect eligible equipment by categories. Generally, if a device is amplified or text-capable/text-messaging, it will qualify.

How do I know that I have been accepted in the program?

If no Commission inquiries were made after filing your application and you have received your voucher, you have been accepted. The voucher can be identified with a serial number displayed at the top.

If I need setup/instructional guidance on my equipment, who do I contact?

There is a checkbox on your application if you desire setup. The vendor should contact you to make an appointment for setup. The costs of the setup are paid for by the Commission.

Is there anything I should be doing before I receive my voucher?

Contact a vendor you wish to receive device from. There is also a list of out-of-state vendors you may select from. Let the vendor know you would like a catalog or an equipment list that includes features you may be interested in. Inquire with the vendor regarding their return and exchange policies.

What do I do once I receive my voucher?

The voucher package contains a “Voucher Handling Instructions” sheet, the voucher and a list of participating vendors. The voucher instructions sheet contains three sections with section one dealing with non-CapTel (Captioned Telephone) equipment applicants, section two, instructions for CapTel applicants and section three, instructions for applicants who are selecting wireless devices. Both white and pink copies of the voucher should be mailed to your selected vendor after signing and dating the original (white) copy.

Are there any specific program restrictions I need to be aware of?

Yes. You must meet the following criteria; 1) You must have a hearing, visual and hearing loss, or speech disability which prevents you from using the phone effectively, you must be 2) three years of age or older, and can demonstrate the ability to use the

equipment; 3) You have personal phone service or have applied for phone service in the state of Nebraska at your place of residence; 4) You are a current resident of the state of Nebraska and; 5) You have not reapplied for service within the last five years. Also, make sure you follow the equipment selection guidelines included with the application package. Generally, you can only choose one type of equipment in Part 1 and one type of equipment in Part 2. If you want a visual ring signaler, you can choose up to two (2) remote receivers.

Once I receive my equipment, are there any procedures I need to be aware of?

You should try the equipment out immediately to determine it is working properly. Remember to fill out the registration/warranty card that comes with the equipment. Also, keep the box in case you have to return or exchange the equipment with the vendor. Returns and exchanges apply to the vendor. Warranties generally apply to the manufacturer. Check with the vendor if extended warranties are available.

Does this program provide wireless devices?

Yes. Currently, the Public Service Commission has business procedures established for the following wireless providers; 1) Sprint, 2) U.S. Cellular, 3) Verizon and 4) Viaero Wireless. If you select the wireless provider on your application, the wireless device procedures and order forms are included with the voucher package.

Captioned Telephone General Questions;

What is CapTel and how does it work?

CapTel (Captioned Telephone) utilizes a technology in which captions are displayed in near real-time mode. The CapTel user dials the number of the party they wish to speak to on the CapTel phone. The call is transparently connected over the phone to a service that provides the captions. At the Captioning Service, specially-trained operator uses voice-recognition technology to transcribe what is spoken by the other party. The captions appear in near real-time mode on the CapTel display screen. The CapTel user can hear the other party, plus read the captions to be certain of what is said.

I have VoIP phone lines – can I use CapTel?

You can use the CapTel 840i/ 880i/ 2400i with VoIP service (you also need high-speed Internet access). You cannot use the CapTel 840 with VoIP in 1-Line mode, since one of the lines must be analog. If you use the CapTel 840 in 2-Line mode, line one can be VoIP service. Line 2 must be analog.

What are the hours of operation for Captioning Service?

CapTel captioning service is available 24 hours a day, 7 days a week, 365 days a year.

What is the voice-in contact number for CapTel?

The number to dial to reach a CapTel person is 1-877-243-2833 (840 CapTel models only).

What specific policies and procedures exist for returns, exchanges and warranties for CapTel phones?

The CapTel phone comes with a five year warranty. Returns and exchanges are valid for 30 days. Call 1-800-233-9130 if you wish to return or exchange your CapTel phone. You must call the number provided and receive a RA (“Return Authorization”) number to complete the process. If they confirm the unit needs to be sent in, they will send a replacement unit along with a return label so the user does not have to pay shipping.

How can I find out more about CapTel?

Visit the Nebraska site at www.captelnebraska.com/ or www.nebraskarelay.com/captel or visit the main CapTel website at www.captel.com/. If you have any additional questions or concerns regarding placing or receiving calls on your Captioned Telephone, please contact one of the agencies listed below:

Nebraska Public Service Commission
Attn Brett Bode
300 The Atrium 1200 N Street
PO Box 94927
Lincoln NE 68509-4927
Telephone: 402-471-0225 (Voice)
State-Wide Toll Free: 800-526-0017

Nebraska Commission for the Deaf and Hard of Hearing
Lincoln Office
4600 Valley Road Suite 420
Lincoln NE 68510-4844
State-wide Toll Free: 800-545-6244 (Voice/TTY)
Fax: 402-742-2357
Website: <http://www.ncdhh.ne.gov/>.
Email Address: ncdhh@nebraska.gov.

Ultratec, Inc.
Attn Customer Service
450 Science Drive
Madison WI 53711
Customer Service Phone: 888-269-7477 (Voice/CapTel/TTY)
Email: CapTel@CapTel.com.

CapTel 840 Questions:

What equipment do I need to use CapTel 840?

1. You need a CapTel 840 phone. This phone is available through the NSTEP program. Ultratec (CapTel) also offers a discounted phone through direct purchase if you wish to buy an additional phone at your cost.
2. Your state must offer CapTel service as part of its Relay Service. Nebraska offers both CapTel and 2-Line CapTel service.
3. You must have analog telephone line(s). DSL is supported if appropriate filter is in place. This phone is not compatible with PBX systems unless an analog port is available. Not designed for use with digital cable, VoIP or cellular telephone services.
4. Standard electrical power (the AC adapter is plugged into a standard wall outlet).

What is the difference between the CapTel 840 and the CapTel 840i/ 880i/ 2400i?

There are two main differences;

1. CapTel 840i/ 880i/ 2400i is for people who have high-speed internet access – CapTel 840 is for people who do not have high-speed internet access;
2. With CapTel 840i/ 880i/ 2400i, people call your number directly without having to dial the Captioning Service first. With CapTel 840, callers must dial the Captioning Service first and enter your phone number in order for the CapTel user to receive the benefit of captions.

NOTE: if you use CapTel 840 in 2-Line mode (optional), people can call you directly – they do not have to dial the Captioning Service number first.

What is the difference between CapTel 840 in 2-Line mode and CapTel 840i/ 880i/ 2400i?

The difference is mainly in the setup. With 2-Line CapTel you must have two different analog lines to be connected to the CapTel 840. You may need to purchase an additional main line from your local service telephone provider. CapTel 840i/ 880i/ 2400i only needs one phone line and a high-speed Ethernet (or WiFi) internet connection.

I don't have two telephone lines – can I still use my CapTel 840 phone?

Yes, the CapTel 840 works with just one telephone line (known as 1-Line mode). Using 2-Line is optional. The difference between 1-Line and 2-Line mode is the way that incoming calls are captioned. If you are using 1-Line mode, the non-CapTel caller must dial the Captioning Service first, then enter your telephone number (and press the # key). This enables the CapTel called party to see the captions. With 2-Line CapTel, you can turn captions on and off at any time, on any incoming or outgoing call. Non-CapTel callers calling a CapTel user do not call the Captioning Service first.

2-Line CapTel Questions (Model 840):

What is 2-Line CapTel and what are the differences between 1-Line mode?

The CapTel phone can be used with two telephone lines instead of just one. This requires a second main line (not an extension) and you may need to purchase a second line from your local telephone company. This optional method is called “2-Line mode.” The advantages of this are:

- You can receive captions on all incoming calls. The non-CapTel caller dials your phone number directly, without having to dial the Captioning Service first;
- You can turn Captions on or off at any time during the conversation;
- Get full captioning for every type of call, including emergency calls and calls through the relay;
- You can share a call without the risk of captioning being disrupted. (Others can pick up an extension line);
- You can enjoy all the custom calling features such as Call Waiting, without the captions being disrupted.

What are the requirements for 2-Line CapTel?

Using CapTel in 2-Line mode requires two separate telephone lines. The following procedures must be followed:

- Each telephone line needs its own separate number (not just an extension or one line that supports two numbers);
- One of the lines (Line 2 which serves as the data line and carries the captions) must be analog - this is the same type of line used by standard telephone. Digital Subscriber Lines (DSL) with an appropriate DSL filter is also compatible. Line 2 should be very basic – no special features or services are needed (such as Caller ID, long distance, or Call Waiting);
- The other line (Line 1 which serves as the voice line) can be any type of telephone service: analog, digital cable phone services, DSL with filter, VoIP, etc. This is the line that callers will use for voice when they call you.

NOTE: The CapTel 840 phone does NOT work with PBX digital telephone systems found in some business settings, residential facilities, or hotels/hospitals unless an analog port is available.

How do I turn 2-Line Mode on/off?

NOTE: You must follow the following procedures to turn on 2-Line CapTel service. Simply plugging a second line into the CapTel phone will not activate 2-Line capabilities.

STEP 1: On the back (top) edge of the CapTel phone:

1. Plug the AC adapter cord into the round power jack marked “Power”;
2. Plug the first telephone line cord into the jack marked “Line 1”. This is the line you use for voice, the phone number callers dial in to reach you;

3. Plug the second telephone line into the telephone jack marked “Line 2”. This is the data line used for captions and must be a standard analog phone line (or DSL line with appropriate filter);
4. Plug the telephone line cords into the appropriate wall jacks and the AC adapter into an electrical outlet. Make sure each telephone cord plugs into a separate line, each with its own telephone number, not just an extension line.

STEP 2: Activate the 2-Line Menu option on your phone:

1. With the handset hung up, press the YES button to see Options;
2. Press the DOWN button repeatedly until SETTINGS is highlighted. Press the YES button to select;
3. Check that Caption Settings is highlighted. Press the YES button to select;
4. Press the DOWN button until a 1 or 2 Line Captions is highlighted. Press the YES button to select;
5. Press the DOWN button until 2 Line is highlighted. Press the YES button to turn 2-Line mode on;
6. Press the NO button repeatedly to exit out of the Options menu.

CapTel 840i/ 880i/ 2400i Questions:

How does CapTel 840i/ 880i/ 2400i work?

These devices connect to both your telephone service and to your Internet service. When you make a call, the phone automatically connects to a Captioning Service over the Internet. An operator at the Captioning Service uses voice recognition technology to generate the captions of everything your caller says, and sends the captions back to your CapTel phone.

NOTE: These devices do not generate captions on their own. They work with the Captioning Service (over the Internet) to display the captions.

What equipment do I need to use CapTel 840i/ 880i/ 2400i?

You need the following types of equipment:

1. High-speed Internet access using a DSL or Digital Cable modem (the CapTel device connects either via a WiFi network or with an Ethernet cable). Depending on your Internet setup, a router may also be required to allow you to connect more than one device to your Internet service.
2. Landline telephone service. This service can be standard analog service; DSL (Digital Subscriber Line equipped with DSL filter); Digital Cable service; VoIP (Voice Over Internet Protocol); or FIOS (Fiber Optic Service) phone service. The landline connection cannot be used with digital PBX systems you may encounter in some offices or residential units like nursing homes or assisted living care centers (unless an analog port is available).
3. Standard electrical power is used (AC adapter plugs into standard wall outlet).

NOTE: All the connection outlets - telephone, internet (if using a wired connection), and power should be located close to each other in the room where the CapTel device is to be used. If outlets are in separate rooms, a network power adapter is available (at an extra cost) to help connect the CapTel device.

What is the difference between the CapTel 840 and the CapTel 840i/ 880i/ 2400i?

1. CapTel 840i/ 880i/ 2400i is for people with high-speed Internet access – CapTel 840 is for people who do not have high-speed Internet access;
2. With CapTel 840i/ 880i and 2400i, a non-CapTel caller calling a CapTel person does not have to dial the Captioning Service first in order for the CapTel user to get captions. With CapTel 840 (in 1-Line mode), the non-CapTel caller must dial the Captioning Service first.

What is the difference between CapTel 840 in 2-Line mode and CapTel 840i/ 880i/ 2400i?

The difference is in the setup. CapTel 840 in 2-Line mode requires two main different analog telephone lines to be connected to the CapTel 840. CapTel 840i/ 880i/ 2400i only requires one telephone line and an Internet connection. The 840i/ 880i/ 2400i internet connection can be wired or wireless.

Does the CapTel 840i/ 880i/ 2400i connect to a computer?

No, the CapTel 840i/ 880i/ 2400i does not connect to a computer. If you are using a wired connection, the CapTel device needs to connect to a modem or a Router that is connected to your Internet service. It also has a connection for your telephone service and an electrical outlet.

Do I have to register my long distance carrier of choice with the CapTel 840i/ 880i/ 2400i?

No. Because the captions portion of the call is handled by the Internet connection, and the phone billing is captured on your phone line just like a standard phone, you don't need to register your long distance calling plan with CapTel Customer Service.

Is CapTel 840i/ 880i/ 2400i a VOIP service?

No. These devices by themselves do not provide internet based telephone service. It merely uses the Internet connection for the data path of the telephone communication (captions). Customers still must use a landline-based telephone service and Internet connection to use these devices. However, customers can use VOIP or Internet-based phone service with the CapTel device – they need to be able to plug into the telephone jack on the back of the CapTel device. **The telephone line cannot plug into the CapTel Ethernet connection, which handles the captions only if you choose a wired connection.**

Does CapTel 840i/ 880i/ 2400i work wirelessly?

No. These devices must be able to connect to an electrical power outlet using the AC adapter to a telephone service via a telephone line, and to the Internet via an Ethernet cable if you choose the wired connection. You can choose instead to connect the CapTel device to the Internet via a wireless router.

Does CapTel 840i/ 880i/ 2400i work with WiFi?

Yes. 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 WiFi password is also sometimes called "Pass Phrase" or "Network Key."

If the power goes out but a person has backup Internet service, would the phone lines still typically work? And if so, then does the 840i/ 880i/ 2400i continue working?

These CapTel devices requires an electrical power, phone line and Internet connection. All three must be operational and in working order for the CapTel device to provide captioning support. If the electrical power is out the CapTel device will not be able to power up and work.

Do I need to plug the CapTel 840i/ 880i/ 2400i into a surge protector? Do I need to unplug it during a lightning storm?

Ultratec recommends plugging it into a surge protector for protection against minor electrical voltage surges. You should unplug it and refrain from using it during a lightning storm.

Can I use the Internet at the same time that I am on the CapTel 840i/ 880i/ 2400i phone with captions?

Yes, you can. However, if you are downloading very large files or streaming video on your computer at the same time you are using the CapTel device, you may notice some delay in the captioning speed.

How Can I Obtain Setup and How-To Guides for My CapTel Model 840 or 840i/ 880i/ 2400i Phones?

The manuals are available online. You can go to www.captel.com and go to support. You will see all of the manuals there.