



**NJ Relay & CapTel**  
Accessible Telecommunications

njcaptel.com

# Listen and Read Your Calls and Never Miss a Word

New Jersey Captioned Telephone (CapTel®)



# What is CapTel?

---

- Do you have difficulty hearing on the phone?
- Have you said, "What? Can you repeat that please?"

If you answered **YES**, we've got the solution for you!

New Jersey Captioned Telephone service (CapTel) offers anyone with hearing loss the ability to **HEAR** the other person and **READ** captions of everything that is being said during the telephone conversation.

## CapTel Phone Features

---

- Large screen with easy-to-read captions
- Built-in answering machine with captions
- Amplification with tone control
- One touch button to reach customer service 24/7
- Available in English & Spanish
- Live captioning service at NO CHARGE



To learn more about CapTel,  
visit [njcaptel.com](http://njcaptel.com)

# How Does CapTel Service Work?

- 1** As a CapTel user dials, the phone automatically connects to a captioning service. The CapTel user talks directly to the other party.
- 2** The other party talks to the CapTel user while a captioner listens.
- 3** The captioner transcribes the other party's words into text by using voice-recognition technology.
- 4** The CapTel user listens and reads the other party's words on the CapTel phone.



# CapTel Models

---

## CapTel 840 and 840i

For people who prefer the familiarity, look, and feel of a traditional telephone.

CapTel 840 – For people who don't have Internet access.

This model relies on a landline (analog telephone line).

CapTel 840i – For people who have high-speed Internet and a landline.



## CapTel 2400i

A tablet-style telephone with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

Features include a built-in speakerphone and Bluetooth® for hands-free communication.

Requires a standard telephone line and high-speed Internet access.



## CapTel 880i

Ideal for people who have low vision or difficulty reading the standard caption sizes.

CapTel 880i allows users to customize the font sizes, styles and colors on a large display.

Requires a standard telephone line and high-speed Internet access.



# WebCapTel

---

WebCapTel is a web-based service that lets you read captions of the other party's words on a computer monitor, laptop, or tablet. You can listen to the other party through any telephone, including mobile or landline phones. The best part is: no special equipment is required.

## WebCapTel Features

- Word-for-word captions on:
  - computer monitor
  - laptop
  - tablet
- No special equipment required
- Available in Spanish
- Live captioning is available at **NO CHARGE**



## Requirements for WebCapTel

- Phone
  - Mobile phone
  - Landline phone
- Computer, laptop or mobile tablet
  - High-speed Internet or Wifi
  - Internet Explorer, Firefox, Google Chrome or Safari

To learn more about WebCapTel, visit [sprintcaptel.com](http://sprintcaptel.com)

New Jersey Relay & CapTel is a free service provided by Sprint and approved by the New Jersey Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people with hearing loss. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. 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 state telephone carriers. Individuals with hearing loss must complete & submit either an Equipment Distribution Program form ([www.njcaptel.com/solutions/get-for-free-840](http://www.njcaptel.com/solutions/get-for-free-840)) or a Third-Party Certification of Eligibility form ([www.njcaptel.com/solutions/get-for-free](http://www.njcaptel.com/solutions/get-for-free)), signed by hearing health professional to be eligible for no-cost, analog or Internet-based CapTel phone. Although Cap Tel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Sprint reserves the right to modify, extend or cancel offers at any time with notice. CapTel callers are responsible for their own long distance call charges. Offer not available everywhere or for all devices. Restrictions apply. ©2019 Sprint. All rights reserved. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

# Free for New Jersey Residents

---

New Jersey CapTel service is available to all New Jersey residents who have hearing loss. The live captioning service is free\* and requires a CapTel telephone.\*\*

\* Caller responsible for applicable toll and long distance charges.

\*\* Get a CapTel telephone one of three ways:

1. Purchase a CapTel phone by calling **1-877-805-5845** or visiting **www.njcaptel.com**. A customer representative will help you choose the CapTel phone that's best for you.
2. Qualified users can get a free analog (non internet-based CapTel phone through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program by calling **1-609-588-2648** or visiting **www.nj.gov/humanservices/ddhh/services/edp**.
3. Get a free internet-based CapTel phone with a third party certification form signed by your hearing health care professional (doctor, audiologist, or hearing aid dispenser). The form is available at **www.njcaptel.com/solutions/get-for-free**.

## Presentation & Training Available

---

Free demonstrations, training, presentations or support on how to use CapTel in your home or office is available.

Contact us today if interested.

- Lori Timney, Customer Relations Manager for NJ Relay & CapTel  
Email: [lori.timney@sprint.com](mailto:lori.timney@sprint.com)  
Office: 1-732-440-8822  
Website: [njcaptel.com](http://njcaptel.com)

## NJ CapTel Customer Support

---

- English: **1-888-269-7477**
- Español: **1-866-670-9134**