



User Guide

Hamilton[®] CapTel[®] for Business, Interconnected by Tenacity[™] is available for individuals with hearing loss, working in a business setting.

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Registration

Personal Information

First Name Last Name

Phone Number

Address

Date of Birth Last 4 Social Security Digit

Account Information

Email Address

Password Confirm Password

Business Information

User ID Number

Pin Confirm Pin

Additional Information

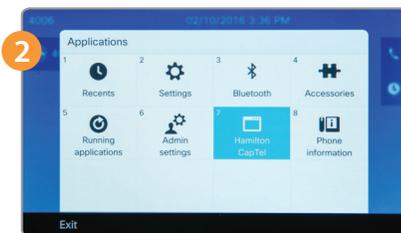
1. Registration

In order to use the caption solution, you must first register for a Hamilton CapTel for Business Account. This account will allow you to log into the captioning application on your business phone.

Using your Internet browser on your computer, visit HamiltonCapTel.com/Biz/Register. Enter your registration information and submit the form.

Once submitted, you should receive notification via the email address provided that the registration was successful.

Please note: The service and software must be implemented by your Telecom Administrator prior to establishing your user account.



2. Logging In

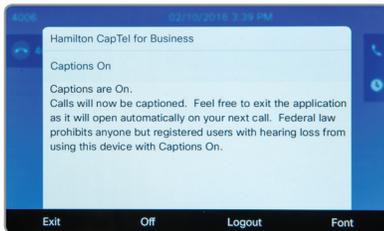
After you have registered for your account, you can now log into the caption application on the Cisco[®] phone.

First, select the Services button on your Cisco phone.

Then, select the Hamilton CapTel Application in the list of applications and services. Enter the User ID Number and Pin you established when registering for your Hamilton CapTel for Business Account.

Once you see "Captions On", you can now place and receive calls with captions!

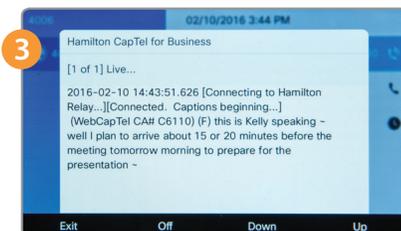
You can turn off captions for specific phone conversations, if you feel you don't need them, or if your phone is being used by someone who does not need captions. Simply visit the Hamilton CapTel Application on your phone, and select "Off" to turn off the captions. Captions will not appear on your phone until you turn this feature on again.



3. Placing & Receiving Calls

When you are logged into your Hamilton CapTel for Business Account, and the Captions are turned "On", the captions will automatically appear on the phone for every call you make or receive.

Please contact your Telecom Administrator if you are not able to log in or have any issues with your account.



See what they say[®]





Tips on using Hamilton® CapTel® for Business



Captioning

You may experience a slight delay in captions at the start of each call and after words are spoken during your conversation. This is because your call is being connected to the captioning service where a live Captioning Assistant is in the background, generating the captions. The Captioning Assistant only hears the other side of the conversation and repeats what the person is saying through advanced voice recognition technology, resulting in accuracy of your phone calls.

Empowering You

If captions appear inaccurate or unclear at times, it may be because the person you are speaking with has an accent, is a quiet/fast speaker, or is using unique industry jargon. If you experience this, you may need to ask the person to slow down, speak more clearly, or rephrase what they just said so that the Captioning Assistant can better generate the captions for you.

Use the Features You've Got

You can use the features of the Cisco phone while receiving captions of your calls. However, we advise that you wait until the captions have completed scrolling before conducting functions such as; call transfer, 3-way calling, or entering prompts for phone menus. This will ensure that the captions don't interfere with the processing of the feature you've selected.

Stay Connected

If you pick up the phone and realize you don't have captions, you may need to log into your account again. Hamilton CapTel will allow you to remain logged into your account for a maximum of 15 days at a time. You will need to log into your account every now and then to continue using the service. The caption application does not provide session status notification on the Cisco phone. To ensure your calls are processed with captions, be sure to check your login status on the phone every day when you get to your desk.

Please contact your Telecom Administrator if you are not able to log in or have any issues with your account.

