

ALASKA RELAY NEWSLETTER



FALL 2020



SEEING CAPTIONS DURING ZOOM CALL

During the pandemic, many families and businesses use Zoom or other video-conferencing tools to hold “virtual” phone calls. You can use your CapTel phone to call into a Zoom meeting, as you would with any other phone, and get the benefit of reading captions during the call.

Instructions:

On your computer: click on the link provided in the Zoom invitation to connect to the video part of the call.

On your computer: when asked about “audio”, select “phone audio”.

On your CapTel phone: dial the phone number provided in the Zoom invitation.

Watch the CapTel signal meter and display to know when your call has connected.

Once connected, use the CapTel dial pad to enter the Zoom Meeting ID number and press #. If needed, enter the Participant ID number and press #.

You will be able to see the participants on your computer screen, while listening to the call and reading captions on your CapTel phone. These same instructions apply to using CapTel with other video-conferencing options such as Skype, GoToMeeting, Google Meet, etc.

Tips:

The timing for entering your Meeting ID and Participant ID can be brief. Be ready with the numbers you need at hand before you place the call.

If there are multiple people on the call, you may ask participants to state their name before speaking so that the captions can indicate who is talking.

To avoid echoing, make sure your computer audio is on “mute”.

If you need any assistance or have any questions, please feel free to contact:

- Kristine Shipley, Alaska Relay Customer Relations
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- CapTel Customer Support: 7/24
captel@captel.com
888-269-7477

HELP DURING AND AFTER STORMS: RESETTING YOUR CAPTEL PHONE AFTER A POWER OUTAGE

Your CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically reset when the power comes back on.

Reconnecting to the Internet (CapTel 840i/880i/2400i)

If you have difficulty connecting to the Internet after a power outage, it may be helpful to “reset” your CapTel phone once the power comes back on.

To reset:

1. Unplug your CapTel phone from the AC power adapter.
2. Turn off the Router and turn off your Internet modem.
3. Wait one minute, then turn on the modem (make sure it is fully reset, with lights glowing steadily). Next turn on the Router, making sure it is fully reset.
4. Plug in the CapTel AC adapter – all in that order.
5. Wait for the logo screen to appear.

NOTE: As long as your CapTel phone has up-to-date software, all of your conversation captions and Call History records will be saved even if your phone loses power.

FACE MASK TIP: DE-FOGGING

Face masks with a clear panel are helpful for people who rely on lip reading and facial cues to help hear. But sometimes these masks fog up, making it hard to see through the plastic panel. Using your finger, just rub a very small amount of Dawn dishwashing soap on the panel facing your mouth. This help eliminates fogging!

Watch the video at
oeius.org/videos/v/1fXRLCrUCaQ



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