

## June 9, 2011-CapTel Phones & STAP Program

The meeting was promptly called to order at 3pm and Gary Shepard made several announcements to the 19 attendees. Several new members were welcomed with total membership currently at 141.

Lance Davis was introduced as the new Texas Outreach Representative for CapTel that is located in Austin. The CapTel headquarters is located in Santa Monica, CA [www.CapTel.com](http://www.CapTel.com). CapTel offers a high speed internet amplifier phone that provides free caption service provided for by the American Disabilities Act. The CapTel 800i phone which has been in production and use for 10 years and previously sold for \$595 is currently available for a limited period of time at \$99 with no sales tax, free shipping and handling, and a no risk 90 trial period as a result of a Sprint (telephone line provider) subsidy.

Lance provided the following information about the CapTel phones and answered numerous questions from attendees

:USA product

Installation-plug and play (Ethernet-phone line-power supply)-picture diagram with phone

Nothing added to phone bill

Amplifier (4 times louder)

Voice mail button to text voice mail messages

Phone book-95 names/numbers-speed dial

Can change tones to suit hearing loss

In existence for 10 years

1 year warranty-extended warranty for next 4 year at \$35/yr-expect \$30-\$50 expense to repair

Can wall mount

Two models: 800i for use with internet cable 800 analog for phone line only use (same price)

\$595 regular price for 800i-\$99 subsidized price (one per household) for limited time (Sprint is doing subsidy)

Cap Service is free due to American Disabilities Act (in force 21 years-not likely to be repealed)

Live Cap Assistant trained in dealing with various accents-98% accurate-translates hears only person calling you

Cap Assistant Operator # provided for each call-Sees no phone numbers or other ID of either person

No calls are saved or recoverable by CapTel

Travel-can take phone or use web CapTel with computer (can save to word document)

90 day \$ back including free shipping both ways via coupon code

Can change text size and color of caps and can change background color

Cap text can be saved up to 500 lines total of all calls saved-then will write over oldest line

Can review cap text while talking

No speaker phone-can use other phone's speaker phone on same line as the call while getting caps on CapTel phone

Can connect to voice recorder-never an incident reported about legal issues

Can use the cap phone and the house/cell phone at the same time including the house speaker phone

Can use internet while on phone

Can use neck loop and T-coil with hearing aids with two size plug in slot

2 second delay on text

Max number of text lines saved for all calls-must hit "save"-scroll through to find

Just approved by Texas STAP to get phone free

24-7 usage

Can't print caps

Customer service button on phone for direct connect to report and resolve problems

Gary Shepard made a short presentation on how to obtain a STAP free voucher from DARS and specifically how what to say on the voucher application when using it for the purchase of a CapTel phone. For more information on the STAP program see the Hearing Forum.