

Video: How does a CapTel phone call work?

Vermont Telecommunications Relay Service logo on the screen with the title of the video, “Captioned Telephone Service”.

Images appear on the screen of scenes from the video to follow.

Soft instrumental music plays throughout the video.

Announcer: “Captioned Telephone service is ideal for people with some hearing loss. The Captioned Telephone or CapTel phone works like any other telephone, with one important addition: It displays every word the caller says during the conversation. CapTel users may listen to the caller and may also read the captions in the CapTel's bright display window. CapTel users place a call the same way they would when using a traditional phone, by dialing the number directly. The CapTel phone connects to the captioning service when the caption button is pressed on the phone.”

A man is sitting on a sofa in his home, picks up a handset from a CapTel phone on the nearby table and begins dialing.

Outside, a different man is standing front of a house, next to a sign “For Sale - AB Properties” and answers his

ringing cell phone. He answers: "AB Properties. This is Adam."

Announcer: "Using enhanced, voice recognition technology, a specially trained operator turns the spoken words of the caller into captions on the CapTel screen."

Scene shifts to a CapTel operator sitting in front of a monitor and wearing a headset with microphone. She appears to be repeating for the voice recognition system.

Scene shifts to a CapTel phone's display screen showing the spoken words "Ringing 1 2 (M) ab properties this is..."

CapTel user reads the CapTel phone's display screen while he listens to Adam and then replies: "Hi Adam, this is Don Kelly. I saw your ad for the house at 194 Elmgrove and I'd like to set a time to see it."

Adam says: "Hi Don, thanks for calling. I'll be glad to show you the house. It is an amazing deal. Needs a little work, but it is a great neighborhood, and we just lowered the price by 10,000."

Don both listens and reads the captions on his CapTel phone whenever Adam is talking.

Don replies: "I'm thinking of it as an investment property and it's close to my daughter's house, so she can help with it too."

Adam: “Don, I happen to be at the house right now. I just showed the house to someone else. Would you like to come over and see it now?”

Don: “Now is perfect! I can be over in 15 minutes.”

Adam: “Great! Looking forward to meeting you, Don.”

Don, with a smile on his face: “You too, see you soon.”

Adam: “Good bye!” Adam turns around to walk back to the house.

Scene shifts from Adam to a kitchen in a different house where a girl is having a snack and a woman answers a ringing kitchen phone: “Hello?”

Scene shifts back to Don still on the sofa in his living room. Don reads his CapTel display screen: “Ringing 1 2 and (F) hello”.

Don: “Hi honey, it’s Dad. I’m gonna go look at that house on Elmgrove. They just lowered the price and the agent is there now. Do you want to meet me there?”

Daughter replied via her kitchen phone: “Yes! Go through with the agent and we will show up after you have a chance to see the house.”

Don reads the CapTel phone’s display screen with his daughter’s words on it.

Don: "See you there."

Scene changes to show that Adam and Don are walking on a sidewalk in front of a house. Don's daughter and the girl arrive. The girl gives Don a big hug as the daughter shakes hands with the agent.

As the announcer speaks, there is a large Vermont Relay logo on the screen with the video title, "Captioned Telephone Service", "VermontRelay.com" and phone number 1-888-269-7477.

Announcer: "With Vermont Relay, you can use the telephone whenever you want. There is no need to rely on others to make calls for you or to avoid using the phone. CapTel services are available at no cost to you. CapTel service is available for both English and Spanish language callers. To learn more about Vermont Relay service, go to VermontRelay.com or call 1-888-269-7477."

Screen fades to black.

End.