



Important Information Regarding New York CapTel

What is Captioned Telephone?

Captioned Telephone (CapTel) is a service that allows users to listen to their phone conversations while reading captions of what's said to them. Through the use of a uniquely designed CapTel phone, users speak directly to the other party and listen and read the other party's response. Captions appear on the bright, built-in display screen of the CapTel phone, just moments after the other party has spoken.

How it Works:

Captioned Telephone service works through the use of a CapTel phone which functions like a traditional phone, with an essential difference: it displays what the other party says throughout the conversation. Behind the scenes, advanced speech recognition software is used to deliver captions of calls while a live communication assistant accesses proprietary tools to ensure accuracy of what the standard phone user says.

Customer Service: 888-269-7477

To call a Captioned Telephone user, dial:

877-243-2823 English

866-217-3362 Spanish