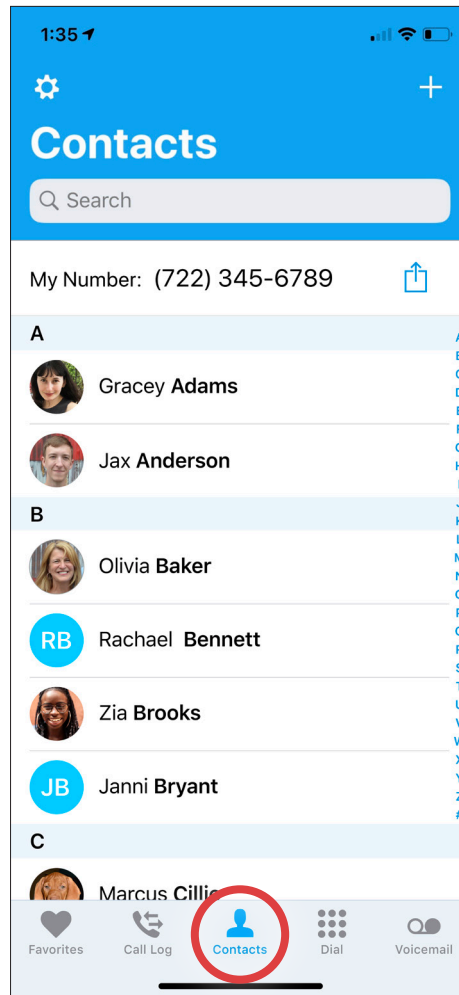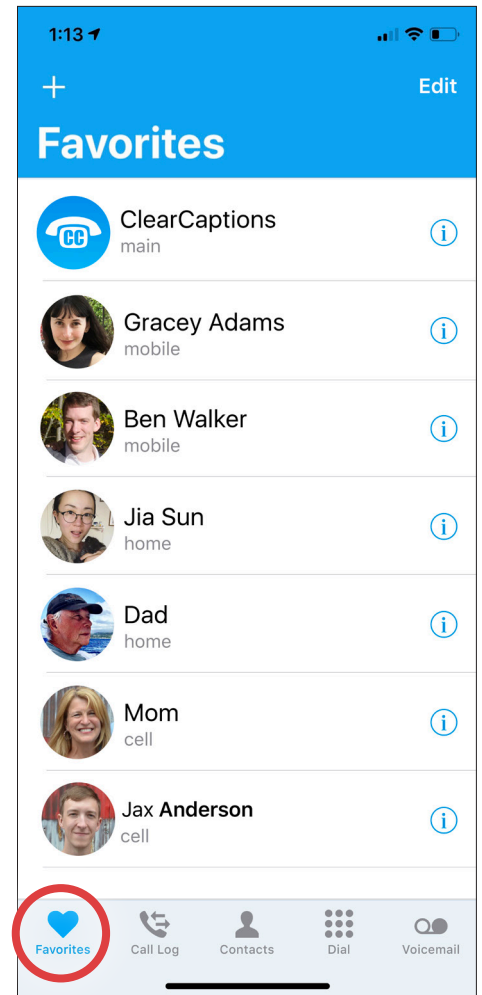**ClearCaptions**

Calling from Dialpad

1. Tap the **Dial** icon.
2. Dial a phone number to call.
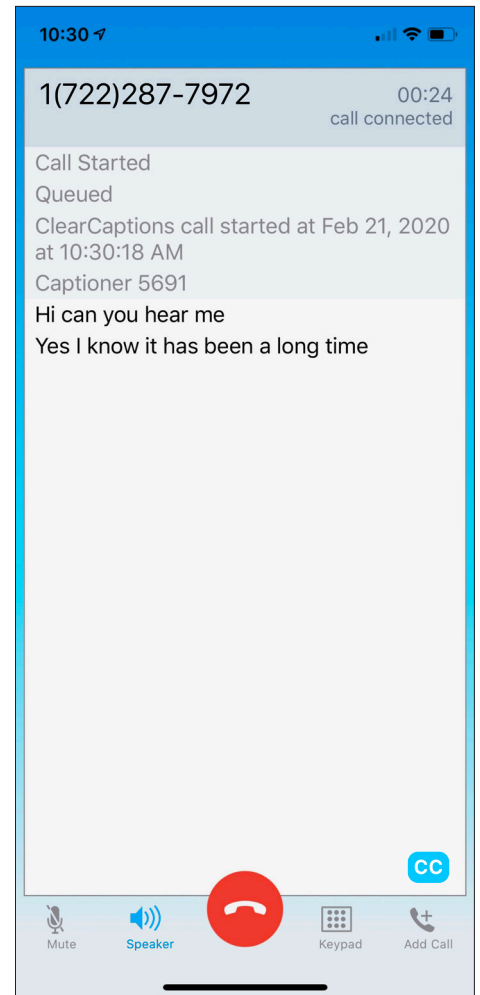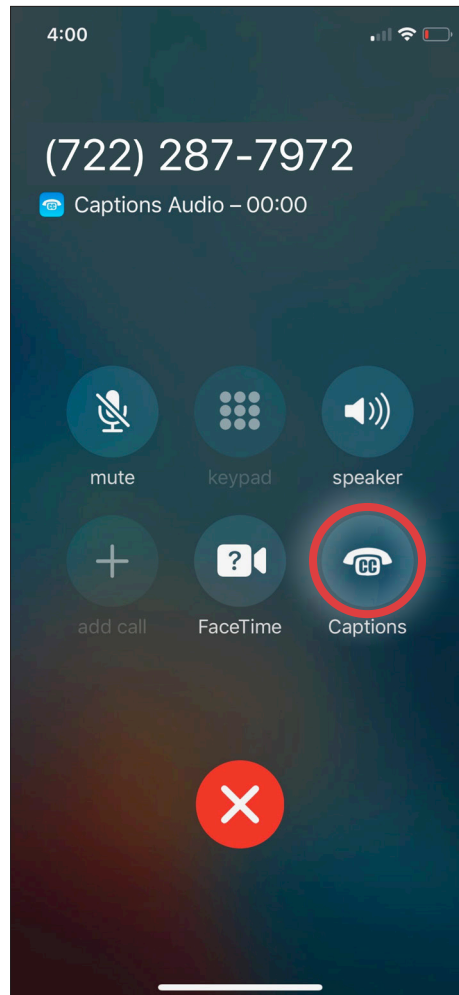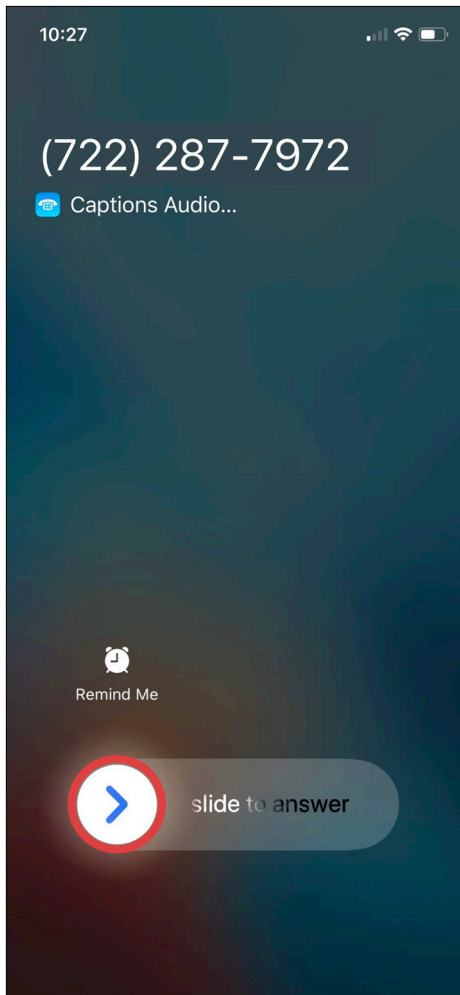3. Press the icon to start the call.

Calling from Contacts

1. Tap the **Contacts** icon.
2. Tap the Contact you wish to call.
3. Tap the Contact's phone number to start the call.

Calling from Favorites

1. Tap the **Favorites** icon.
2. Tap the Favorite you wish to call.

ClearCaptions.

10:27

(722) 287-7972

📷 Captions Audio...

⏰
Remind Me

> slide to answer

4:00

(722) 287-7972

📷 Captions Audio – 00:00

🔇 mute   ⋮⋮⋮ keypad   🔊 speaker

＋ add call   📷? FaceTime   **CC Captions**

✕

10:30 ✈

1(722)287-7972	00:24
	call connected

Call Started
Queued
ClearCaptions call started at Feb 21, 2020 at 10:30:18 AM
Captioner 5691
Hi can you hear me
Yes I know it has been a long time

CC

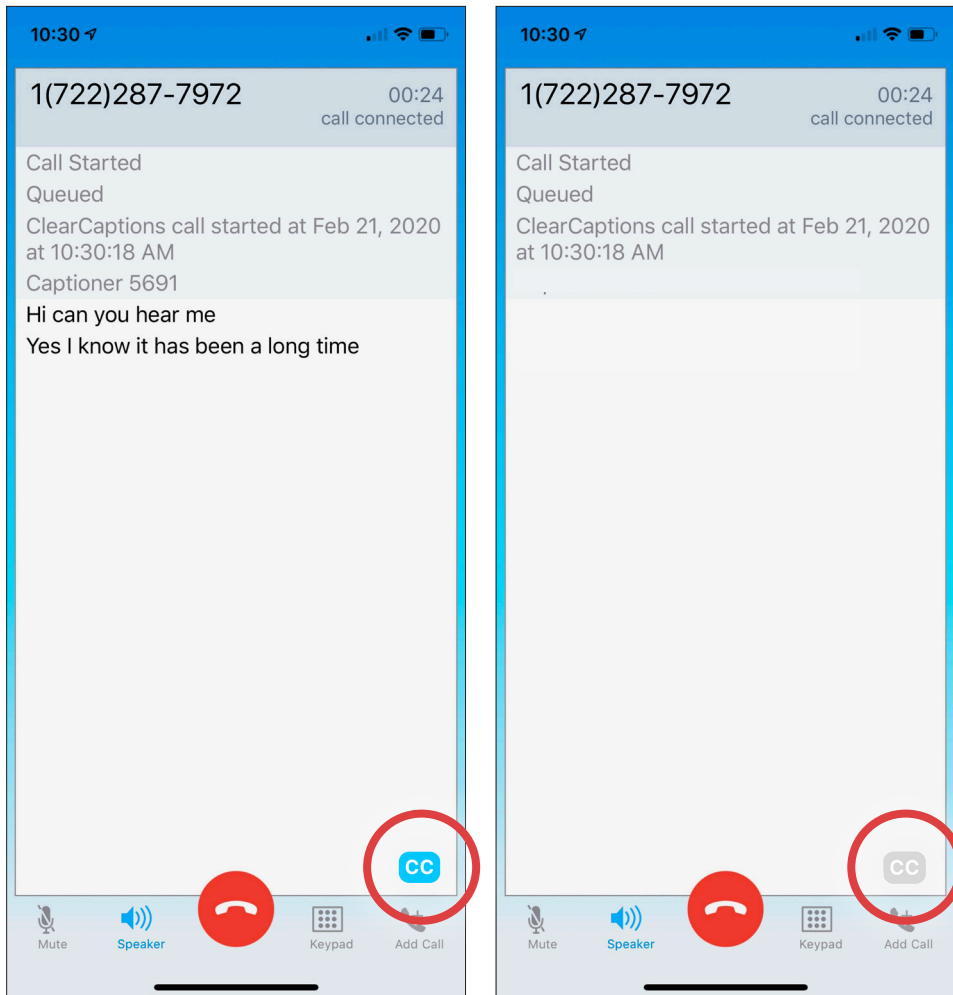🔇 Mute   🔊 **Speaker**   ☎   ⋮⋮⋮ Keypad   📞+ Add Call

---

Accepting a Call While Phone is Locked
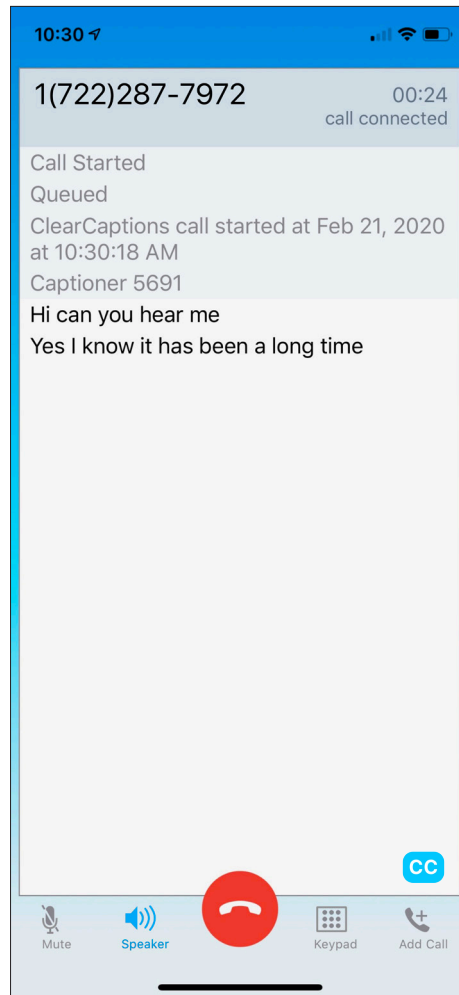
---

1. Swipe right on slide bar.
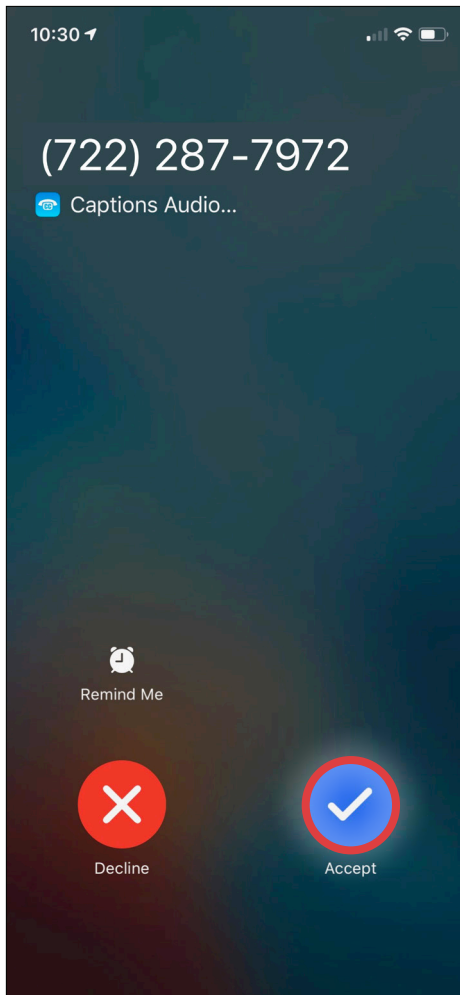
2. Tap **CC** icon.

NOTE: If you use a passcode to unlock your phone, enter when prompted to view captions.

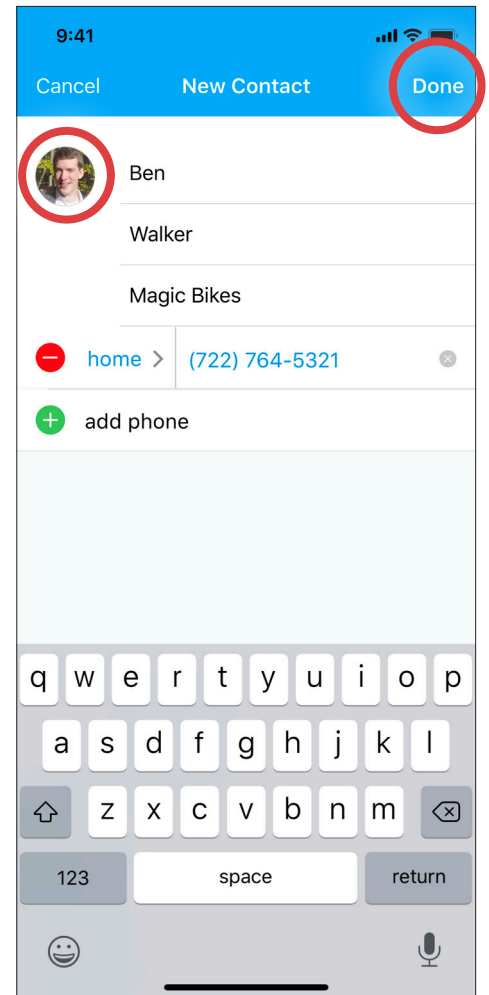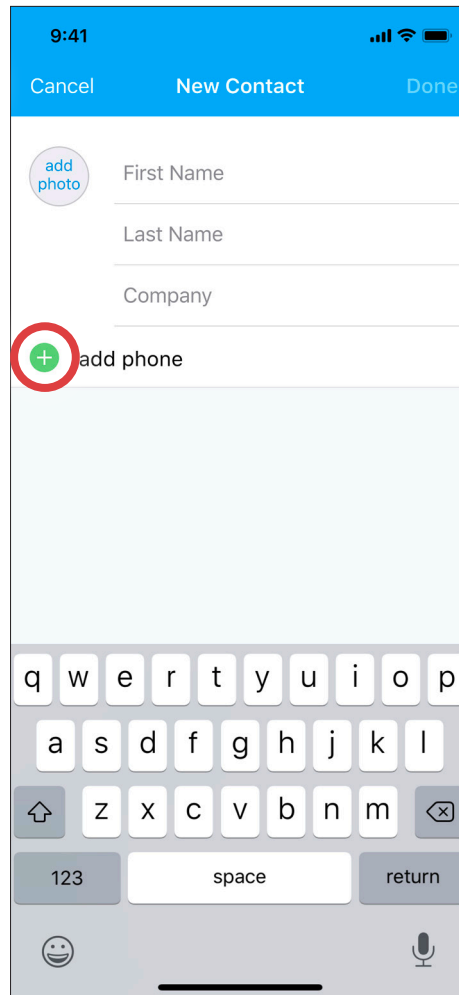
How to Turn Your Captions On and Off

1. While on a call, tap the ClearCaptions icon **CC** in the bottom of the screen to turn captions **OFF**.

2. Tap the button again to turn captions **ON**.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

3

ClearCaptions

10:30

(722) 287-7972

☎ Captions Audio...

⏰
Remind Me

✕
Decline

✓
Accept

10:30

1(722)287-7972   00:24
                        call connected

Call Started
Queued
ClearCaptions call started at Feb 21, 2020
at 10:30:18 AM
Captioner 5691
Hi can you hear me
Yes I know it has been a long time

CC

Mute   Speaker   Keypad   Add Call

Accepting a Call While Phone is Unlocked

1. Tap ✓ icon.

2. Start call.

ClearCaptions
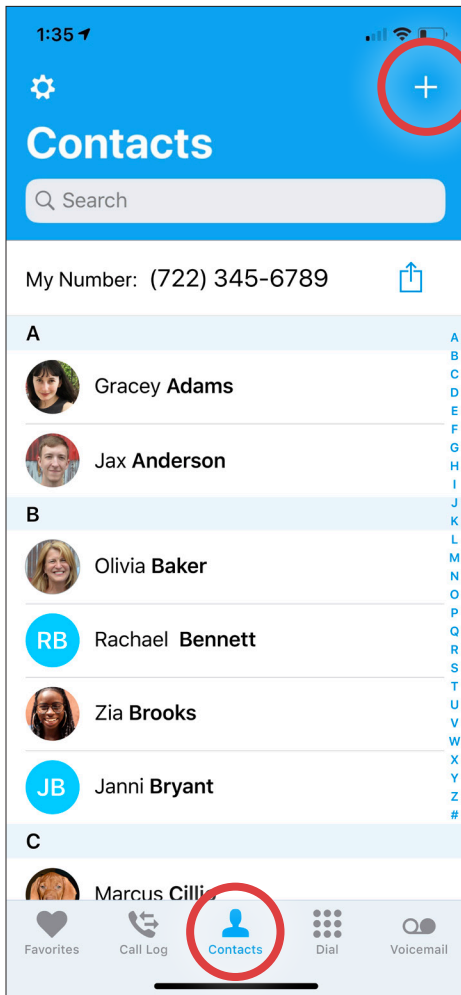
Adding Contacts

1. Tap the **Contacts** icon.

2. Tap the **+** button (top right corner).

3. Type in the Contact name.

4. Tap **+**

5. Type in Contact phone number.

6. Specify type of number (e.g. "home," "mobile").

7. Tap **add photo** to add an image for the Contact.

8. Tap **Done** button (top right corner) to save Contact.

WARNING: The app mirrors your iPhone's contacts. Once deleted in the app, it will also be deleted from your built-in native contacts of your phone.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

5
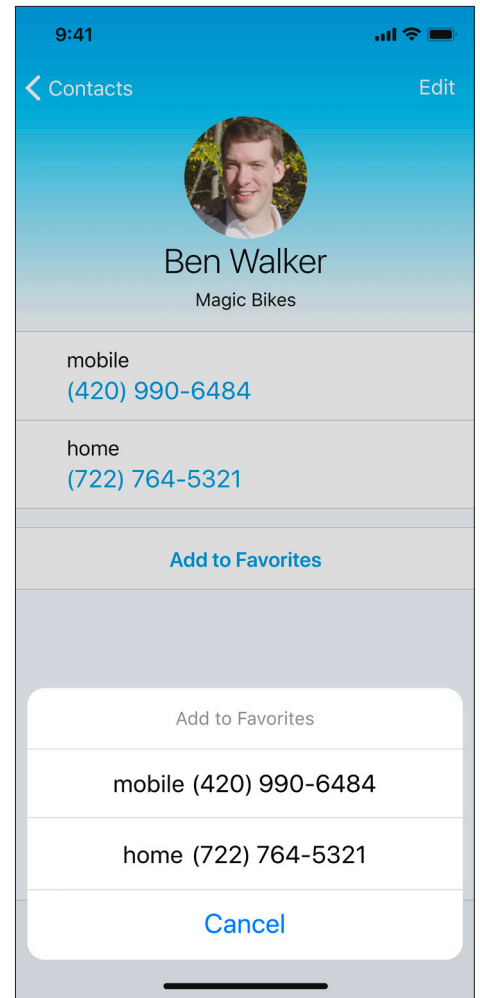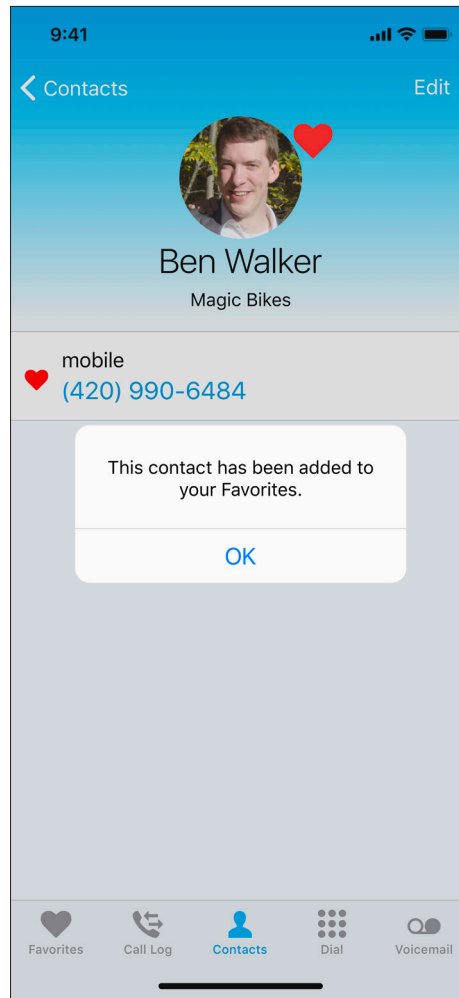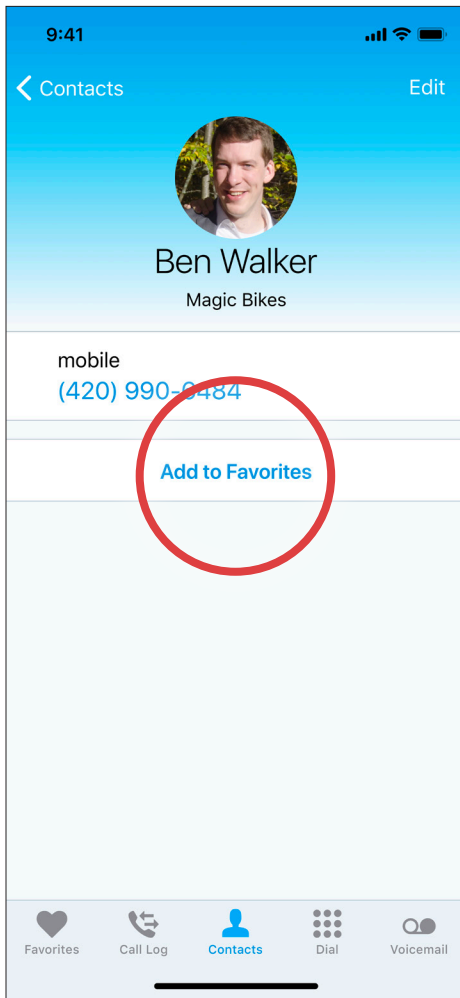
Tagging a Contact as a Favorite

1. In Contact display, tap **Add to Favorites**.

2. A heart icon will be displayed on Contact, indicating it is a Favorite.

3. Tap **OK** to confirm as a Favorite.

NOTE: If a Contact has more than one phone number associated with it, tap the phone number you wish to designate as a Favorite.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

6

Screen 1 — Call Log

1:50

All | Missed | Edit

Call Log

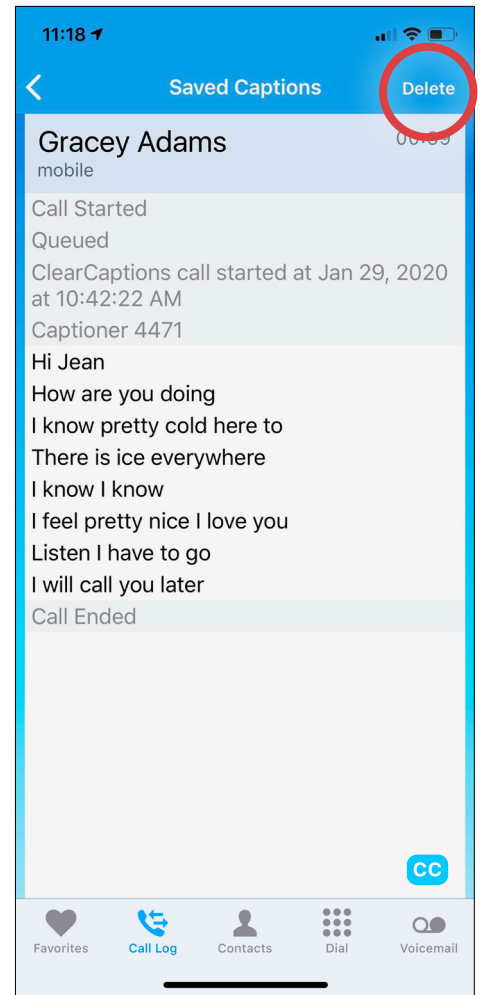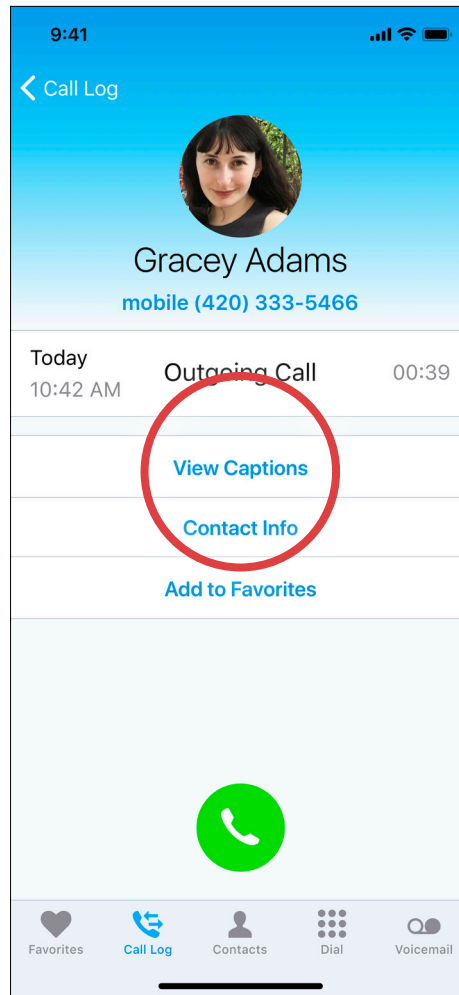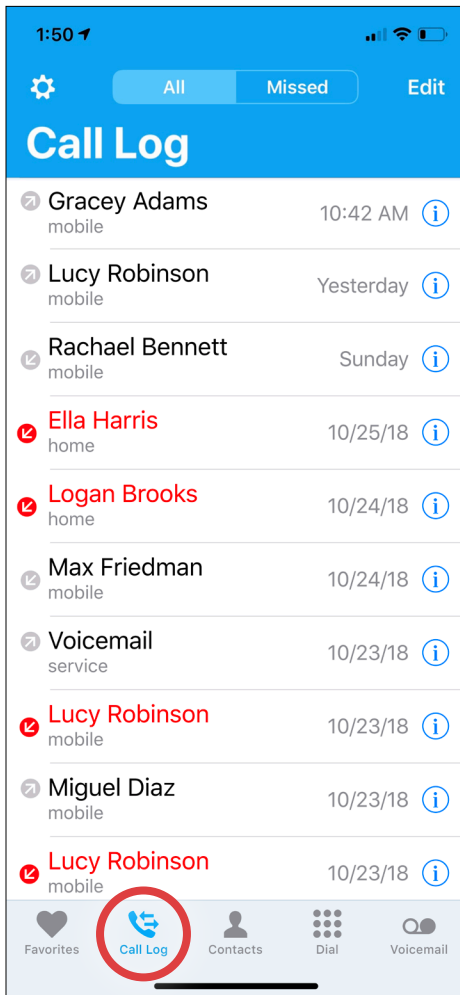| Gracey Adams mobile | 10:42 AM ⓘ |
Lucy Robinson mobile	Yesterday ⓘ
Rachael Bennett mobile	Sunday ⓘ
Ella Harris home	10/25/18 ⓘ
Logan Brooks home	10/24/18 ⓘ
Max Friedman mobile	10/24/18 ⓘ
Voicemail service	10/23/18 ⓘ
Lucy Robinson mobile	10/23/18 ⓘ
Miguel Diaz mobile	10/23/18 ⓘ
Lucy Robinson mobile	10/23/18 ⓘ

Favorites | Call Log | Contacts | Dial | Voicemail

Screen 2 — Contact

9:41

‹ Call Log

Gracey Adams

mobile (420) 333-5466

Today
10:42 AM   Outgoing Call   00:39

View Captions

Contact Info

Add to Favorites

Favorites | Call Log | Contacts | Dial | Voicemail

Screen 3 — Saved Captions

11:18

‹   Saved Captions   Delete

Gracey Adams
mobile   00:39

Call Started
Queued
ClearCaptions call started at Jan 29, 2020 at 10:42:22 AM
Captioner 4471

Hi Jean
How are you doing
I know pretty cold here to
There is ice everywhere
I know I know
I feel pretty nice I love you
Listen I have to go
I will call you later

Call Ended

CC

Favorites | Call Log | Contacts | Dial | Voicemail

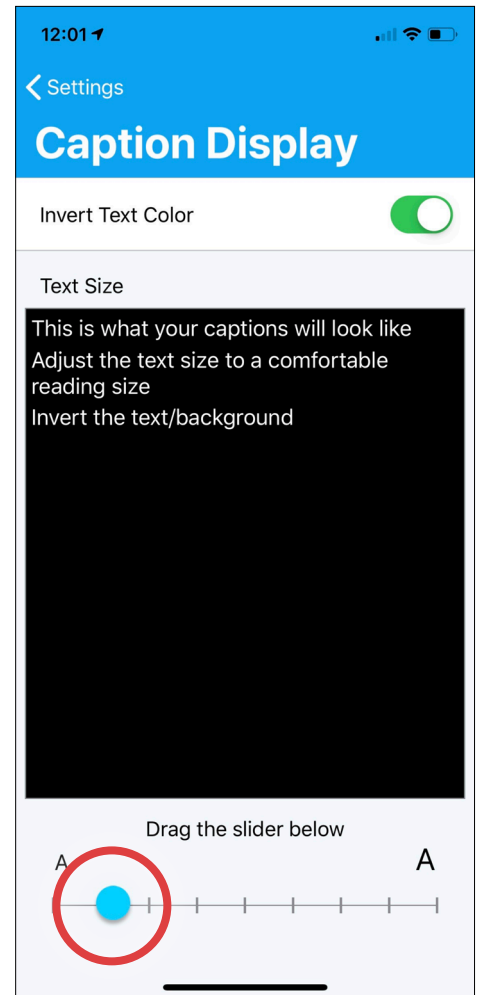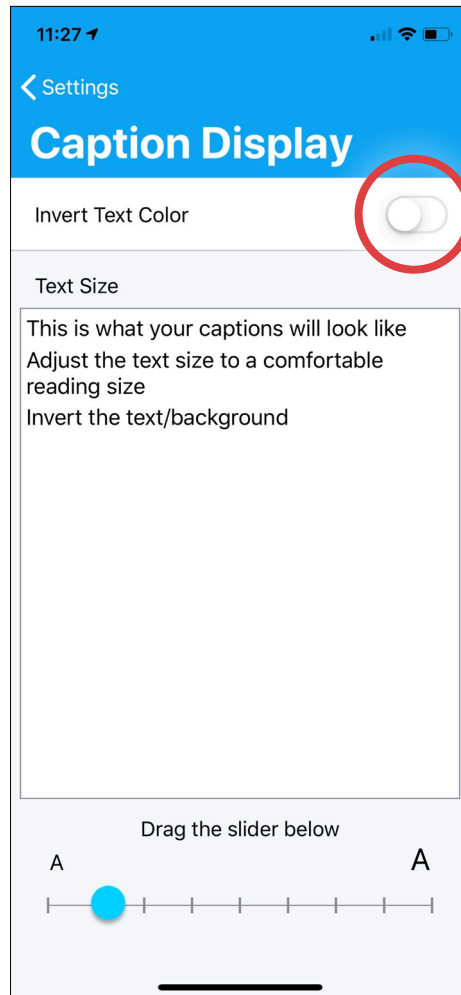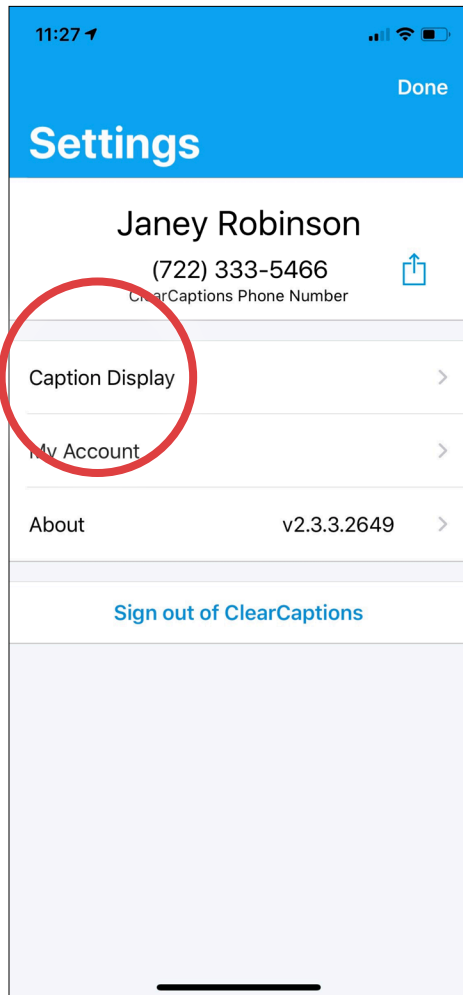## Using Call History to View Captioned Calls

1. Tap the 📞 icon.
   Call Log

2. Tap the ⓘ icon next to the call record.

3. Tap **View Captions** (only visible for calls with saved captions).

4. To delete saved captions from Call Log entry, tap **Delete** (top right corner).

5. Tap **Yes** to confirm deletion.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

7

Changing Caption Size and Color

1. From any tab (excluding Dial tab and Favorites), tap ⚙ in the upper left corner.

2. Tap **Caption Display**.

3. Tap the switch to invert the caption text color (white text on black background or black text on white background).

4. Touch and drag the slider to increase or decrease the size of the displayed captions.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

8
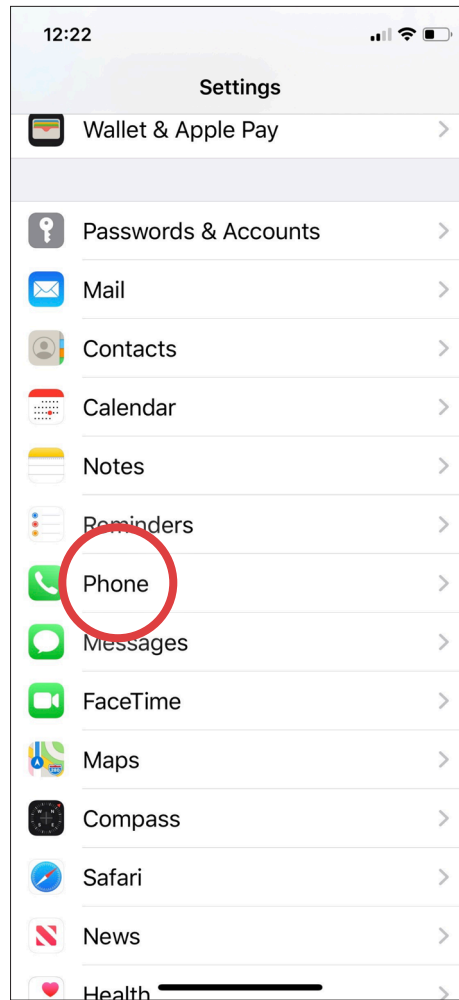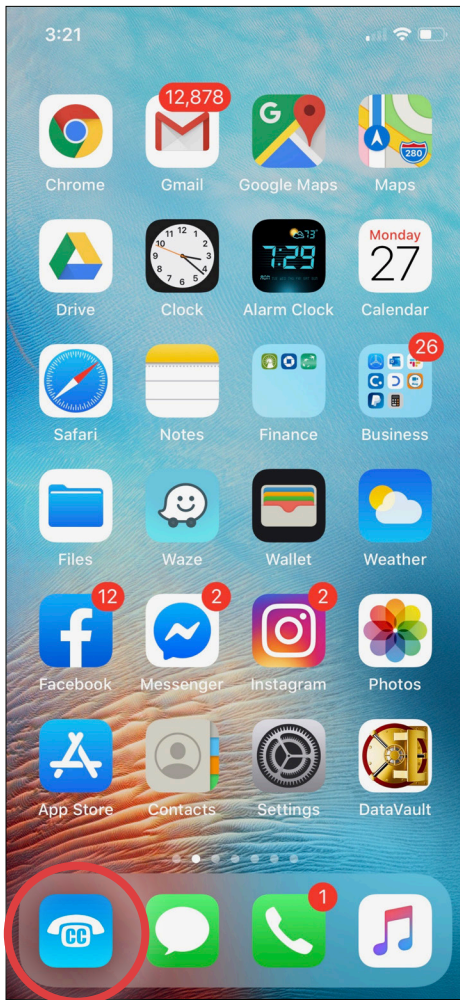
Forwarding Calls to Your ClearCaptions Telephone Number

NOTE: To enable call forwarding using Verizon/Sprint/US Cellular services, dial *72 on the iPhone, followed by your ClearCaptions telephone number. To disable the call forwarding, dial *73.

1. Go to the iPhone Settings screen.

2. Tap **Phone**.

3. Tap **Call Forwarding**.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.
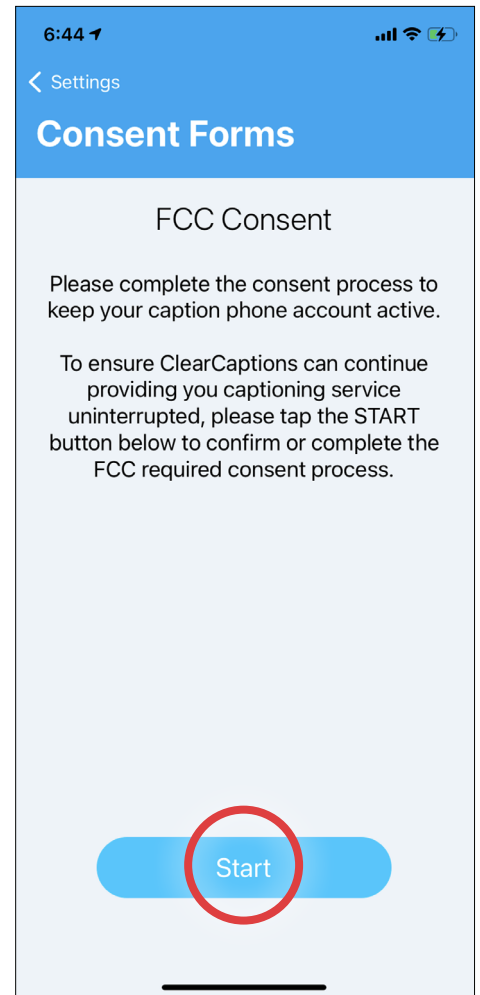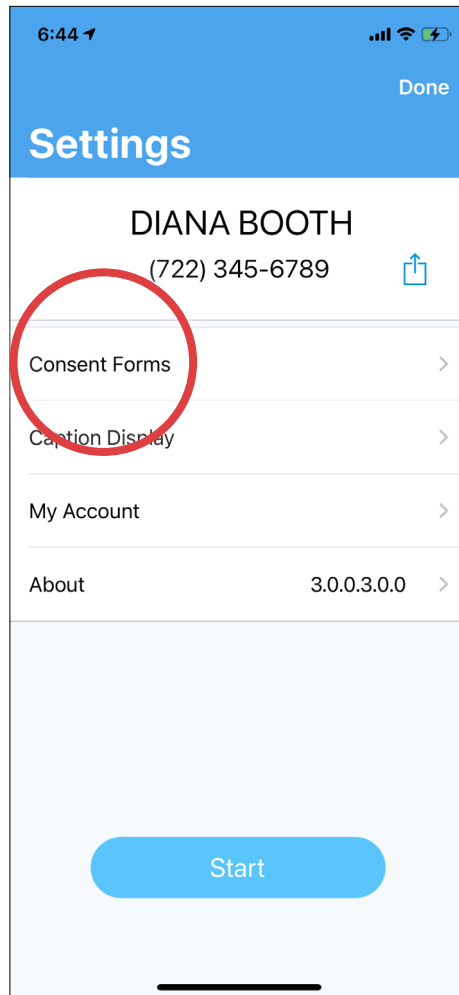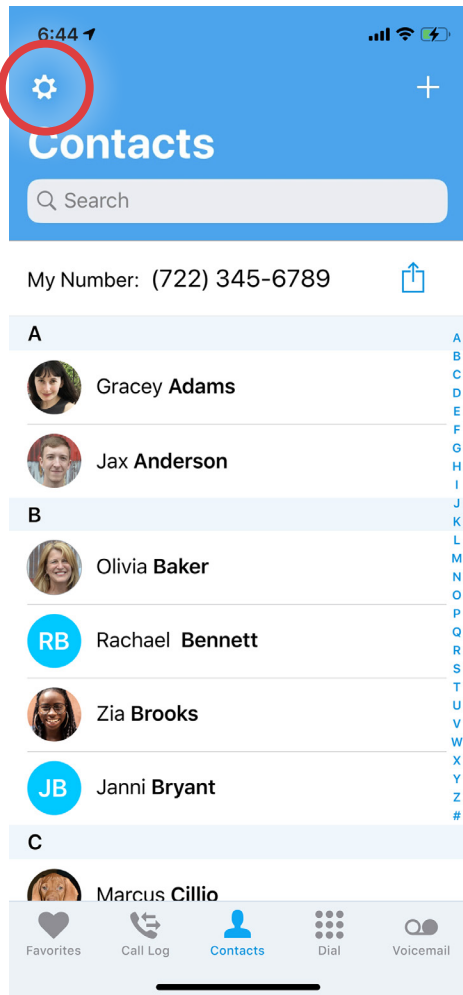
9
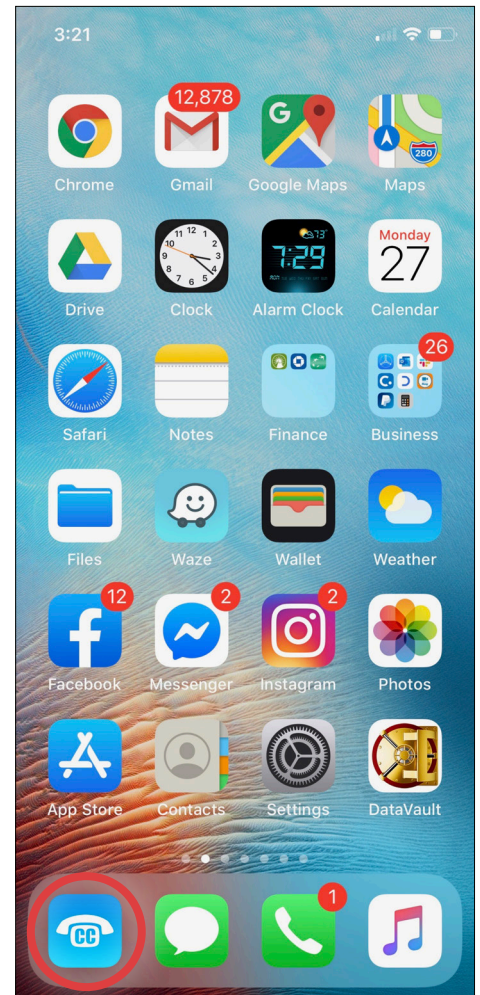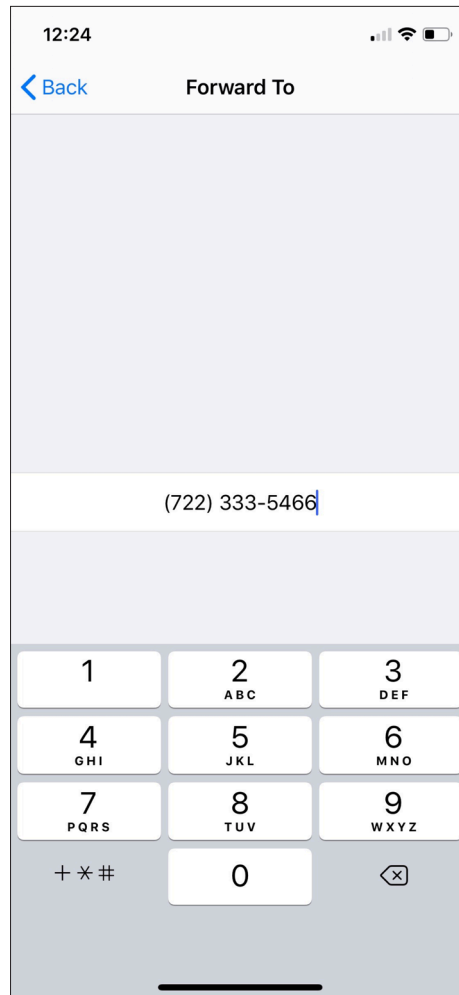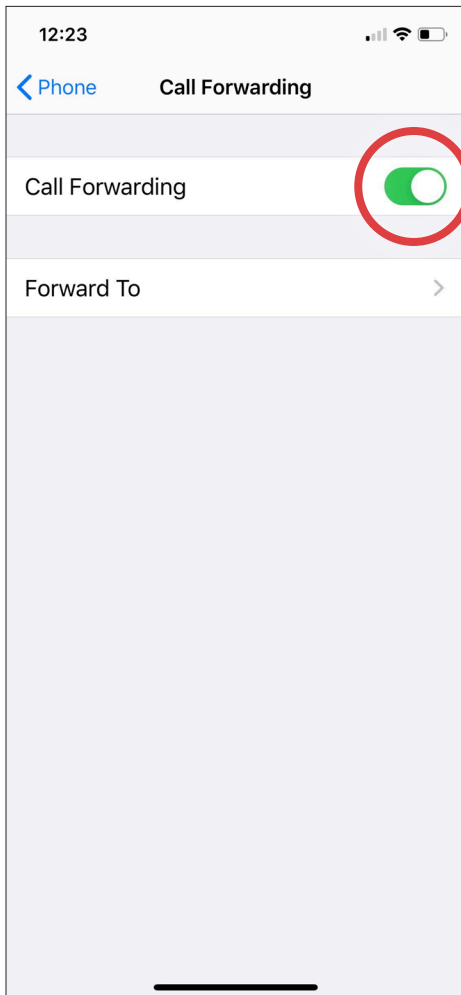
ClearCaptions

Forwarding Calls to Your ClearCaptions Telephone Number (cont.)

4. Tap the **Call Forwarding** slider to enable.

5. Tap **Forward To**.

6. Enter your ClearCaptions telephone number when prompted.

Complete Registration with the FCC

We need your consent to share your ClearCaptions account information with the FCC's Telecommunications Relay Service User Registration Database (TRS-URD).

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1. Tap the **Settings** icon ⚙.

2. At the top of the Settings screen, tap **Consent Forms**.

3. Tap Start then complete each step and accept the terms to continue your service.

Questions? Call **866-868-8695** or email **support@clearcaptions.com**.

11

List of Mobile Carriers. Parent carriers are listed in bold. Mobile Virtual Network Operators (MVNO) that use their network are listed alphabetically.

TMOBILE

- MetroPCS
- Mint Mobile*
- Walmart Family Mobile
- US Mobile (Try Verizon method alternatively)

- Enable – Dial **21*Phone Number#
- Disable – ##21#

*Mint Mobile: add 1 before phone number (**21*1 Phone Number#)

SPRINT

- Allvoi
- Altice Mobile
- Beast Mobile
- Best Cellular
- Boost*
- Chit Chat Mobile
- Eco Mobile
- Freedom Pop
- Net10 Wireless

- Enable – Dial *72 followed by the phone number
- Disable – *720

*Boost: Press Talk key on your phone to dial. You will hear 3 rapid beeps when complete.

VERIZON

- Charter
- Comcast
- Spectrum
- Straight Talk (Try AT&T method alternatively)
- Total Wireless
- Tracphone
- US Mobile (Try T-Mobile method alternatively)
- Visible
- Xfinity

- Enable – Dial *72 followed by the phone number
- Disable – *73

AT&T

- Consumer Cellular (Jitterbug)
- Cricket
- Straight talk (Try Verizon method alternatively)

- Enable – Go to home screen of iPhone. Go to Settings. Select Phone. Select Call Forwarding. Select Call Forwarding switch. Select Forward, then type in the customer's ClearCaptions phone number with area code. When done, tap back button.
- Disable – Go to home screen of iPhone. Go to Settings. Select Phone. Select Call Forwarding. Unselect the Call Forwarding switch.