Frequently Asked Questions

About Hamilton Web CapTel

1. What is Hamilton Web CapTel?
Hamilton Web CapTel is a web-based service that allows people who have difficulty hearing over the telephone to receive word-for-word captions for telephone conversations via the Internet and a telephone. It is similar in concept to Captioned Television, where spoken words appear as written text for viewers to read.

Hamilton Web CapTel allows people with hearing loss to receive live captions for every phone call. The captioned are displayed on the Hamilton Web CapTel call screen via a web browser and the user can read the words while listening to the voice of the other party. Hamilton Web CapTel allows the user to "see what they say" with every call.

To learn more how to place a call through Hamilton Web CapTel, visit the HamiltonCapTel.com website.

Using Hamilton Web CapTel

1. Is there a charge to use Hamilton Web CapTel?
There is no charge to access the Hamilton Web CapTel. The service is free.

2. Do I have to login on the web in order to use Hamilton Web CapTel?
Yes, you need to login to Hamilton Web CapTel to place and receive calls.

3. Is Hamilton Web CapTel compatible with a MAC?
Yes. Hamilton Web CapTel can be used on PCs and Macs.

4. Is there software I need to download in order to use Hamilton Web CapTel?
No. Web CapTel is a web-based service and is used through your Internet browser.

5. What hours are Hamilton Web CapTel available?
Hamilton Web CapTel is available 24 hours a day, 7 days a week. There are no limits on the length of your calls or how many calls you make.

6. What are the benefits of using Hamilton Web CapTel?
You no longer have to use a special telephone in order to access Captioned Telephone service. You can now access it from any computer that has Internet access (for captions), along with any standard, cordless, or mobile phone (for voice).

There are no long distance charges associated with making a Hamilton Web CapTel call.

The font size and color, as well as the background color, can be changed to make reading the captions easier.

7. My state doesn't offer traditional Captioned Telephone service. Can I use Hamilton Web CapTel?
Yes! Anyone who has access to an Internet enabled computer can use the Hamilton Web CapTel service.

8. Can I still use my traditional Captioned Telephone?
Yes, your CapTel phone will continue to work as it always has. Web CapTel is an added option for accessing Captioned Telephone service.

You can use your Captioned Telephone to place or receive Hamilton Web CapTel calls. If you intend to use your CapTel phone with Hamilton Web Captel, make sure the caption button is turned off (the red light is off above the caption button).

9. I have internet access on my cell phone. Will Hamilton Web CapTel work there, too?
Not at this time.

10. Are my calls confidential when using Hamilton Web CapTel?
All calls are kept strictly confidential. As required by law, CapTel CAs cannot disclose information from a Hamilton Web CapTel conversation, nor are any records of Hamilton Web CapTel conversations saved.

There are NO records/documents/recordings of any conversation.

11. What if I forget my user name and password?
Use the "forgot password?" feature on the login page.

Place a Call

1. How do I place a Hamilton Web CapTel call?
Go to www.hamiltoncaptel.com. Select your state and click "Get Info".

Click on the "Make a Web CapTel call now" button. The first time you visit, you'll need to establish an account, and from then on, simply enter your user name and password to log on. When you first set up your account, enter your telephone number into the box marked "My Telephone Number". Enter the number of the person you want to call in the box marked "Number to Dial." Click on the "Place a Call" button. The Web CapTel call will begin by dialing your telephone number. Once you have answered the phone, the call will then connect to the number of the person you want to call. Once you party has answered, your conversation begins.

2. Can I add my extension to the "My Telephone Number" box?
At this time Hamilton Web CapTel does not allow extensions to be added to the phone number. We look to include ability to include extensions in the future.

3. Can I save the telephone numbers that I dial often?
Hamilton Web CapTel includes a personal directory. You can add frequently called telephone numbers by clicking on the Directory tab at the top of the Hamilton Web CapTel call page and inserting numbers there.

4. Can I use my cell phone to place a call through Hamilton Web CapTel?
You can make a call through Hamilton Web CapTel using your cell phone as the voice line. You can also receive a call through Hamilton Web CapTel using your cell phone; as long as that is the telephone number you have entered in the "My Telephone Number" box when you logged on. Just remember that you must be logged onto the Hamilton Web CapTel call page on your computer in order to receive captions.

5. Can I provide two separate telephone numbers to call at the same time? For example, my regular telephone number and my cell phone number?
No, only one number to call can be provided. If no one answers at that number, you will need to disconnect from the first call and place a second call to the next number.

6. Can I place a call using Hamilton Web CapTel in Spanish?
Spanish Web CapTel is available 7am to 11pm CT, 7 days a week. Spanish CapTel callers must click the "Spanish" button on the call screen for Spanish.

1. Can I receive a Hamilton Web CapTel call?
Yes. When you log on to Hamilton Web CapTel and enter your telephone number in the "Receive Call" section and click the "Start Waiting for Calls" button, you are automatically set up to receive Hamilton Web CapTel calls. If you do not wish to receive calls, click on the "Stop Waiting for Calls" button. You will be able to place Hamilton Web CapTel calls, but not receive them.

2. How do people call me using Hamilton Web CapTel?
The person calling you must first dial the toll free number 1-800-933-7219. At the prompt they will be asked to enter your telephone number and press #. Then, if you are logged on to the service through your Internet connection and waiting for Hamilton Web CapTel calls, the call will automatically appear on your screen at the same time your voice telephone line rings. Answer the voice line, and your conversation can begin.

Please note that the "Waiting for call" button must be activated.

3. What happens if I don't have the "Waiting for Call" button activated and someone tries to call me through Hamilton Web CapTel?
The person will receive the message: "The Web CapTel user is not available"

4. How will I know that I am receiving a call through Hamilton Web CapTel?
You need to be logged onto the Hamilton Web CapTel site and have your web browser open. It's important that you click on the "Start Waiting for Calls" button.

When you receive a call, your voice telephone will ring and when you answer it, the Hamilton Web CapTel call screen will automatically display (Web CapTel CA#xxxx with a call), and then your conversation can begin with the captions displayed.

Note: If you have minimized your call screen, you'll need to maximize the window when you answer your telephone.

5. Can I browse the Internet while waiting for Web CapTel calls?
Yes, just be sure that your login page remains open. You may minimize your login page, and you will need to maximize the page when you receive a Hamilton Web CapTel call.

1. Can I call 911 with Hamilton Web CapTel?
Internet-based telecommunications services are limited services and are not designed for making emergency 911 calls. Therefore, it is highly recommend that in an emergency you use your land-line telephone service to call 911 or your local emergency service number directly.

If you choose to use Hamilton Web CapTel to place an emergency 911 call, you will need to provide important information immediately, including your location (street address, town, and state) as well as the nature of the emergency.

The Hamilton Web CapTel call center is not an emergency call center and does not assume responsibility for the call. Your call will be connected to your local emergency center which is prepared to assist you in your emergency.

2. Why can't Hamilton Web CapTel handle 911 calls like the standard telephone?
The nature of Internet-based line does not allow Hamilton to recognize your location. The Internet does not function in the same way that standard telephone service functions.

With the standard telephone network, 911 centers have the ability to identify the location of a specific incoming phone number, whereas the Internet cannot identify specific locations. The Hamilton Web CapTel service should not be used for emergency 911 calls.

3. What happens if I enter 911 in the "Number To Dial" box and click "Place Call"? Will the call go through?
Again, you are strongly encouraged to use your telephone/TTY for emergency 911 calls, dialing directly to 911 or your local emergency service number.

Should you choose to use Hamilton Web CapTel to place an emergency call to 911, your call will be processed. Entering "911" in the "Number to Dial" box will generate a special call processing. It will become apparent on your screen that you are placing a 911 call. Your call will be connected to your local emergency call center. You will then be required to provide important information including your specific location as well as the nature of your emergency.

Please be advised that calling 911 through Hamilton Web CapTel will take longer to connect to emergency personnel than will a call to 911 placed from a standard telephone line.

4. Will it be better if I use the 10-digit emergency number instead of 911 using Hamilton Web CapTel so that the call can go through quickly?
Whether you are using the 10-digit emergency number or 911 number, it is still strongly recommend that you use your telephone/TTY for emergency calls.

Using the Internet-based captioned telephone service will not allow Hamilton to recognize your location. To ensure your emergency situation is being responded in a timely matter, it is recommended using your standard telephone/TTY as your location information will automatically be transmitted to emergency personnel.

4. Will Hamilton Web CapTel be able to identify my location if I dial 911?
No, The Internet does not allow Hamilton to recognize your location. It is encouraged that you use your standard telephone/TTY. Dialing 911 over the Internet doesn't work the same way as dialing 911 over your standard telephone line. When dialing 911 over your standard telephone line, location information is automatically sent to the 911 center.

Features

1. How does Caller ID work with Hamilton Web CapTel?
When making a Hamilton Web CapTel call, the person you are calling does not receive your telephone information via Caller ID, but instead, the telephone number of the CapTel center.

2. Can I change the font color or type, or the background color during a call?
Yes, you can change these features any time during a call.

3. Can I save and/or print my Hamilton Web CapTel conversation?
You can copy and paste the information from your Hamilton Web CapTel call into another document and save or print your conversation that way.

4. Can I review the conversation (scroll up or down) while still on the call?
Yes, the scroll feature works at any time during the call process.

Call Types

1. Do I pay for long distance calls when using Hamilton Web CapTel?
Because you are accessing the service through the Internet, there are no long distance charges when using Hamilton Web CapTel.

2. Can I make international calls using Hamilton Web CapTel?
Hamilton Web CapTel is intended for use in placing and receiving calls within the United States.

Technical Requirements

1. What are the technical specifications Hamilton Web CapTel?
Operating System:
The OS doesn't really matter. Our only real requirement is a browser that supports Java, XML, and cookies.
> Windows
> OSX
> Linux

Browser:
> Firefox
> Opera
> Internet Explorer 7
> Safari

Computer Hardware:
> Pentium 233 (or better), 128MB RAM

Internet Speed:
> Use of Web CapTel requires connection to the Internet via a broad band connection.

2. What are "cookies"?
A cookie is simply a message associated to a Web browser by a Web server. The browser stores the message in a text file. The message is then sent back to the server each time the browser requests a page from the server.

The main purpose of cookies is to identify returning users and possibly prepare customized Web pages for them. When you enter a Web site using cookies, you may be asked to fill out a form providing such information as your name and interests. This information is packaged into a cookie and sent to your Web browser which stores it for later use. The next time you go to the same Web site, your browser will send the cookie to the Web server. The server can use this information to present you with custom Web pages. So, for example, instead of seeing just a generic welcome page you might see a welcome page with your name on it.

3. I don't have Java my computer. Is there a way Java can be added to my computer?
Java can be downloaded from the web at:
http://www.java.com/en/download/index.jsp

Contact

1. How do I contact Customer Service?
Web CapTel Customer Service is available by phone or email:
      877-455-4227 English
      866 670-9134 Spanish
      webcaptel@captelmail.com

Live Customer Service is offered during the following hours:
      8am to 5pm CT Monday- Friday

Calls after hours and/or emails will be responded to on the next business day.

About Hamilton

1. Who is Hamilton?
Hamilton Telecommunications is a telephone company based in Aurora, NE. They have been providing telephone service for over 100 years. Hamilton Relay Service is a division of Hamilton Telecommunications, and has provided Telecommunications Relay Service since 1990.

Telecommunications Relay Service (TRS) enables people who use a Text Telephone (also called a TTY, a TDD or TT) to communicate freely with people who use a standard telephone. Hamilton provides interstate relay service (calls from one state to another state) and intrastate relay service (calls within the same state) to numerous states across the country. Hamilton also provides nationwide service through Internet Relay, Video Relay, and CapTel Services.