



Which CapTel phone is right for my home?

There is a lot of confusion that can happen when deciding what kind of equipment will best suit your home. CapTel offers two types of telephones and we hope this information will make the process easier for you and your family. Both phones work equally well. **Before** you select which phone to install in your home you need to find out “What kind of phone line do you have in your home?”

How do I know which CapTel to select?

It depends on your type of phone service.

How do I find that out?

Contact your phone service provider.

Are the phones interchangeable?

No. They are specific to a type of phone line.

Analog Phone Line



CapTel 200

Digital or Analog Phone Line and High Speed Internet



CapTel 800i



I have my phone service bundled with my cable tv.

Does that mean I have a digital phone line?

Not always. Call your service provider to make sure you have the correct information before selecting your Captel phone.

Where can I find the phone number to call to find out what kind of phone line I have?

Your phone bill will have a customer service phone number you can call. The information they provide you is important to getting the correct phone in your home.

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I like the features of the new 800i. Can I use it with my analog phone line?

Almost. You must have a phone line AND high speed internet access.

Does CapTel have a website where I can get more information?

Yes. At www.captel.com you can see a list of Frequently Asked Questions and find customer service phone numbers and email.

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CapTel 800i



Lincoln Office

4600 Valley Road, Suite 420
Lincoln, NE 68510
1-800-545-6244, voice/TTY
1-866-954-2790 VP

Omaha Office

1313 Farnam
Omaha, NE 68103
1-877-248-7836, voice/TTY
1-866-680-9459 VP

North Platte Office

200 S Silber Rm 207
North Platte, NE 69101
1-888-713-3118 voice/TTY

Scottsbluff Office

4500 Ave I / PO Box 1500
Scottsbluff, NE 69363
1-888-588-5598 voice/TTY

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