

CapTel Phone Line & Internet Requirements

Intro

CapTel offers internet-based and analog phone line-based models.

On internet-based models, captions appear automatically on incoming and outgoing calls.

On analog phone line-based models, captions appear automatically on outgoing calls only. In order for incoming calls to be captioned, the other party must first dial the free Captioning Service then your phone number. If they do not dial the Captioning Service first, your call will not be captioned.

Recent Trends

As internet service has become more ubiquitous, the trend has been moving away from analog models and towards internet-based models.

ND Assistive has learned that many phone companies in North Dakota have been upgrading their phone lines from traditional analog lines to voice-over IP (VOIP) or digital cable lines.

Why does this matter?

In order to use a [CapTel 840](#) (non-internet model) you must have a standard analog phone line. To determine what type of phone line you have, please contact your telephone service provider.

What model CapTel can I use if I have VOIP or a digital cable line?

Any of the internet-based models will work with a VOIP or digital cable line. The three main models are the [CapTel 840i](#) (standard screen), [CapTel 880i](#) (large screen), and the [CapTel 2400i](#) (touchscreen).

What if I have a VOIP or digital cable line but don't have internet?

You can use a CapTel 840 (non-internet model) in [2-line mode](#) which requires two phone lines OR you can get internet.

What speed of internet do I need?

You will need high-speed internet which is defined by the FCC as an upload speed of 25MPS or higher. Fortunately, even the most basic internet service plan offered by most companies is 4X faster than that.

What if I can't afford internet service?

There are two government programs that may be able to help you pay for phone/internet service. Please read our [blog](#) to learn more about these options.

ND Assistive has learned that some internet service providers in North Dakota offer low-cost internet plans that are not advertised on their websites. Please contact your internet service provider to see if they offer an Internet Basics or similar plan for low-income individuals.