Quick Start Guide
CaptionCall® Mobile for iPhone

Welcome to CaptionCall! You’re about to experience mobile phone calls in a richer, more positive way. The CaptionCall mobile app for iPhone let’s you make and receive captioned phone calls so you can understand calls better – wherever you are

1-877-557-2227 support@captioncall.com
You will need to use your CaptionCall account credentials to log in to the CaptionCall Mobile app.

- Username:
- Password:
- CaptionCall Mobile number (located in Settings):

### Getting started

The first time you log in to CaptionCall Mobile for iPhone, you will be asked to acknowledge the limitations of E911 and verify your emergency address. You can update this address at any time in app Settings.

You can use the toggles to enable Touch ID or Face ID to use the app without entering your User ID and password each time.

### Call forwarding

You will receive another phone number with CaptionCall Mobile for iPhone. While your regular iPhone mobile number will still work, only the phone number assigned by CaptionCall will allow you to use captioning. As a result, most users choose to forward their iPhone number to their CaptionCall Mobile Number. This means any incoming calls will automatically be captioned on your iPhone. To set up call forwarding, go to Settings>Phone>Call Forwarding and enter your CaptionCall Mobile number. For Verizon customers, call *72 using iPhone, enter your CaptionCall Mobile ten-digit number, tap the call icon and wait for the confirmation, “Calls will be forwarded to...”, then hang up. You can also contact your mobile service provider for help. Be aware that when you make calls with your CaptionCall Mobile number, that number will appear as your caller ID.

### Making calls

You can make calls using the Dialpad, or touch the Recents or Contacts icon and select the name/number you wish to call. Captioning will start automatically.

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Answering calls

When someone calls you, you’ll see a notification on your screen. To answer, click Accept or slide to answer. If your iPhone is locked when the call comes in you will need to unlock your iPhone and select the Captioncall Mobile icon to see captions.

Saving calls

At the end of every call, you can choose to Save or Discard the captions. To review a saved conversation, touch the Saved icon on the main menu.

Using contacts

If you allow Captioncall Mobile access to your iPhone contacts, they will appear in the Contacts list for easily dialing. You will also see any contacts associated with your Captioncall account.

Voicemail

To set up your voicemail, touch the Voicemail icon and use the temporary pin 1234 followed by the # sign. You will be prompted to create a new pin. Follow the prompts to record your greeting. To check a voicemail message, touch the Voicemail icon to play the message. Touch Speaker to hear your message while reading captions on the screen.
Calling 911

The CaptionCall Mobile app is a VoIP phone service. E911 service may be limited or unavailable under certain circumstances, including, but not limited to, uncharged/dead handset battery, lack of data coverage by your mobile carrier, or during an internet service outage. As part of becoming a CaptionCall Mobile customer, you provided CaptionCall with your Emergency Calling Service address. This address will be transmitted to the E911 center in the event that you call 911. If your actual location is different from the registered Emergency Calling Service address that you gave CaptionCall, you will need to provide your current location to emergency personnel when you call 911 during an emergency, or call 911 using your mobile phone service without captions. To verify or change your Emergency Calling Service address, please call 1-877-557-2227 or visit the Settings section of the app and touch Edit under Emergency Address.

Account activity

If you do not use CaptionCall Mobile for a period of 60 days, CaptionCall reserves the right to cancel your VoIP account associated with the app. If your account is canceled, you can sign up again at any time.

Need help?

CaptionCall is here to answer any questions.

General CaptionCall Customer Support:
1-877-557-2227 or support@captioncall.com