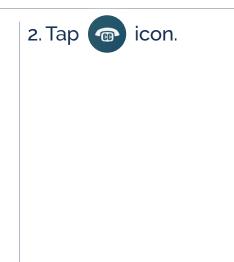


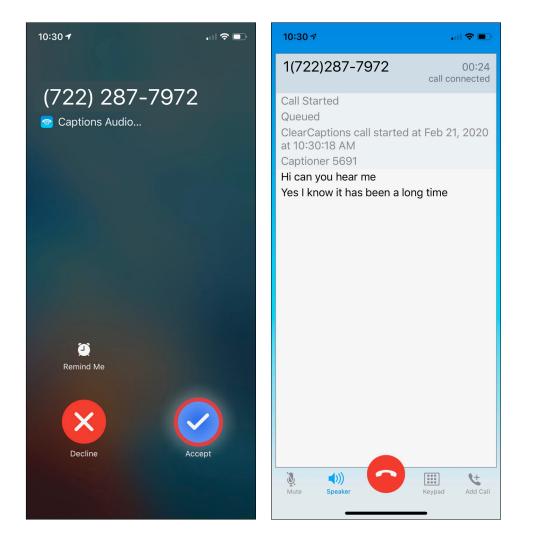
### Accepting a call while phone is locked

1. Swipe right on slide bar.



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

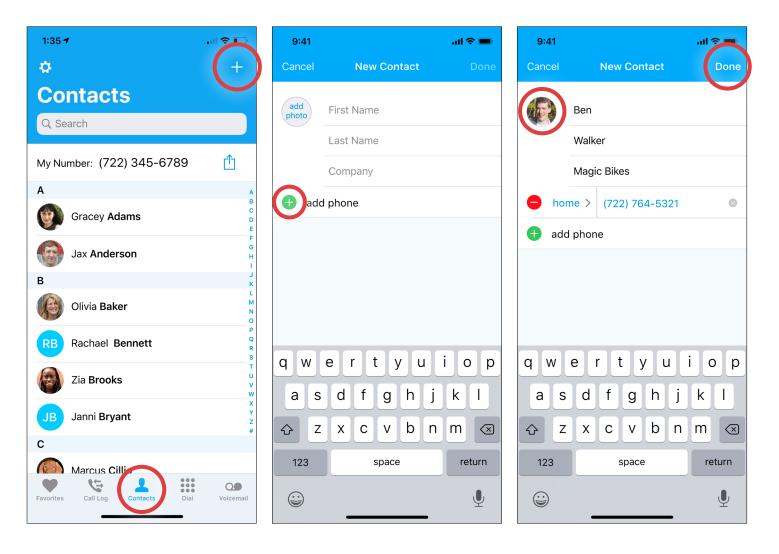




### Accepting a call while phone is unlocked







### **Adding Contacts**

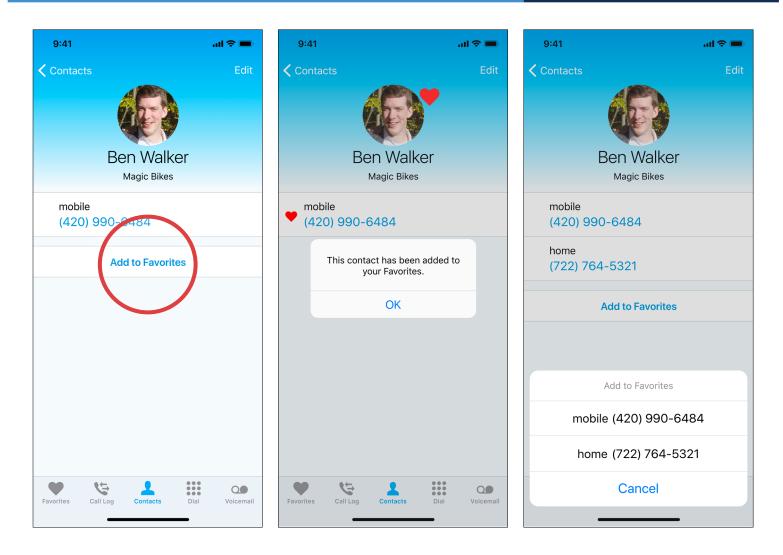
- 1. Tap the contacts icon.
- 2. Tap the + button (top right corner).
- 3. Type in the Contact name.

#### 4. Tap 🕂

- 5. Type in Contact phone number.
- 6.Specify type of number (e.g. "home," "mobile").
- 7. Tap (not be add an image for the Contact.
- 8. Tap 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.





### 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.



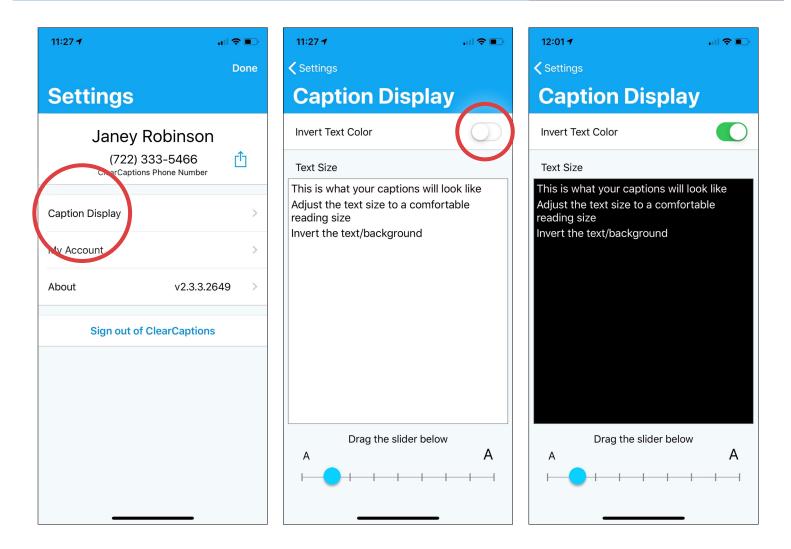
| 1:50 🕇                    |               | 9:41                   | al                     | <b>≈ ●</b> 11:18 <del>4</del> |                                                        |                |
|---------------------------|---------------|------------------------|------------------------|-------------------------------|--------------------------------------------------------|----------------|
| All                       | Missed Edit   | Call Log               |                        | <                             | Saved Caption                                          | Delete         |
| Call Log                  |               |                        |                        | Grace                         | ey Adams                                               | 00.00          |
| Gracey Adams<br>mobile    | 10:42 AM (i)  |                        |                        | Call Sta                      |                                                        |                |
| Lucy Robinson<br>mobile   | Yesterday (j) | -                      | / Adams<br>0) 333-5466 | ClearCa<br>at 10:42           | aptions call started a<br>2:22 AM                      | t Jan 29, 2020 |
| Rachael Bennett<br>mobile | Sunday i      | Today<br>10:42 AM      | ing Call (             | Caption<br>Hi Jean            |                                                        |                |
| 3 Ella Harris             | 10/25/18 (j)  |                        |                        | l know p                      | e you doing<br>pretty cold here to<br>s ice everywhere |                |
| Jogan Brooks              | 10/24/18 (j)  |                        | Captions<br>act Info   | l know l                      | -                                                      |                |
| Max Friedman              | 10/24/18 (j)  | Add to                 | Favorites              | I will cal                    | have to go<br>I you later                              |                |
| Voicemail<br>service      | 10/23/18 (j)  |                        |                        | Call Enc                      | led                                                    |                |
| Lucy Robinson             | 10/23/18 (i)  |                        |                        |                               |                                                        |                |
| Miguel Diaz<br>mobile     | 10/23/18 (j)  |                        |                        |                               |                                                        |                |
| Lucy Robinson             | 10/23/18 (i)  |                        |                        |                               |                                                        |                |
| Favorites Call Log Conta  |               | Favorites Call Log Col | ntacts Dial            | Voicemail Favorites           | Call Log                                               | Dial Voicemai  |

### Using Call History to View Captioned Calls



- 2. Tap the (i) 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.





### **Changing Caption Size and Color**

- 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.



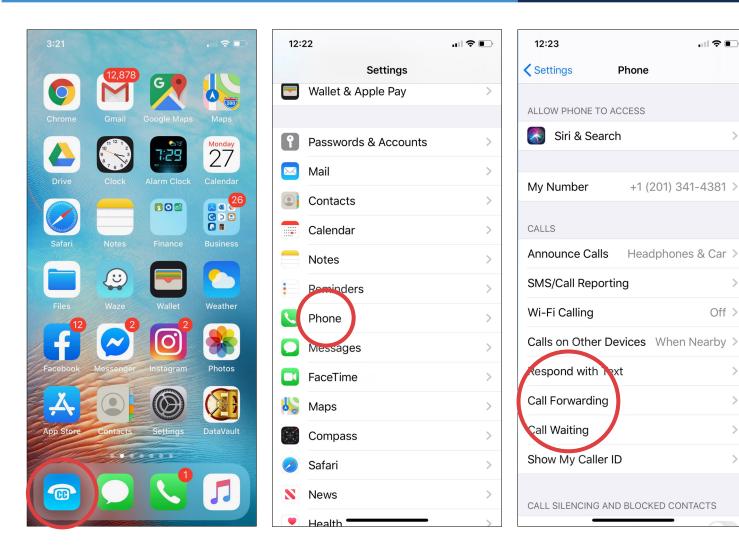


Off >

>

>

>



#### 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.



Monday 27

Weather

hotos

| 12:23        |                 |   | 12:24     |                |              | 3:21      |                                  |             |
|--------------|-----------------|---|-----------|----------------|--------------|-----------|----------------------------------|-------------|
| Phone        | Call Forwarding |   | Back      | Forward To     |              |           | 12,878                           | G           |
| Call Forward | ding            |   |           |                |              | Chrome    | Gmail                            | Google Map  |
|              |                 |   |           |                |              |           | 111 12 1<br>10 2<br>9 3<br>8 7 6 | 129<br>1    |
| Forward To   |                 | > |           |                |              | Drive     | Clock                            | Alarm Clock |
|              |                 |   |           |                |              |           |                                  |             |
|              |                 |   |           |                |              | Safari    | Notes                            |             |
|              |                 |   |           | (722) 333-5466 | \$           |           | $\odot$                          |             |
|              |                 |   |           |                |              | Files     | Waze                             | Wallet      |
|              |                 |   |           |                |              |           |                                  | <b>O</b>    |
|              |                 |   | 1         | 2<br>АВС       | 3<br>Def     | Facebook  | Messenger                        | Instagram   |
|              |                 |   | 4<br>6ні  | 5<br>јкі       | 6            | Å         |                                  |             |
|              |                 |   | 7<br>pqrs | 8<br>TUV       | 9<br>wxyz    | App Store | Contacts                         | Settings    |
|              |                 |   | + * #     | 0              | $\bigotimes$ |           |                                  |             |
|              |                 |   |           |                |              | œ         |                                  |             |
|              |                 |   |           |                | -            |           |                                  |             |

### 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.

# **Call Forwarding Tip Sheet**



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)

#### **SPRINT**

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

#### VERIZON

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

#### 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.

Enable – Dial \*72 followed by the phone number

Enable – Dial \*\*21\*Phone Number#

\*Mint Mobile: add 1 before phone number

Disable – \*720

□ Disable - **##21#** 

(\*\*21\*1 Phone Number#)

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

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