



ClearCaptions Mobile App User Guide

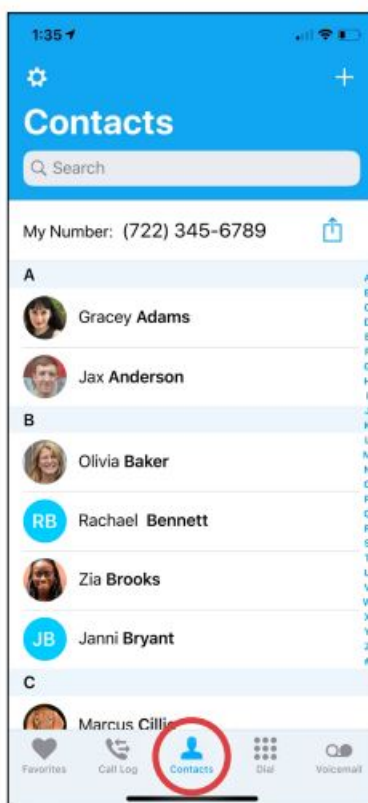
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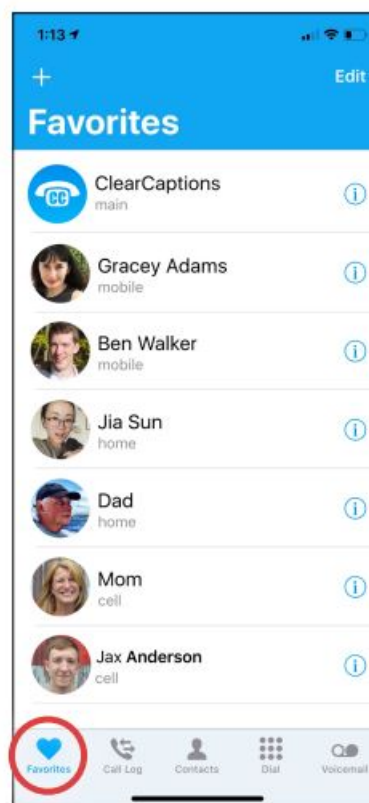
Calling from Dialpad

1. Tap the  icon.
2. Dial a phone number to call.
3. Press the  icon to start the call.



Calling from Contacts

1. Tap the  icon.
2. Tap the Contact you wish to call.
3. Tap the Contact's phone number to start the call.



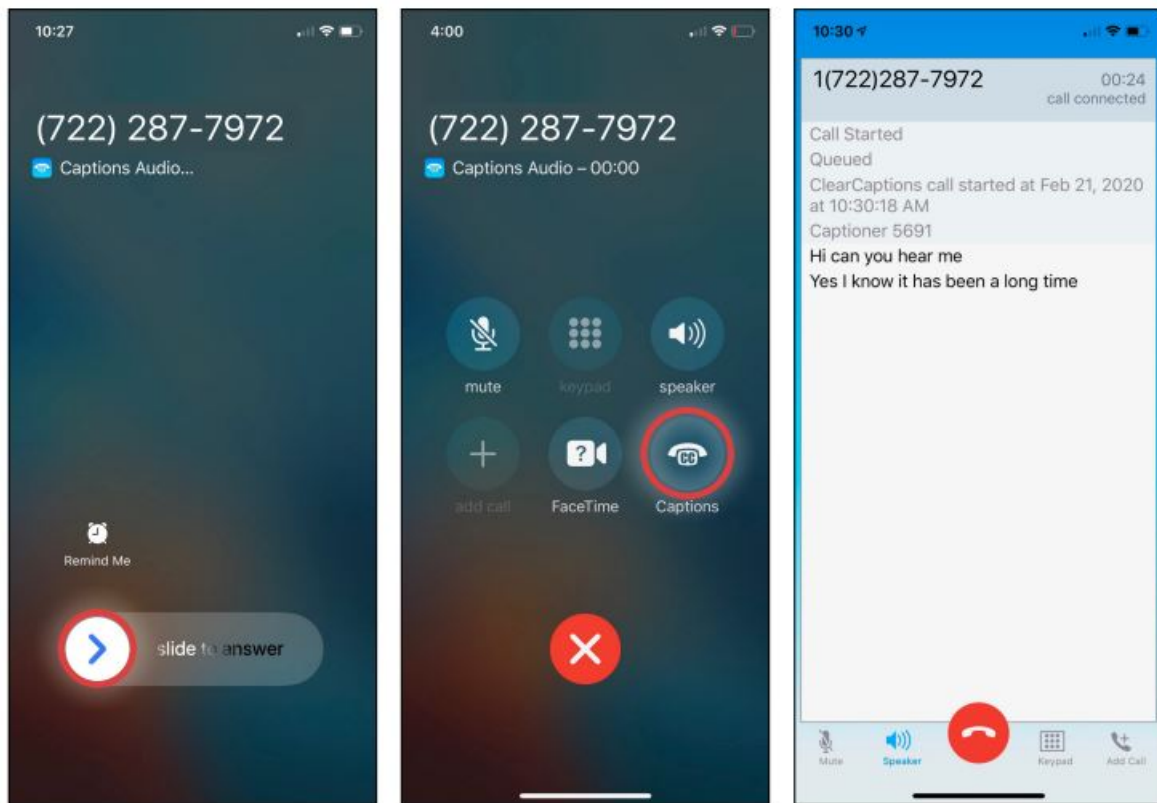
Calling from Favorites

1. Tap the  icon.
2. Tap the Favorite you wish to call.

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Accepting a call while phone is locked

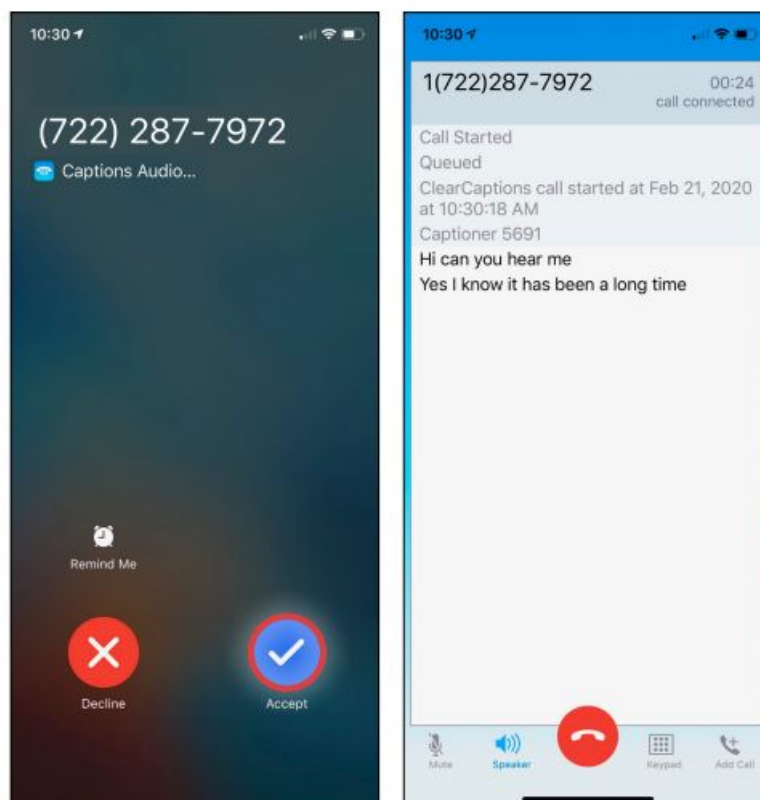



1. Swipe right on slide bar.

2. Tap  icon.

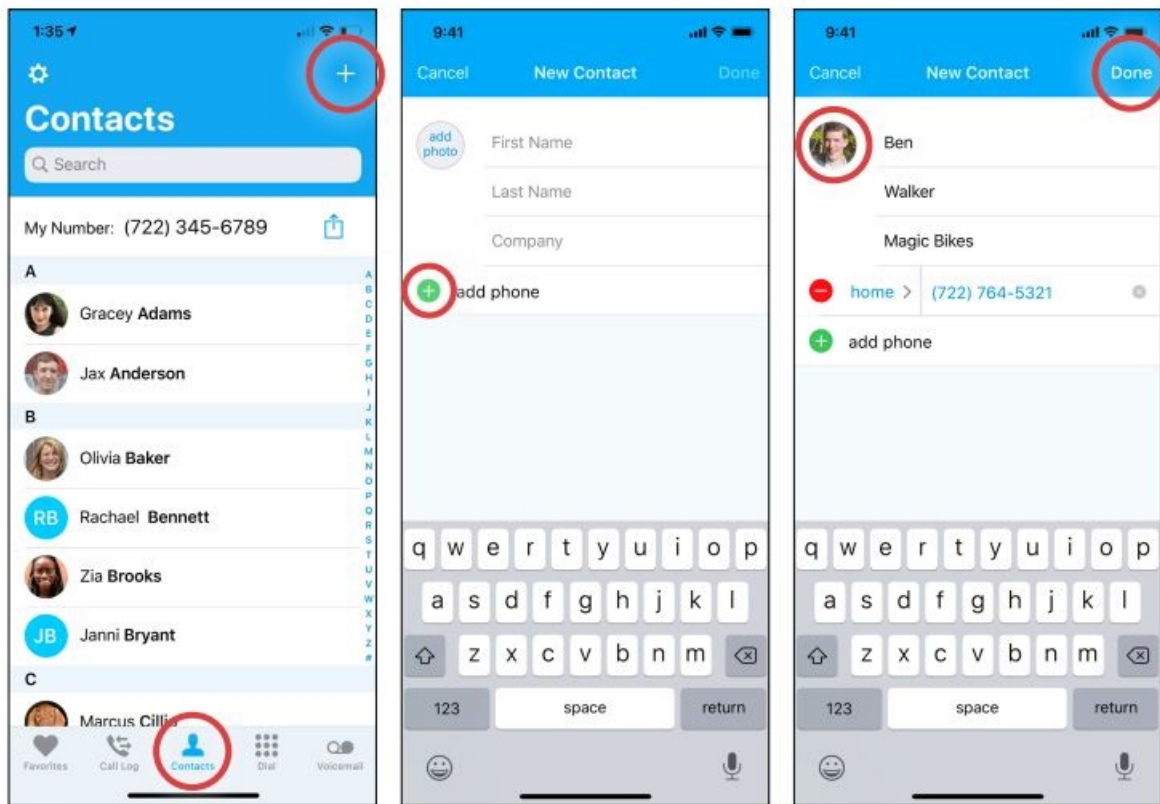
NOTE: If you use a passcode to unlock your phone, enter when prompted to view captions.



Accepting a call while phone is unlocked






1. Tap  icon.
2. Start call.

Adding Contacts



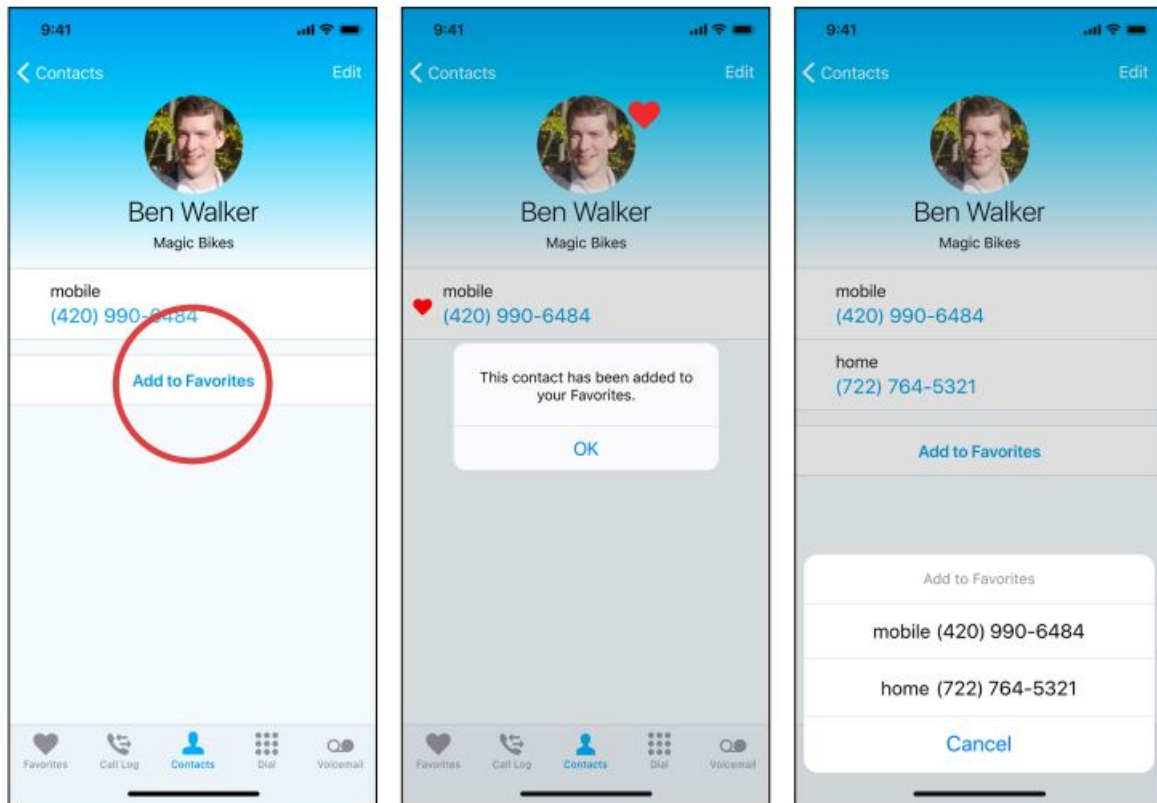
1. Tap the  icon.
2. Tap the  button (top right corner).
3. Type in the Contact name.

4. Tap .
5. Type in Contact phone number.
6. Specify type of number (e.g. "home," "mobile").

7. Tap  to 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.

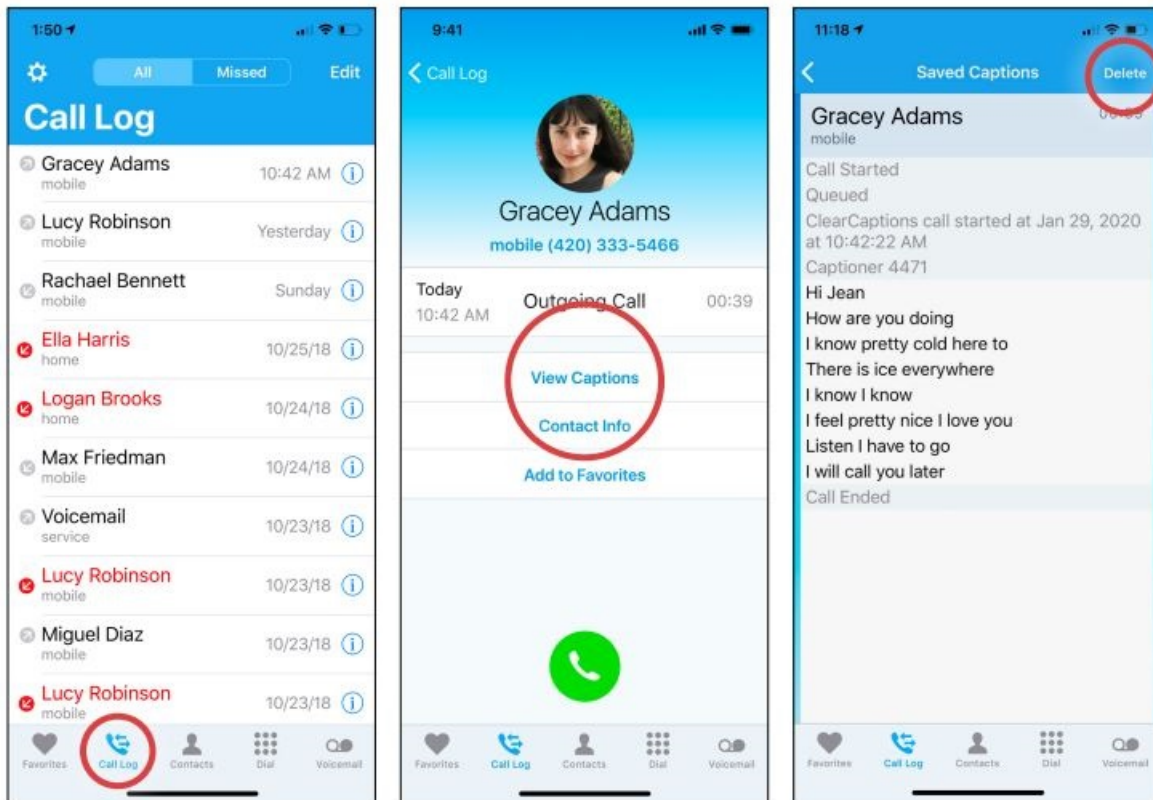
Tagging a Contact as a Favorite



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.

Using Call History to View Captioned Calls



1. Tap the  icon.

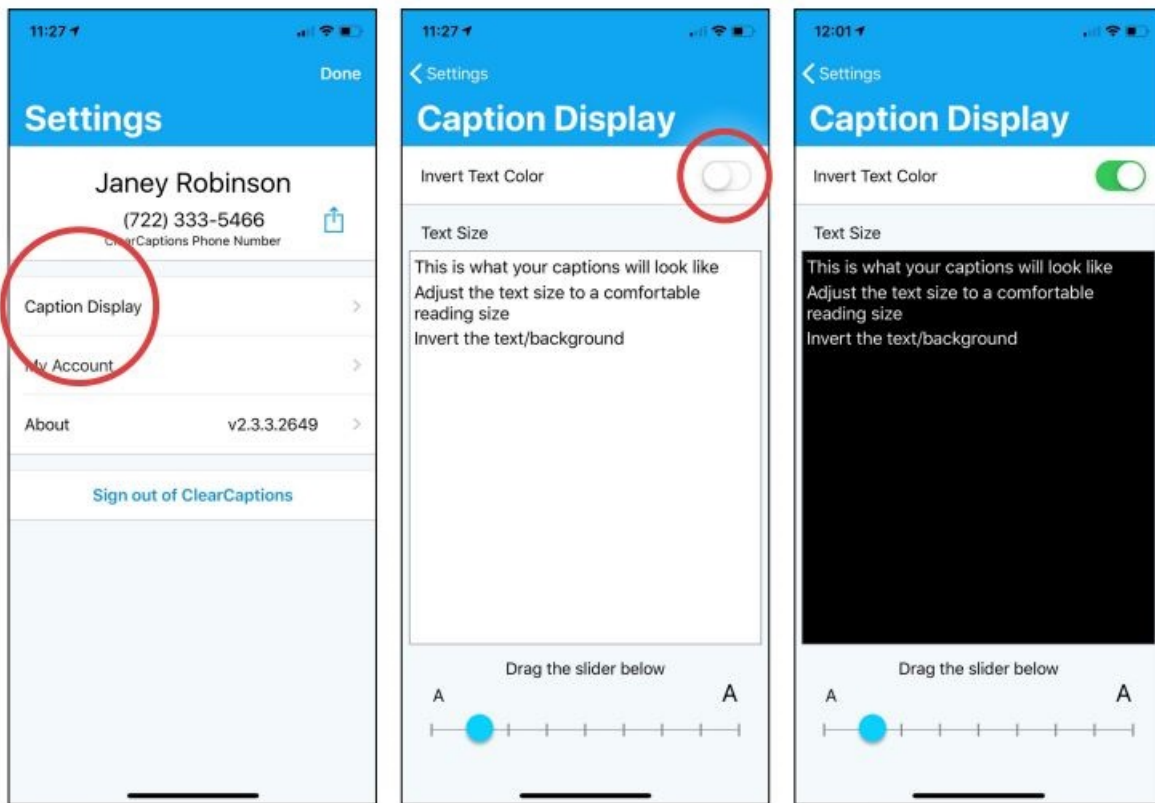
2. Tap the  icon next to the call record.


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



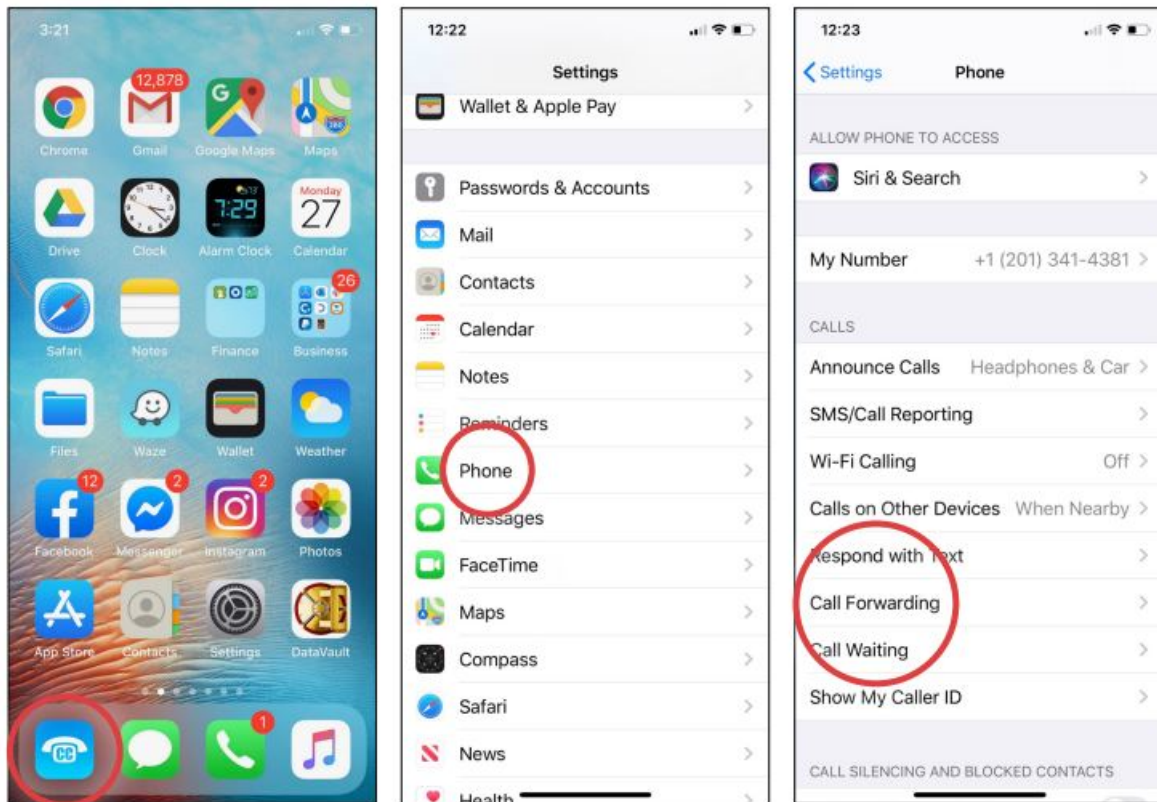
1. From any tab (excluding Dial tab and Favorites), tap  in the upper left corner.
2. Tap Caption Display.

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.

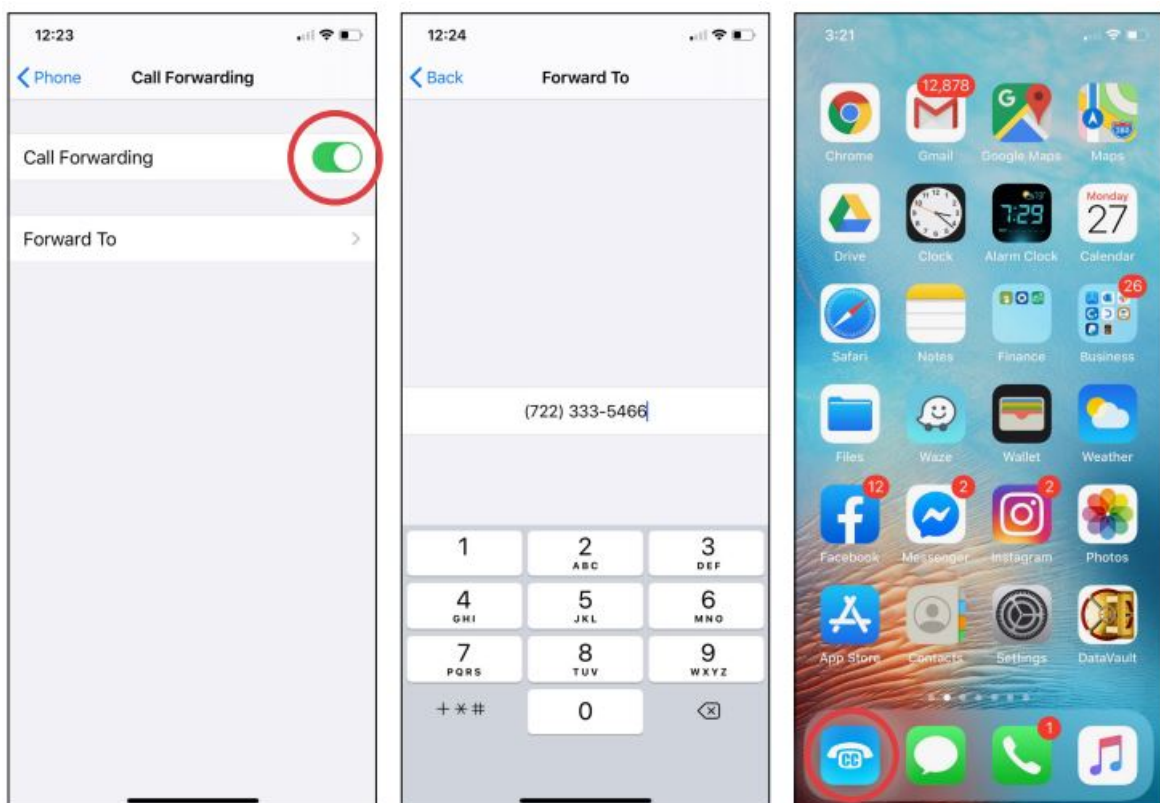


Forwarding Calls to Your Clear Captions Telephone Number



NOTE: To enable call forwarding using Verizon/Sprint/US Cellular services, dial *72 on the iPhone, followed by your Clear Captions telephone number. To disable the call forwarding, dial *73.

1. Go to the iPhone Settings screen.
2. Tap Phone.
3. Tap Call Forwarding.



4. Tap the Call Forwarding slider to enable.

5. Tap Forward To.
6. Enter your ClearCaptions telephone number when prompted.

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)
 - Enable Dial **21*Phone Number#
 - Disable ##21#
- *Mint Mobile: add 1 before phone number (**21*1 Phone Number#)

SPRINT

- Allvoi
 - Altice Mobile
 - Beast Mobile
 - Best Cellular
 - Boost*
 - Chit Chat Mobile
 - Eco Mobile
 - Freedom Pop
 - Net10 Wireless
 - Enable Dial *72 followed by the phone number
 - Disable *720
- *Boost: Press Talk key on your phone to dial. You will hear 3 rapid beeps when complete.

VERIZON


- Charter
- Comcast
- Spectrum
- Straight Talk (Try AT&T method alternatively)
- Total Wireless
- Triphone
- US Mobile (Try T-Mobile method alternatively)
- Visible
- Xfinity
- Enable Dial *72 followed by the phone number
- Disable *73

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.

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Documents / Resources

	<p>ClearCaptions Mobile App [pdf] User Guide Mobile App</p>
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