



## Institute on Disabilities

### Pennsylvania's Assistive Technology Lending Library

*A program of the  
Commonwealth of Pennsylvania*

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### Loans of Internet Protocol-Captioned Telephones

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#### General

Pennsylvania's Assistive Technology Lending Library offers short-term loans of telephones that receive captions via the Internet (also known as internet-protocol-captioned telephones [IP-CT], e.g. CapTel 840i, 880i and 2400i) to consumers who have Internet access. In order to proceed with a loan (through either the centralized inventory at Hiram G. Andrews Center [HGA] or an Assistive Technology Resource Center [ATRC] on-site program), additional information is required from the borrower.

#### Purpose

The purpose of this policy and related procedures is to specify the role of the Assistive Technology Resource Center in (1) ascertaining the ability of the borrower to connect his/her home Internet service to the phone during a trial loan; (2) communicating to the borrower the need to register the phone and the potential risks of doing so; and (3) de-registering the telephone when it is returned from a loan.

#### Policy and Procedures

ATRCs shall comply with the following procedures when processing a loan request for an internet protocol-captioned telephone.

##### **1. Determine if the consumer has internet service in the home.**

- If not, a trial of an IP-CT phone is not appropriate. In this case the ATRC shall recommend an alternate product.
- If the consumer has Wi-Fi: Prior to processing the loan, ascertain the consumer knows the Wi-Fi user name and password, as this will be required to set up the telephone for captioning.
- If the consumer has wired Internet service: Prior to processing the loan ascertain the consumer knows where the router is located.

The router must be located on the first floor and close enough to plug the cable into the telephone.

2. If the consumer meets the Internet service requirements specified in (1), the ATRC must **inform the borrower about the information that must be provided to register the phone** in order to access the internet captions, and that this involves private information. The information in the attached "Notice" dated December 2015 may be communicated via email, fax, telephone, in person or via US Mail. After the consumer understands and agrees to the terms, the loan request form may be transmitted to HGA (if the item will be borrowed through the centralized inventory) or the onsite loan can proceed.
3. **De-register the phone.** After an IP-CT telephone is returned, it must be de-registered. If the equipment is housed at HGA, it is the responsibility of the HGA technician to deregister the telephone. If the IP-CT is housed at an ATRC, the ATRC must de-register the phone. These steps must be followed:
  - Email [register@captel.com](mailto:register@captel.com); cc: Shelly.Stein@weitbrecht.com
  - Provide the Electronic Serial Number (ESN) located on the bottom of the unit and ask them to de-register the phone.

Once this process is complete and the usual cleaning procedures have been implemented, the telephone will be ready for its next loan.