

CapTel® Connect

News & Tips for People Who Use CapTel

Helpful Tips for Using Your CapTel Phone

Is Voice Mail Impacting Your Answering Machine Messages?

If your CapTel Answering Machine is turned on but it is not picking up calls in the way you expect, check to see if there is a Voice Mail feature on your telephone service. It could be that the Voice Mail feature is answering your call and taking a message before the CapTel Answering Machine ever activates. For example, if your CapTel Answering Machine is set to answer calls after six (6) rings, but the Voice Mail feature is set to answer calls after four (4) rings, the Voice Mail feature could preempt the CapTel Answering Machine from ever picking up a call.

Likewise, make sure there is not an external answering machine connected to the same telephone number. The external answering machine may be picking up your calls instead of your CapTel phone.

Voice Mail – a service provided by your telephone company that records voice messages. You typically have to dial into a special number to retrieve Voice Mail messages. Voice Mail is often included automatically with telephone service, even if you did not request it.

CapTel Answering Machine – records both the voice messages and captions, so that you can listen to your messages and read captions of what they say, all on your CapTel phone.

Tip: You can set the number of rings before your CapTel Answering Machine picks up.

[CapTel 2400i](#) | [CapTel 840i/880i](#) | [CapTel 840](#)

Refresh, Reset, Restart For CapTel 840i / 880i / 2400i Users

If you go online regularly, you may have experienced times when your Internet connection reacts sluggishly, where things don't look correct on your computer screen or don't work the way you expect. If your Internet connection experiences difficulties it can sometimes impact your CapTel phone.

If your CapTel phone is not working the way you expect, try unplugging your phone from the power adapter, wait one minute, then plug the power back in. This "resets" your CapTel in the same way you might "restart" your computer.

Be aware: Some older CapTel models may lose conversations stored in memory when you do a reset.

Summer Fun: Enjoy Dining Out



Summer is the perfect season to get together with friends and family. The loud, bustling activity in a busy restaurant, however, can sometimes make it difficult to hear well when going out for a meal together. Simple measures can help, such as avoiding peak dining hours, selecting a table out of the main traffic area, and identifying restaurants whose décor helps lesson background noises.

[Try these practical tips when dining out.](#)

On the Road with CapTel

Thank you to everyone for stopping by CapTel during the recent conferences in Salt Lake City, Washington DC, and Orlando, Florida. It has been great to connect with CapTel users nationwide, to share news and hear your stories. Look for CapTel at events in your local community this summer. We hope to see you!

Tip: In the Washington DC area? Take advantage of free admission at the [TDI National Conference Consumer's Day](#) at the end of this month.

Have a CapTel story to share? Send it to Newsletter@CapTel.com. We'd love to hear from you!

CapTel.com | **CapTel Support** | **CapTel News & Blog**
CapTel Inc. 450 Science Drive, Madison, WI 53711
©2017 Ultratec, Inc.

CapTel is a registered trademark of Ultratec, Inc.
All trademarks used here are property of their respective owners.

July 2017



'Round the Clock Help Just one button away!

Help is available 24 hours a day, 7 days a week!*

*Excluding major holidays.

To contact:

 Just press the blue button on your CapTel phone!

 1-888-269-7477
1-866-670-9134 (Spanish)

 [Online Chat](#)

 CapTel@CapTel.com

Like us on 

Follow us on 

Watch us on 

Visit us on 

Thank you to everyone who follows CapTel on Facebook. With more than 21,000 followers, the online community of CapTel users is another great resource.

