

CapTel® Connect

News & Tips for People Who Use CapTel



Helpful Tips for Using Your CapTel Phone

There's More to the Call!

CapTel lets you know what's happening over the phone line, helping alert you to background noises and environmental sounds during your calls. Some common notifications in the captions:



(F) (M) – indicates whether the voice on the other end of the line is Male or Female.

(Music) – if your call is put on hold sometimes there is music on the line while you wait.

(Recording) – if you reach an answering service or a recorded message, the captions will show what the recording says.

(Beep) – indicates the beep before you can leave a message on an answering machine or the signal that another caller is on the line with call-waiting.

(Tones) – occurs if the call is hung up or disrupted on the other end.

(Laughing) – indicates laughing or other background noises, such as **(Coughing)** **(Talking in bkgd)**

[Corrections] – If a word error occurs in the captions, the corrected word will appear in **[brackets]**.

As with any phone call, if you do not understand what the other person says, just ask them to clarify.

Daylight Savings Time

Still need to change the time on your CapTel phone due to Daylight Savings Time?

Instructions here: [CapTel 840i](#) | [CapTel 2400i](#)

Making a Difference

We hear everyday from people around the country about how CapTel makes a difference in their lives, helping them to re-connect over the phone. Whether young or old, calling near or far, CapTel captions give individuals the confidence to enjoy talking on the phone again.



[Some of our favorite stories.](#)
[Share your story with CapTel!](#)

Customer Service – Here for You!

Our helpful Customer Support team is here 24/7 to help. Just press the blue button on your CapTel phone to connect with a friendly, knowledgeable support team-member. We're happy to answer your questions.

Reminder: CapTel Captioning Service is available 24 hours a day, seven days a week, 365 days a year including all holidays. Customer Service will be closed on Thanksgiving Day, allowing support team members the opportunity to celebrate with their families.

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

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'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

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Thank you to everyone who follows CapTel on Facebook. With more than 15,000 followers, the online community of CapTel users is another great resource.