

CapTel® Connect

News & Tips for People Who Use CapTel



Helpful Tips for Using Your CapTel Phone

Fall Back with CapTel

Daylight Savings Time Ends November 5

If you live in an area impacted by the end of Daylight Savings Time, you may need to re-set the time on your CapTel phone. But check before you take action! CapTel phones with the most recent software will re-set the time automatically on November 5 – no need for you to do anything. If your CapTel phone has an earlier software version, however, you should re-set the time in your CapTel display menu.

 How to re-set the time on your CapTel phone:

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

Enjoying a Night Out?

Look for These Hearing-Friendly Accommodations

As you make plans to get together with friends and family, look for accommodations available for people with hearing loss at venues such as movie theatres, museums, and sports stadiums, all designed to enhance your experience.

 [Enjoying a Night on the Town](#)



CapTel got a chance to meet Millicent Simmonds, the young star of the film "Wonderstruck" that focuses on two children, each with hearing loss, following their dreams across different eras. Ask your local movie theatre for captioning options during the screening.

Advocating for People with Hearing Loss



Members of the Wisconsin state chapter for Hearing Loss Association of America (HLAA) met recently to discuss plans, exchange ideas, and set chapter priorities for the coming year. CapTel was happy to host this dynamic group of inspiring people, all dedicated to making a difference for those with hearing loss.

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 23,000 followers, the online community of CapTel users is another great resource.