

CapTel® Connect

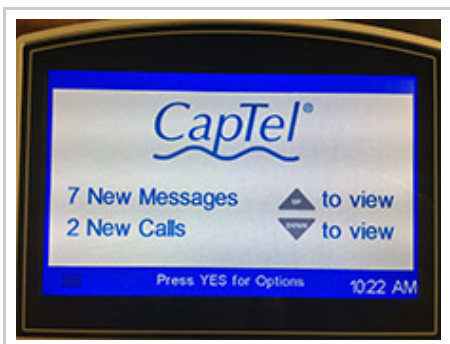
News & Tips for People Who Use CapTel

Helpful Tips for Using Your CapTel Phone

New Calls / New Messages

Your CapTel phone keeps a list of incoming phone calls, including calls you may have missed. The display screen shows how many new calls came in that were not answered. It also shows when callers leave an answering machine message.

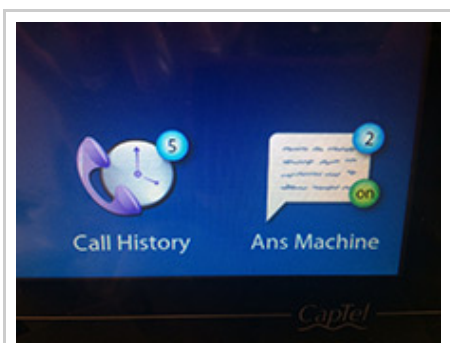
For CapTel 840 / 840i / 880i:



New Messages: Incoming calls that left a message on the CapTel Answering Machine. To clear the display screen, review the new messages (press the UP ARROW).

To view or delete all messages, select **[Answering Machine]** in the Options menu.

New Calls: Incoming calls that were not answered. To clear the display screen, review the new calls (press the DOWN ARROW). To view or delete all recent calls, select **[Call History]** in the Options menu.



For CapTel 2400i:

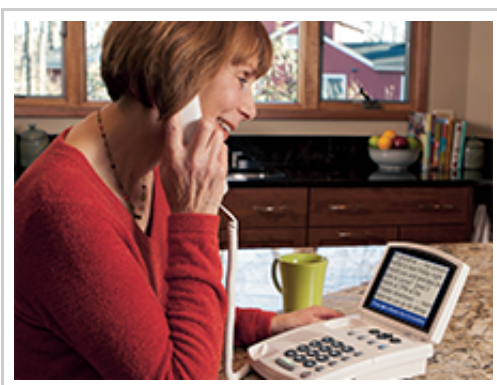
The number of new calls / messages are shown on the display screen icons. To review or delete calls, touch the appropriate icon.

[\[Answering Machine Directions\]](#)

[\[Call History Directions\]](#)

Asking Callers to Speak Up

Occasionally, you may see **[speaker unclear]** in your captions. This means that the Captioning Service does not understand what the other person said clearly enough to provide captions. This is caused by a number of reasons: the speaker may be mumbling or is not speaking directly into the handset. Perhaps the speaker is using jargon-specific words or background noises are obscuring his/her voice.



What should you do? As with any call, if you are unclear about what the other party says, ask them directly for clarification.

Making a Difference!



It has been a blast catching up with CapTel users all across the country as we support the Hearing Loss Association of America (HLAA) Walk4Hearing events nationwide. Thank you to everyone who has come out and been a part of this tremendous effort.

[Watch the Walk4Hearing video.](#)

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!

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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