



# CapTel® Connect

News & Tips for People Who Use CapTel

September 2017

## Helpful Tips for Using Your CapTel Phone

### Knowing When There Are Sounds on the Line

Your CapTel display tells you when there are sounds over the phone line, such as your caller's voice or a busy signal, even if the sound is not loud enough for you to hear. This is helpful to show you when your caller has stopped speaking, meaning it is your turn to talk:

#### CapTel 840/840i/880i:

The size of the signal meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to light up the whole box. Quiet sounds may appear as just a single dot on the display.



↑  
Signal Meter

[Adjusting the Sound on CapTel 840/840i/880i](#)

#### CapTel 2400i:

The graphic on the display screen shows sound waves to tell you when sounds occur on the line. The more sound waves that appear, the louder the sound.



[Sounds on the Line CapTel 2400i](#)

### Power Outage

The CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically reset when the power comes back on.



#### Reset Your CapTel Phone:

##### Internet Models (CapTel 840i/880i/2400i)

If you have difficulty connecting to the Internet after a power outage, it may be helpful to "reset" your CapTel phone once the power comes back on. To reset:

1. Unplug your CapTel phone from the AC power adapter.
2. Turn off the Router and turn off your Internet modem.
3. Wait one minute, then turn on the modem (make sure it is fully reset, with lights glowing steadily). Next, turn on the Router, making sure it is fully reset.
4. Plug in the CapTel AC adapter – all in that order.
5. Wait for the logo screen to appear.

[More information about using CapTel during power outage](#)

### CapTel Phones at Hurricane Shelter Locations



Our thoughts are with those affected by Hurricanes Harvey and Irma. To aid in the support efforts, CapTel phones are available at shelters in the impacted areas to ensure that people with hearing loss have free communication access during this difficult time.

[For locations, visit online.](#)



### '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](mailto: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 22,000 followers, the online community of CapTel users is another great resource.



Please join CapTel in raising awareness through local Hearing Loss Association of America (HLAA) Walk4Hearing events. [Look for a Walk in your area](#), then come join the fun!

Have a CapTel story to share? Send it to [Newsletter@CapTel.com](mailto:Newsletter@CapTel.com). We'd love to hear from you!

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