

CapTel[®] Connect

News & Tips for People Who Use CapTel

Helpful Tips for Using Your CapTel Phone

CapTel Contacts List A-Z

The "Phone Book" or contacts list in your CapTel phone is arranged in alphabetical order by a person's first name. If you would prefer to have your contacts listed alphabetically by surname (last name), simply enter a contact's surname in the "first name" field, then type their first name in the "last name" field when you are setting up your contacts. That way, your CapTel phone will arrange your Phone Book/contacts list in alphabetical order by last name instead of by first name.

 Entering contacts in your Phone Book
[CapTel 840i](#) | [CapTel 2400i](#)


April Showers

If you experience inclement weather this Spring, here are some reminders to consider with your CapTel phone:

- **Use a surge protector** to help protect against electrical damage due to lightning or a sudden power surge. Some power strips do not provide surge protection, so double-check before you plug the phone in.
- If your home/office temporarily loses power in a storm, your CapTel phone will **reset automatically** when the power returns. As long as your CapTel phone has the latest software, your conversations will be saved in memory even after a power loss. Be aware, however, that models with older software may lose conversation memory if there is a power loss.

To make sure you have the most current CapTel software, see:
[CapTel 840](#) | [CapTel 840i](#) | [CapTel 2400i](#)

- Internet models (CapTel 840i/880i/2400i): If you cannot connect to the Internet after a power loss, you may need to **reset your Internet modem** or router by turning the power briefly off and on again first, before trying to connect with CapTel.

 If your phone is not acting the way you expect, try doing a physical reset by briefly unplugging the phone then plugging it back in.

Need help? Just press the blue CUSTOMER SERVICE button on your phone. We're here for you!

HLAA Walk4Hearing – Gearing up for Spring

CapTel is honored to again sponsor Hearing Loss Association Walk4Hearing events nationwide this Spring and Fall. Be part of the movement to promote Hearing Loss education and awareness in your community!

 [Find a walk in your area](#)



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 25,000 followers, the online community of CapTel users is another great resource.

