

**Thank you to the captioned telephone and relay operators nationwide working to keep everyone connected and safe.**

*We appreciate all that you are doing.*

## Helpful Tips for Using Your CapTel Phone

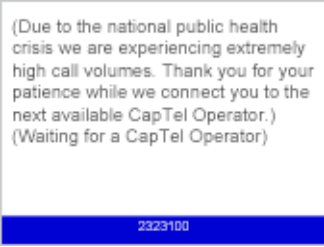
### Thank You for Your Patience

We know that you are accustomed to picking up your phone and having an immediate connection. During this pandemic, you may have experienced delays connecting to the next available CapTel operator. We regret any inconvenience this situation has caused. We understand the importance of providing you with dependable, accurate captions during your calls, especially during this period of social distancing. Please be assured we are working around the clock to provide you with the reliable captioning service you expect while continuing to protect the health and well-being of our employees. Your patience is appreciated.



### Waiting for a CapTel Operator

If you see this notification at the start of your calls:



- Stay on the line**  
 Your call is being connected, even if a CapTel operator is not immediately available.
- Use the Signal Meter**  
 The Signal Meter shows when the person on the other end is talking. They will be able to hear you, even if you are not able to hear them. You can ask them to please hold while you are waiting for an operator to provide captions.  
*Exception: If you have a CapTel 840/800/200, you will need to wait for an available operator before beginning your conversation.*
- Don't press the CAPTIONS button on/off**  
 That "resets" the call and starts everything over at the end of the line, increasing the amount of time you may need to wait.
- You don't need to notify Customer Service**  
 Please be assured there is nothing "wrong" with your phone if you see a message on the screen indicating a delay. It doesn't mean you need to speak to a CapTel operator or to a customer service representative. It merely indicates we are connecting you with the next available Captioning Assistant to provide captions for your call. We are working around the clock to provide the high-quality captioning service CapTel users expect. However, during this public health crisis, callers may experience longer wait times.



### Walk4Hearing – Going Viral!

Out of concern over the coronavirus, HLAA is transitioning its Spring Walk4Hearing activities from in-person events to online celebrations. Participants for each local event are invited to share videos, photos, and stories about why they walk and what they are doing at home to help raise awareness about hearing loss issues. Your submissions may be shared during the online celebration. More information about how to participate can be found on the [Walk4Hearing website](#).



*"The Walk4Hearing is a wonderful event and centerpiece of our community and if we work together, we can keep our community together at a time when being connected is more important than ever."*

Barbara Kelley  
Executive Director  
Hearing Loss Association of America – HLAA

### '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)

### Connect with us online



We encourage you to take advantage of alternative ways to reach CapTel Customer Service including live chat online or by emailing your questions to [captel@captel.com](mailto:captel@captel.com). Additional tips and answers to common questions can also be found at [www.captel.com](http://www.captel.com)

Proud Sponsor of



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

[CapTel.com](#) » | [CapTel Support](#) » | [CapTel News & Blog](#) »

CapTel Inc.

450 Science Drive, Madison, WI 53711

© 2020 Ultratec, Inc.