

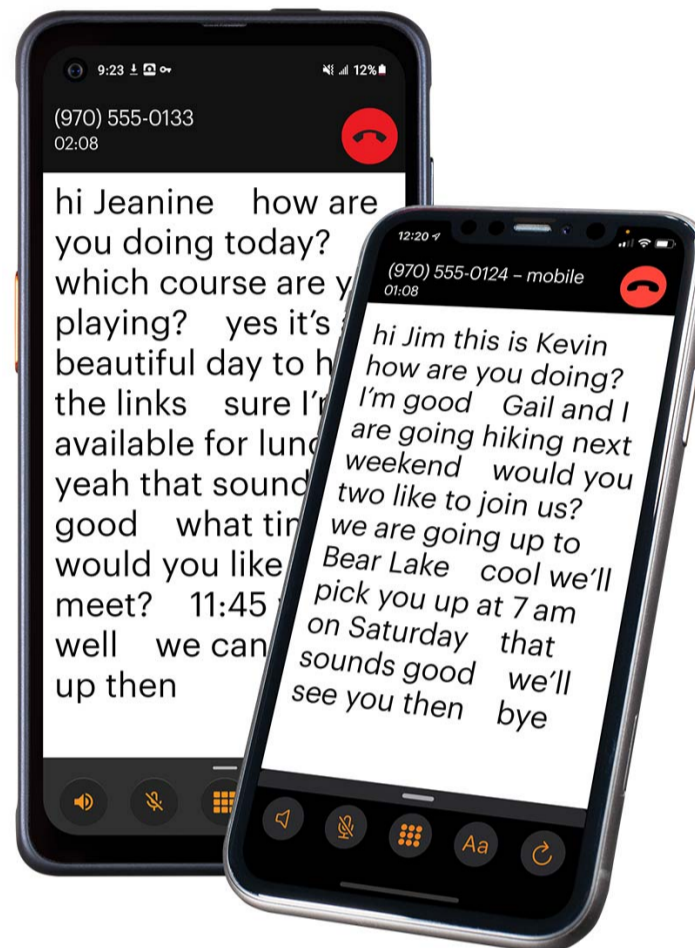
## Helpful Tips for Using Your CapTel Phone

### New! See Captions on Your Mobile Phone

Want to get captions during your mobile phone conversations? Now you can thanks to the new Hamilton® Mobile CapTel app, available for CapTel users to download for iOS and Android devices.

This fully-featured app delivers the same trusted captioned telephone experience you enjoy at home/work, now for your mobile devices. It features seamless syncing with your existing contacts, Call Forwarding and Custom Caller ID options, and can simultaneously display captions on a larger screen.

The Hamilton Mobile CapTel app is available now at no cost for people with hearing loss. Visit the [Apple® App Store](#) or [Google® Play](#) site to download and give it a try.



### Step Up to Hearing Health

HAAA and CapTel invite you to “Step Up to Hearing Health” in communities nationwide by joining local [Walk4Hearing events](#).

Since 2006, Walk4Hearing has raised more than \$17 million to support essential programs and resources that assist people with hearing loss. CapTel is proud to be a long-standing sponsor of Walk4Hearing.



### Help When (and Where!) You Need It

CapTel's friendly and knowledgeable Outreach Team is standing by to help with on-the-spot questions about your CapTel phone. From in-home installations and personalized assistance, to individual training and helpful hearing loss resources, our Outreach Educators are here for you.

To reach the Outreach Educator in your community, visit [www.oeius.org](http://www.oeius.org) or contact 1-877-473-4003.







#### '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)
-  Contact or chat with us!

#### Connect with us online



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

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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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CapTel Inc.  
450 Science Drive, Madison, WI 53711  
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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service.

CapTel captioning service is intended exclusively for individuals with hearing loss. CapTel® is a registered trademark of Ultratec, Inc. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Ultratec, Inc. is under license. Other trademarks and trade names are the property of their respective owners. (v10.1 10-19)

Voice and data plans may be required when using Hamilton CapTel on a smartphone or tablet. Hamilton CapTel may be used to make 911 calls but may not function the same as traditional 911 service. For more information about the benefits and limitations of Hamilton CapTel and Emergency 911 calling, visit [HamiltonCapTel.com/911](http://HamiltonCapTel.com/911).