

# CapTel® Connect

News & Tips for People Who Use CapTel

December 2020



## Helpful Tips for Using Your CapTel Phone

### Using Speed Dial

Make it easy to connect to the people you call most often! The Speed Dial feature on your CapTel phone automatically dials their phone number with just one touch. Speed Dial can be set to any phone number you choose – a family member or best friend, your favorite take-out restaurant or an emergency contact. It's up to you!



CapTel 2400i

[Adding a Contact to Speed Dial »](#)

[Dialing a Speed Dial Contact »](#)

[Add a Photo to Speed Dial Contact »](#)



CapTel 840 / 840i / 880i

[Setting Up and Using Speed Dial »](#)



### Explaining CapTel to Your Callers – It's Your Call!

CapTel calls are like any other telephone call. Whether you tell your callers that you are using a captioned telephone is up to you. You do not need to inform callers that you are relying on captions. Or you may choose to explain, "I am getting captions during this call. It might take a moment while I read the captions." What you say – or do not say – is entirely up to you. It's your call!



### Celebrating the Season with OEI

[Join our CapTel Outreach Team](#) all across the country for a fun visual tour of the holiday season. Happy Holidays!

### Holiday Greetings

On behalf of everyone at CapTel, we wish you a joyous holiday season and peace, health, and happiness in the coming new year.



#### '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 »](#)

Our Customer Service department will be closed on the following days to allow team members time with their families:

- December 24 & 25
- December 31 & January 1, 2021

##### Reminder:

CapTel captioning service is available 24 hours a day, 7 days a week, 365 days a year including all holidays.

#### 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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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.

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