



Helpful Tips for Using Your CapTel Phone

Power Outage? How to Reset Your Phone

Weather-related incidents have been in the news recently, including several power outages. If you've lost power in your area, your CapTel phone will automatically reset once the power comes back on. All of your conversation captions and Call History entries are saved, even when your phone loses power.



Reconnecting to the Internet (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 when 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.
4. Next, turn on the router, making sure it is fully reset.
5. Plug in the CapTel AC adapter – all in that order.
6. Wait for the logo screen to appear.

Customer Service - Holiday Hours





CapTel captioning service is available 24 hours a day, 7 days a week, 365 days a year, including all holidays. Our Customer Service department will be closed on the following days to allow team members time with their families: December 24 & 25, December 31 and January 1. During this time, please check the CapTel website for common customer support solutions.



'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.

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