



Changing the Captions Color

You may find a different color combination is easier to read than CapTel's standard black & white captions. Or maybe you'd like to customize how the captions look on your phone. Either way, CapTel gives you a variety of text and background colors to use for your captions screen. Experiment with the different color settings to find a look that you prefer. Be sure to change the captions color before or after a call; you can't adjust them during a captioned call.

To set your captions color:

CapTel 2400i:



CapTel 840i/880i/840:



Holiday Season Details? Rely on CapTel!

In this busy time of year, trust CapTel captions to help you catch all the little details over the phone. You can even go back and re-read captions from a previous call to double-check what they said. CapTel helps take phone call stress out of the holidays!

[CapTel 2400i Review Captions](#)

[CapTel 840i/880i Review Captions](#)



Contacting Customer Service: Holiday Hours

CapTel Captioning Service is available 24 hours a day, 365 days a year – including all holidays. Our Customer Service department will be closed the following days to allow team members time with their families:

- Wednesday, December 24
- Thursday, December 25
- Thursday, January 1, 2026

Many common help topics are also available online at [www.CapTel.com](http://www.CapTel.com).



We Are Here To Help

Help is available 24 hours a day, 7 days a week! (Excluding major holidays.)

- Press the blue button on your CapTel phone
- ... Click here to contact or chat with us!
- ☎ Call 1-888-269-7477
- ☎ Call 1-866-670-9134 (Spanish)

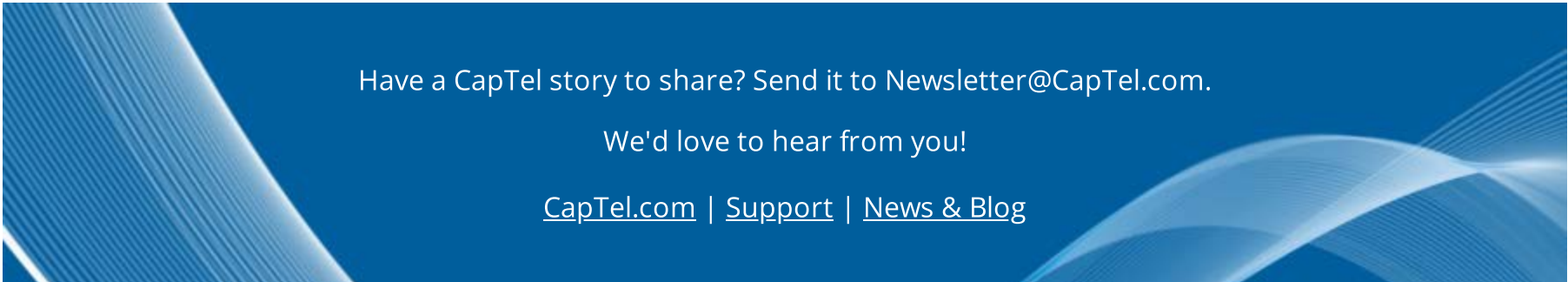
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**Be Alert:** Scammers often try to reach people over the telephone. As with any other phone, if you get a call from someone asking for money or that seems suspicious to you, please be on guard. For more information, visit the [Federal Trade Commission Consumer Advisory on Phone Scams](#).

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 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. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the 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. (v1 2-25)