

# CapTel® Connect

News & Tips for People Who Use CapTel

## Helpful Tips for Using Your CapTel Phone

### Knowing When the Line is in Use

Do you have multiple phones in your home/office, all connected to your same phone number? The Line in Use feature on your CapTel phone alerts you when someone else is already talking on a different phone. It saves you from accidentally picking up and dialing a new call when another call is already in progress.

#### To turn on/off the Line in Use feature:

- CapTel 840i: Settings ➡ Phone Settings ➡ Line in Use
- CapTel 2400i: Settings ➡ General Settings ➡ Advanced Settings ➡ Line in Use

## Transferring Call to Your CapTel Phone

Have you ever answered a call on a different phone and then wanted to see captions? Another benefit of the Line in Use feature is that it lets you "transfer" calls to your CapTel phone to get captions, even if you answered the call on a different phone. Simply pick up the handset on your CapTel phone (before hanging up the other phone). The call will automatically connect to the Captioning Service, and you will see captions in the CapTel display. You can even join a call already in progress, simply pick up the CapTel handset to join the conversation, and you will get captions.

**NOTE:** If **Line in Use** is off, you can still "transfer" calls to your CapTel phone. You just need to lift the CapTel handset, then touch any of the dialpad keys. Your CapTel phone will connect to the captioning service and begin showing captions of the call.



*"The CapTel phone has been a godsend! My mom can't talk on a normal phone. It is incredible the difference it is to our family by being able to communicate with her."*

– Daughter of a CapTel User

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### '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)

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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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