

Helpful Tips for Using Your CapTel Phone

Answering Machine or Voice Mail? *See captioned messages from both!*

Your CapTel phone has a built-in answering machine that shows captions of messages callers leave for you. You may also have voice mail service from your telephone company already on your phone line. No matter which method you prefer to get messages, CapTel has you covered.

Tip:

If your CapTel answering machine is not receiving messages, your calls may be getting "picked up" instead by a voice mail service already on your phone line. If you want to retrieve messages through voice mail, see the process below. If you prefer to get messages from your CapTel answering machine, turn off your voice mail service or set the answer ring count on voice mail to be higher than the answer ring count on your CapTel phone (so that the answering machine picks up the calls first). Please contact your telephone service provider directly if you'd like to make any adjustments to your voice mail service.

Setting the ring count:

[CapTel 840/840i/880i directions](#) | [CapTel 2400i directions](#)

Captions on Voice Mail Messages




If you have voice mail service on your telephone line: pick up the CapTel handset and dial to call into your voice mail system. Log in the exact same way that you would on any other telephone. Make sure the CAPTIONS light is on. As your voice mail messages are played, you can listen over the handset and see captions on the display screen. Use the CapTel dial pad to select options in your voice mail menu system.

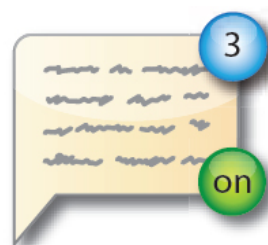
Captions on CapTel Answering Machine

The CapTel display screen shows you when there are new messages waiting for you.

CapTel 840/840i/880i: From the CapTel's "home" screen, press the **up arrow** button to access the answering machine playback menu. Lift the CapTel handset to listen along while reading captions on the display screen. Follow the directions at the bottom of the display screen to move through and/or delete your messages. Hang up the handset when you are finished.



CapTel 2400i: From the CapTel's "home" screen, touch  **Ans Machine**, then select the call you want to review from the list on the screen. Touch  **Play**, then lift the CapTel handset to listen to your message while reading captions. Or touch  **Speaker** to play your messages aloud. Hang up the phone when you are finished.



For more details, including how to get messages from an external answering machine or retrieve your messages remotely, please see the Answering Machine chapter in your CapTel user manual.

 [CapTel 840/840i/880i directions](#) | [CapTel 2400i directions](#)

How to Take Your Time Dialing



You can dial the phone number of the person you are calling BEFORE picking up the handset. Simply leave the handset down (hung up) and press the phone number buttons on the dial keypad. Don't forget to press a "1" or the area code if a phone number is long distance.

As you dial, you will see the phone number on the CapTel display. If you make a mistake dialing, you can erase on the 840/840i/880i by pressing the **DOWN** button. Or, on the CapTel 2400i, touch **Backspace (X)** to erase.

When you are ready to place your call, pick up the CapTel handset. Your phone will dial the number you entered.

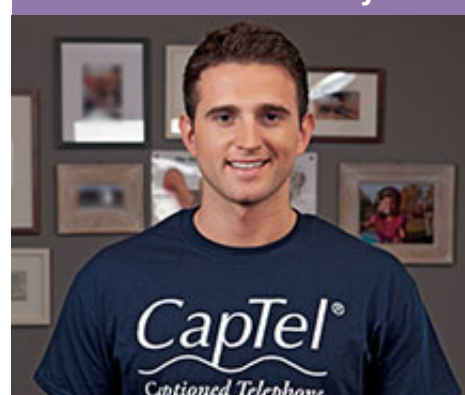
Have a CapTel story to share? Send it to Newsletter@CapTel.com. We'd love to hear from you!

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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

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