

# CapTel® Connect

News & Tips for People Who Use CapTel

February 2021



## Helpful Tips for Using Your CapTel Phone

### Resetting after a Power Outage

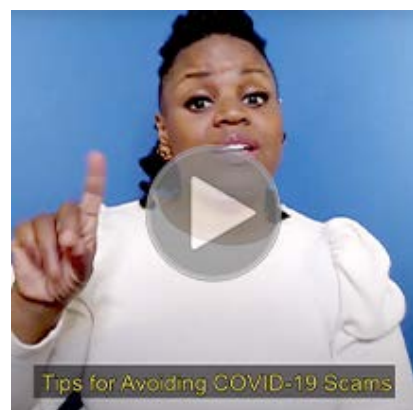
Weather-related power outages have been in the news lately. If you've lost power due to inclement weather, your CapTel phone will automatically reset when the power comes back on. All of your conversation captions and Call History entries are saved, even if your phone loses power.

#### 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 once 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.) Next turn on the router, making sure it is fully reset.
4. Plug in the CapTel AC adapter – all in that order.
5. Wait for the logo screen to appear.



### Be on the Lookout: Phone Scams

With the ongoing pandemic, the FCC is warning consumers to be on alert against scammers who try and take advantage of people over the phone. The FCC offers helpful videos with tips and information for how to avoid COVID-19 phone scams. Help protect yourself by knowing what to be on the lookout for:

[FCC Tips Against Consumer Scams »](#)

If you think you've been a victim of a coronavirus scam, contact your local law enforcement.



### Thank You Veterans




At CapTel, we're privileged to work with many Veterans and Service Members, helping people stay connected to one another over the phone. On behalf of everyone at CapTel, thank you for your service.

[Watch Thanking Veterans in our Everyday Lives »](#)

#### '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 »](#)

#### 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).

Proud Sponsor of



Have a CapTel story to share? Send it to [Newsletter@CapTel.com](mailto:Newsletter@CapTel.com). We'd love to hear from you!

[CapTel.com »](#) | [CapTel Support »](#) | [CapTel News & Blog »](#)

CapTel Inc.

450 Science Drive, Madison, WI 53711

© 2021 Ultratec, Inc.

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.

CapTel captioning service is intended exclusively for individuals with hearing loss. CapTel® is a registered trademark of Ultratec, Inc. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Ultratec, Inc. is under license. Other trademarks and trade names are those of their respective owners. (v10.1 10-19)