

# CapTel® Connect

News & Tips for People Who Use CapTel



## Helpful Tips for Using Your CapTel Phone

### Clearing Previous Calls from Your Display

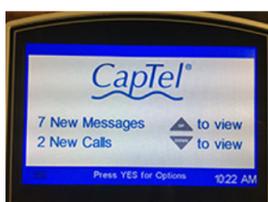
Your CapTel phone keeps a list of incoming phone calls, including calls you may have missed. The display screen shows how many new calls came in that were not answered. It also shows when callers leave an answering machine message. Over time, you may want to clear these lists from your display screen. Here's how:

#### For CapTel 840 / 840i / 880i:

##### New Messages

Indicates incoming calls that left a message on the CapTel Answering Machine.

- **To clear from display screen:** Review the new messages (press the UP ARROW).
- **To delete all answering machine messages:** Press YES for the Options menu, then select Answering Machine (YES) ► Clear All Messages (YES).



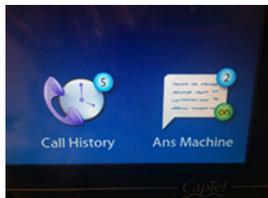
##### New Calls

Indicates incoming calls that were not answered.

- **To clear from display screen:** Review the new calls (press the DOWN ARROW).
- **To delete all recent calls:** Press YES for the Options menu, then select Call History (YES) ► Clear All Caller ID (YES).

#### For CapTel 2400i:

The number of new calls / messages are shown on the display screen icons. To review or delete calls, touch the appropriate icon.



- [Erasing answering machine message](#) (video)
- [Clearing call history](#) (PDF)

## Movies that Feature Characters with Hearing Loss

Have you noticed that several recent movies and television shows feature characters with hearing loss? The suspenseful box office hit "A Quiet Place" takes place almost entirely in silence, whereas the action-packed TV series "Quantico" features an agent who loses her hearing fighting terrorism. For more programs featuring characters with hearing loss, visit the article below:

- [Programs featuring characters with hearing loss](#)



CapTel with Millicent Simmonds, the young star of films that feature characters with hearing loss, including "A Quiet Place" and "Wonderstruck."

## CapTel User Enjoys Independence

Doris' hearing loss does not slow her down one bit, but telephone conversations were becoming challenging. "I hear sounds and everything," she explains, "but words I just can't hear on the phone."

"I never knew how much I could appreciate captions," she says. "I live alone and that's my contact to the outside world." But it's not just Doris that notices the difference. "People are thrilled they can contact me with CapTel," she states. "They can call me directly, don't have to call my members of family or friends."

"I just like my independence and CapTel gives it to me."

- [See Doris's story](#)

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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. See holiday hours below.

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)

- Like us on
- Follow us on
- Watch us on
- Visit us on

Thank you to everyone who follows CapTel on Facebook. With more than 31,000 followers, the online community of CapTel users is another great resource.



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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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.