



## Helpful Tips for Using Your CapTel Phone

### How to Screen Unwanted Calls

Have you ever received an automated “robo” call? Or a call from a telemarketer trying to sell you something? Your CapTel phone can help you avoid unwanted calls, letting you answer only the calls you really want to take.

A couple of tips:

- When the phone rings, the CapTel screen shows the name or phone number of the incoming caller. If it is someone whose phone number is already in your phone book/contact list, their name will show up the same way it appears in your contacts list (e.g., “Mom”). This helps you to quickly recognize when the caller is someone you talk with regularly. If you don’t recognize the name or phone number, let the call go to the Answering Machine.
- Spam calls often show up as “UNAVAILABLE” or “PRIVATE” or with no Caller ID information. Do not answer – let those calls go to the Answering Machine. If it is a spam call, they likely will not leave a message.
- The CapTel Answering Machine lets you screen callers by playing incoming messages aloud for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don’t want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested. Make sure the Answering Machine is turned on and the CapTel menu is set to play messages aloud/external speaker turned on.



*Note:* if you use this tactic often to screen calls, you may want to set a low ring count in the Answering Machine settings so that the call is “picked up” earlier.

### Hearing Loss Events for Your Calendar

As the new year kicks off, plans are underway for several hearing-loss related events throughout 2022. From World Hearing Day on March 3, the HLAA Convention this summer, and Walk4Hearing events in the spring and fall, people are coming together again to celebrate and advocate for hearing loss concerns. Organizers are optimistic that events will be held in person and face-to-face, but remember to check each group’s website and local health guidelines often in case changes are needed due to COVID restrictions. Hope to see you in 2022!

For a more complete list of upcoming events, visit:  
[2022 Hearing Loss Events](#)



### Betty's Story

Does the phone ever ring before you've put your hearing aids in? That used to happen to Betty. But now, thanks to CapTel, it's no problem. "I can just read what people say to me!"

[See Betty's Story Here](#)



#### '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)
- Contact or chat with us!

#### 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).

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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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