



Helpful Tips for Using Your CapTel Phone

There's More to the Call!

CapTel lets you know what's happening over the phone line, helping alert you to background noises and environmental sounds during your calls. Some common notifications in the captions:



(F) (M) – indicates whether the voice on the other end of the line is Male or Female.

(Music) – if your call is put on hold sometimes there is music on the line while you wait.

(Recording) – if you reach an answering service or a recorded message, the captions will show what the recording says.

(Beep) – indicates the beep before you can leave a message on an answering machine or the signal that another caller is on the line with call-waiting.

(Tones) – occurs if the call is hung up or disrupted on the other end.

(Laughing) – indicates laughing or other background noises, such as **(Coughing)** **(Talking in bkgd)**.

(Speaker unclear) – this could occur if the caller is mumbling, if their voice is muffled, if background noises drown out their words, or any similar situation where the captioning service is not able to distinguish what the caller says. As with any phone call, if you do not understand what the caller says, just ask them directly to clarify.

Tips for Dealing with Delays

On occasion you may notice a delay between the time your caller speaks until their words appear in the captions. As the captioning service captions your conversation word-for-word, some delay is natural. Here are tips for dealing with a delay:

- You don't have to wait for all the captions to appear before you speak. If you understand what was said, go ahead and reply whenever you want, even if captions are still scrolling across the screen.
- If you notice your caller has stopped speaking even though captions are still scrolling on the screen, you can ask your caller to "hold a moment" while you read the captions.
- If you feel a delay is disrupting your call, you can turn the CAPTIONS button off and then quickly on again. This re-starts captioning at the point when you turned captions on again. Be aware that, while this process helps captions "catch up", you may miss some captions from earlier in the conversation (*Note: Not applicable to the CapTel 840*).

Celebrating Independence over the Phone

Like many people who lose their hearing gradually over time, Kristen did not like relying on other people to make phone calls on her behalf. "Before I got CapTel, I asked people to make calls," she explains. "I avoided it. I didn't want to call anybody." CapTel restored Kristen's independence over the phone. "I didn't have to thank anybody to make that call," she explains. "It's the most independent I've felt in probably 15 years."



[See Kristen's story](#)



"This wonderful telephone has given me more confidence in being **independent** instead of asking family and friends to listen for me. I can't thank you enough!"

— CapTel user in Idaho

"We love the CapTel phone so much, it really enables my husband to interact with our family and friends. It matters so much for his sense of **independence**. It's wonderful."

— CapTel user's wife in North Carolina

"I can't tell you how much that phone means to my mother. It gives her security and **independence** ... it keeps her in the loop and makes her feel so good to be part of the communications in our family. It is wonderful, just wonderful for her."

— CapTel user's daughter in Georgia

"My dad is enjoying his phone. He lives in an older home and it is helping him maintain his **independence**. My mother recently passed away and she had answered the phone for years. Without this phone I'm not sure he would be able to remain in his home. Thank you."

— CapTel user's son in Texas



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

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