

# CapTel® Connect

News & Tips for People Who Use CapTel

July 2020



## Helpful Tips for Using Your CapTel Phone

### Summer Storms: Resetting After a Power Outage

Your CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically reset when the power comes back on.



### 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.

**NOTE:** As long as your CapTel phone has up-to-date software, all of your conversation captions and Call History records will be saved even if your phone loses power.



### Answering Machine or Voice Mail?

If your CapTel Answering Machine is turned on but is not picking up calls in the way you expect, check to see if there is a Voice Mail feature on your telephone service. Voice Mail is often included automatically with your telephone service, even if you did not request it. It could be that the Voice Mail feature is answering your calls and taking messages before the CapTel Answering Machine ever activates.

How to check? Have someone call your phone number and don't answer, let it ring. Your caller can tell you what happens. Did they get a Voice Mail message?

**TIP:** You can set the number of rings before your CapTel Answering Machine picks up a call. If you set it to a lower number, your Answering Machine will answer the call before Voice Mail service kicks in.



### 'Round the Clock Help Just one button away

Help is available 24 hours a day, 7 days a week! (Excluding major holidays.)

**Customer Service will be closed on July 4 to allow staff to celebrate Independence Day with their families.**

**Captioning Service is provided 365 days a year, including July 4.**

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)

### Connect with us online



We encourage you to take advantage of alternative ways to reach CapTel Customer Service including live chat online or by emailing your questions to [captel@captel.com](mailto:captel@captel.com). 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](http://CapTel.com) » | [CapTel Support](#) » | [CapTel News & Blog](#) »

CapTel Inc.

450 Science Drive, Madison, WI 53711

© 2020 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)