

CapTel® Connect

News & Tips for People Who Use CapTel

July 2021



Helpful Tips for Using Your CapTel Phone

Stormy Weather

If you've experienced stormy weather, here are some tips to consider with your CapTel phone:



- Use a surge protector to help protect against electrical damage due to a lightning strike or sudden power surge. Some power strips do not provide surge protection, so double-check before you plug the phone in.
- If your home/office temporarily loses power in a storm, your CapTel phone will reset automatically when the power returns. Don't worry, your conversation memory, Call History, and contacts are all saved and will not be lost due to a power outage.
- Internet models: If you cannot connect to the Internet after a power loss, you may need to reset your Internet modem or router by turning the power briefly off and on again first, before trying to connect with CapTel.
- If your phone is not acting the way you expect, try doing a physical reset by briefly unplugging the phone then plugging it back in. If the issue persists, contact CapTel Customer Service. Need help? Just press the blue CUSTOMER SERVICE button! We're here for you.



Ray's Story

A hearing aid user for more than 30 years, Ray was skeptical about using the phone. But a cross-country call with his son on the CapTel phone changed everything! "Now I don't miss a thing," Ray explains. "It fills in the blanks so that I am not wondering afterward what was said."

[See Ray's story »](#)



Happy Anniversary ADA!

This week marks the 31st anniversary of the Americans with Disabilities Act (ADA). This landmark legislation works to ensure that people of all different abilities, including hearing loss, have equal access to services, facilities, employment, and telecommunications. Provisions of the ADA require public facilities and services to be accessible for people with hearing loss, which paved the way for open captioning, innovative assistive listening devices, and more visual signage. Happy Anniversary ADA!

“Independence over the Phone

"I am a 75 year old Vietnam veteran, almost deaf and would not be able to live by myself if not for my CapTel phone. This phone allows me to stay independent. I am thankful for that."

– CapTel user in Michigan

'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.

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Have a CapTel story to share? Send it to 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.

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