

Helpful Tips for Using Your CapTel Phone

Knowing When There are Sounds on the Line

Your CapTel display tells you when there are sounds over the phone line, such as your caller's voice or a busy signal, even if the sound is not loud enough for you to hear. This is helpful to show you when your caller has stopped speaking, meaning it is your turn to talk.



CapTel 840/840i:

The size of the signal meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to light up the whole box. Quiet sounds may appear as just a single dot on the display

[Adjusting the Sounds on the CapTel 840/840i.](#)



CapTel 2400i:

The handset graphic on the display screen shows sound waves to tell you when sounds occur on the line. The more sound waves coming out of the handset, the louder the sound.

[More about CapTel 2400i sounds on the line.](#)

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.
- Or, 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.

CapTel Provides Reassurance in an Emergency

When hearing loss interfered in daily calls with a good friend, Clara turned to CapTel. "It was getting so that she'd have to repeat and just have an awful time trying to make me hear her," Clara explains. Her son found CapTel, which "has been such a blessing." Clear telephone communication was especially important when Clara had to call for help after a recent accident. "I called my son and he said okay I'll be right over," Clara explains. Being able to read his words in the captions, Clara could rest easy knowing that help was on the way. Now Clara is back to talking on the phone every day. "I feel like I have a new lease on life," she states. "I love it!"



[See Clara's story.](#)

Walk4Hearing Making a Difference!



Thank you to everyone who participated in Walk4Hearing events nationwide this spring in support of the Hearing Loss Association of America. Thanks to everyone's efforts and generosity, we've all helped HLAA to raise over \$475,000 to date, with more events scheduled this fall. Proceeds go toward Hearing Loss awareness and advocacy.

[Look for Walk4Hearing events in your area.](#)

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

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'Round the Clock Help *Just one button away!*

Help is available 24 hours a day, 7 days a week!

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

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Thank you to everyone who follows CapTel on Facebook. We recently hit more than 10,000 followers – the CapTel community is strong!