



Stormy Weather? Resetting Your CapTel

If inclement weather causes your home or office to lose power, your CapTel phone will automatically turn on again when the power comes back. If you have any difficulty connecting to the internet after a power outage, it may be helpful to “reset” your CapTel phone.

To Reset:

Unplug your CapTel phone from the AC power adapter. Turn off the router and turn off your internet modem. 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. Plug in the CapTel AC power adapter – all in that order. Wait for the logo screen to appear.

NOTE: Don’t worry; all of your conversation captions and call history entries are saved, even if your phone loses power temporarily.



Welcome to Indianapolis! Hearing-Friendly Activities

This month, Indianapolis plays host to the Hearing Loss Association of America (HLAA) annual conference. If you’re making the trip, please stop by CapTel’s booth to say hello! While you are in town, check out these fun hearing-friendly attractions Indianapolis has to offer.

Indy Attractions



HLAA Conference
June 11-14
Indianapolis, IN



Celebrating 25 Years of Captioning

This summer marks 25 years since CapTel first invented Captioned Telephone. While the technology has evolved over the years, the core principle remains the same from that very first CapTel phone: giving people with hearing loss word-for-word captions of their telephone conversations. Please join CapTel in celebrating our 25th anniversary!

We Are Here To Help

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

- Press the blue button on your CapTel phone
- Click here to contact or chat with us!
- Call 1-888-269-7477
- Call 1-866-670-9134 (Spanish)

Click the icons below to connect with us on social media:



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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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Be Alert: Scammers often try to reach people over the telephone. As with any other phone, if you get a call from someone asking for money or that seems suspicious to you, please be on guard. For more information, visit the [Federal Trade Commission Consumer Advisory on Phone Scams](#).