



### Resetting Your Phone After a Power Outage



If inclement weather causes a power outage in your area, your CapTel phone will automatically turn on again when the power comes back. If your internet access is impacted, you may want to “reset” your CapTel phone:

- Unplug your CapTel phone from the power adapter.
- Turn off your router and internet modem.
- Wait for one minute, then turn your modem and router back on.
- Plug back in your CapTel phone.

All of your conversation captions and call history are saved, even if your phone temporarily loses power.

[Resetting Your Phone - Video](#)



### Be on Guard Against Phone Scams

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. CapTel will never ask you for additional fees or payments to use the captioning service. Report any false requests to the FTC online at: [ReportFraud.ftc.gov](https://www.ftc.gov/ReportFraud).

[Protect Yourself from Phone Scams](#)



### Advanced Hearing Research and Technology

This month's Hearing Loss Association of America (HLAA) annual conference brought together people from around the globe to learn about the leading technologies, leading research and supporting resources available for people with hearing loss. CapTel was pleased to meet with so many of you who shared your success stories. Thank you for stopping by!

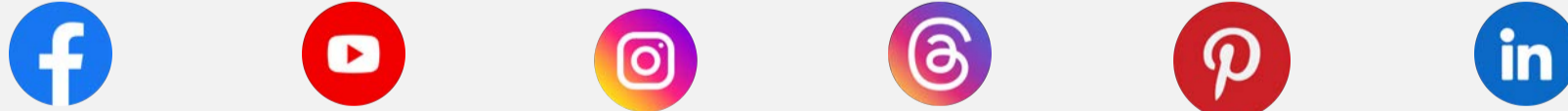
*CapTel is proud to be a leading Hear for Life Partner with HLAA.*

### 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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**No longer need your CapTel phone?**  
[Return your phone](#) at no cost to allow others to benefit from captions.

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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](#).

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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. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the 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. (v1 2-25)