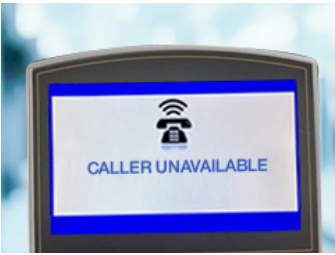




## Helpful Tips for Using Your CapTel Phone

### Screening Unwanted Calls




Have you ever received an automated "robo" call? Or a call from a telemarketer trying to sell you something? Your CapTel phone can help you avoid unwanted calls, letting you answer only the calls you really want to take. A couple of helpful tips:

- When the phone rings, the CapTel screen shows you the name or phone number of the incoming call. If the caller is someone whose phone number is already listed in your phone book/contact list, their name will show up the same way it appears in your contacts list (i.e., "Mom"). So you can quickly recognize when the caller is someone you talk with regularly. **If you don't recognize the name/number, let the call go to the Answering Machine.**
- Spam calls may show up as "UNAVAILABLE" or "PRIVATE" or with no Caller ID information. **Do not answer** – let those calls go to the Answering Machine. If it is a spam call, they likely will not leave a message.
- The CapTel Answering Machine lets you **"screen" callers by playing incoming messages aloud** for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don't want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested.

Make sure the Answering Machine is turned on and the CapTel menu is set to play messages aloud / external speaker turned on. See instructions below.

**NOTE:** if you use this tactic often to screen calls, you may want to set a low ring count on the Answering Machine so that it "picks up" the call earlier.

 **CapTel 2400i**  
[Play Messages Aloud instructions](#)  
[Set the Ring Count instructions](#)

**CapTel 840i/880i/840**  
[Turn External Speaker on instructions](#)  
[Set Ring Count instructions](#)

### Joining a Call in Progress

The CapTel display lets you know when another phone on the same telephone line is being used. This is helpful when you have more than one phone in your home or office, to alert you so that you do not accidentally pick up and dial when a different call is already in progress. To join a call in progress, simply pick up the CapTel handset. The call will automatically connect to the Captioning Service, and you will see captions on the CapTel display screen.

**NOTE:** You can turn the "Line in Use" feature off if you don't want the on-screen alerts. Please see your CapTel user manual for instructions.

Have a CapTel story to share? Send it to [Newsletter@CapTel.com](mailto:Newsletter@CapTel.com). We'd love to hear from you!

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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.











### '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](#)
-  [CapTel@CapTel.com](mailto:CapTel@CapTel.com)

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