

CapTel® Connect

News & Tips for People Who Use CapTel

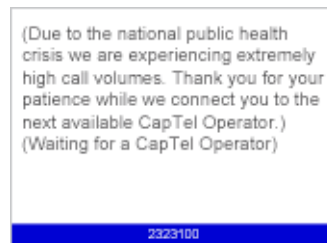
March 2020



Helpful Tips for Using Your CapTel Phone

Connecting to a CapTel Operator

CapTel users are accustomed to picking up the phone and having an immediate connection. Due to the national public health crisis, however, we are experiencing an unprecedented number of calls that may cause a longer wait time to access a CapTel operator. What to do if you see this notification:



- **Stay on the line**

Your call is being connected, even if a CapTel operator is not immediately available.

- **Use the Signal Meter**

The Signal Meter shows when the person on the other end is talking. They will be able to hear you, even if you are not able to hear them. You can let them know you are waiting for an operator to provide captions.

Exception: If you have a CapTel 840/800/200, you will need to wait for an available operator before beginning the conversation.

- **Don't press the CAPTIONS button on/off**

That "resets" the call and starts everything over at the end of the line, increasing the amount of time you may need to wait.

- **You don't need to notify Customer Service**

Please be assured there is nothing "wrong" with your phone if you see a message on the screen indicating a delay. We are working around the clock to provide the high-quality captioning service CapTel users expect. However, during this public health crisis, callers may experience longer wait times.



Cleaning your CapTel Phone

When cleaning your phone, it is okay to use a disinfecting wipe or alcohol solution to clean the handset and dial-pad areas of the phone. Do not spray cleaning solution directly on the CapTel display screen. Instead, spray the disinfectant onto a soft cloth and then wipe the display screen carefully with the cloth.

There are other common cleaning alternatives, such as computer screen wipes, soft anti-static lens cloths, or using vinegar. Be aware, however that these alternatives do not disinfect germs, they merely clean or dust the surface.

Reaching CapTel Customer Service

CapTel Customer Service is working around the clock to provide assistance, particularly to people impacted by the current national health crisis. During this time, we are experiencing higher than normal call volumes and wait times.

We encourage you to take advantage of alternative ways to reach us, including live online chat help or by emailing your questions to captel@captel.com. Please also see the online resources at the CapTel website, which include helpful tips for common questions such as setting up your phone, resetting the date/time, and how to get captions on your answering machine messages.

Thank you for your patience as we work to support everyone.



Email:
[CapTel@captel.com »](mailto:CapTel@captel.com)



Online chat:
[Click here »](#)



How-to videos:
[Click here »](#)

Helpful online tips by model:



[CapTel 2400i »](#)



[CapTel 880i »](#)



[CapTel 840i »](#)



[CapTel 840 »](#)

'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)

Connect with us online!



Thank you to everyone who follows CapTel on Facebook. With more than 39,000 followers, the online community of CapTel users is another great resource.

Proud Sponsor of



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

[CapTel.com »](#) | [CapTel Support »](#) | [CapTel News & Blog »](#)

CapTel Inc.

450 Science Drive, Madison, WI 53711

© 2020 Ultratec, Inc.

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.

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. and any use of such marks by Ultratec, Inc. is under license. Other trademarks and trade names are those of their respective owners. (v10.1 10-19)