

# CapTel® Connect

News & Tips for People Who Use CapTel

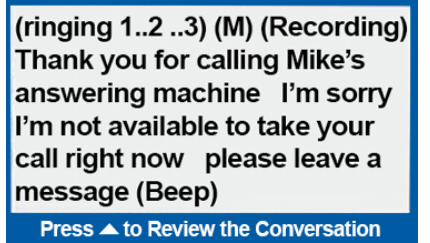
March 2021



## Helpful Tips for Using Your CapTel Phone

### Key to Background Sounds

CapTel lets you know what's happening over the phone line, helping alert you to background noises and environmental sounds during your calls. Some common notifications in the captions:



**(F) (M)** – indicates whether the voice on the other end of the line is Male or Female.

**(Music)** – if your call is put on hold sometimes there is music on the line while you wait.

**(Recording)** – if you reach an answering service or a recorded message, the captions will show what the recording says.

**(Beep)** – indicates the beep before you can leave a message on an answering machine or the signal that another caller is on the line with call-waiting.

**(Tones)** – occurs if the call is hung up or disrupted on the other end.

**(Laughing)** – indicates laughing or other background noises, such as **(Coughing)** **(Talking in bkgd)**.

**(Speaker unclear)** – this could occur if the caller is mumbling, if their voice is muffled, if background noises drown out their words, or any similar situation where the captioning service is not able to distinguish what the caller says.

As with any phone call, if you do not understand what the caller says, just ask them directly to clarify.

## Updating Your CapTel Software

From time to time, changes are made to CapTel software to make improvements or to add new features. Your CapTel phone can check whether a new software version is available, and then conduct a software update if needed. This process ensures you will always benefit from the latest technology.

**TIP:** A fast & easy way to update your software is to unplug the power adapter cord from the back of your CapTel phone, wait 30 seconds, then plug the power adapter cord back in. As your CapTel phone powers up, it will check for the most current software version and update your phone automatically!

You can also update your phone anytime through the phone's menu:



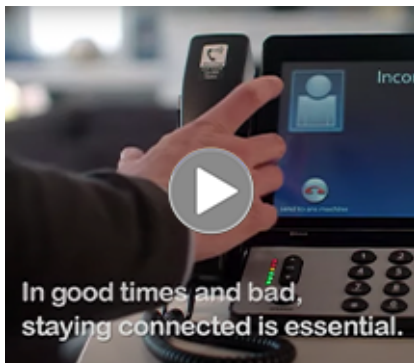
### CapTel 2400i

From the main menu, touch **Settings** >> **Info** >> **Update**  
[Detailed instructions >>](#)



### CapTel 840 / 840i / 880i

In the **Options** menu, select **Settings** then select **Update Phone**.  
[Detailed instructions >>](#)



## Thank You from CapTel

Helping people connect with one another is what CapTel is all about. Our entire team is dedicated to making sure you can connect over the phone with the important people in your life. From everyone here, thank you for relying on CapTel. It is a privilege to serve you.




[Watch the video >>](#)

## '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 >>](#)

## Connect with us online



We encourage you to take advantage of alternative ways to reach CapTel Customer Service including live chat online. Additional tips and answers to common questions can also be found at [www.captel.com](http://www.captel.com).

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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. 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)