



## Helpful Tips for Using Your CapTel Phone

### Seeing When Sounds Are on the Line

During your calls, your CapTel display screen shows you when there are sounds over the phone line, such as your caller's voice, even if the sound is not loud enough for you to hear. This is a helpful visual cue to know when your caller has stopped speaking, meaning it's your turn to talk.

#### CapTel 840/840i/880i

The size of the signal meter expands and contracts with the volume level of the sound. Very loud sounds cause the meter to fill up the whole box. Quiet sounds may appear as a single dot on the display.

[Watch - 840i: More about sounds on the line](#)

#### CapTel 2400i

A graphic on the display screen shows soundwaves to tell you when sounds occur over the line. The more soundwaves that appear, the louder the sound. The graphic matches whichever way you are listening, either through the handset, through the speakerphone, or using a Bluetooth headset.

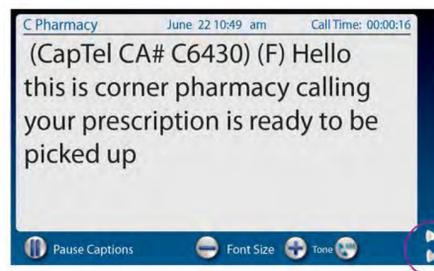
[Watch - 2400i: More about sounds on the line](#)

#### CapTel 840/840i/880i



↑  
Signal Meter

#### CapTel 2400i



### Too Bright? Turning Off Keypad Lights

The dial pad on your CapTel phone has lights that make it easy to see the keys. Sometimes, however, you may want the keypad lights dimmed. For example, if you prefer a dark room when you sleep, you can set the keypad lights to turn off. When keypad lights timeout is selected (keypad lights off), the dialing pad lights turn off after approximately 30-60 seconds of inactivity. The keypad lights remain on whenever you are using the phone.

[CapTel 2400i Instructions](#)

[CapTel 840/840i/880i Instructions](#)



### Important Numbers to Keep in Your Phone

With CapTel, you can easily dial the phone number of people you call most often by adding them to your Contact List / Phone Book. This also works well to reach other important phone numbers, such as your doctor's office, your next-door neighbor, or for local community services you use. You can enter the name any way you want for easy recall – such as "Barber Shop" or "Lawn Mowing Teenager," etc. The way you add a phone number depends on which CapTel model you use. Visit the [CapTel website](#) for instructions.

[6 Essential Numbers to Add to Your Phone](#)



#### '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)
-  Contact or chat with us!

#### 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).

Proud Sponsor of



Have a CapTel story to share? Send it to [Newsletter@CapTel.com](mailto: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  
© 2021 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<sup>®</sup> is a registered trademark of Ultratec, Inc. The Bluetooth<sup>®</sup> 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)