

# CapTel® Connect

News & Tips for People Who Use CapTel

May 2020



## Helpful Tips for Using Your CapTel Phone

### Missed Messages? Re-Caption Your Answering Machine Messages

Have you ever checked an Answering Machine message, only to find there are no captions? CapTel lets you re-caption the entire message to make sure you catch every word.

In the CapTel menu, select Answering Machine then press/select "play". Pick up the handset (or use the speakerphone on the 2400i) to listen to your message aloud. While your message plays, captions appear on the screen. If there are no captions, or if some of the captions are missing, you can re-caption the messages:

- **CapTel 840i/880i:** Press the CAPTIONS button (light around button on).
- **CapTel 2400i:** Touch "re-caption".

The voice message will play again, this time showing new captions on the display.



CapTel 2400i

[Answering Machine Instructions »](#)



CapTel 840i/880i

[Answering Machine Instructions »](#)

## Is Your Software Up to Date?

Occasionally 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 for your phone, then conduct a software update if needed. This process ensures you will always benefit from the latest technology.

Updating your CapTel phone is easy!



CapTel 2400i

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



CapTel 840i/880i

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



## Support Across America!

Although social distancing is keeping many of us apart, CapTel team members across the country are joining together – online! – to support hearing loss causes through the Hearing Loss Association of America (HLAA) Walk4Hearing. See some of the many faces of CapTel and why we continue to advocate for people with hearing loss.

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

### Connect with us online



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

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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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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)