

CapTel® Connect

News & Tips for People Who Use CapTel

May 2021



Helpful Tips for Using Your CapTel Phone

Hear More Clearly Over the Phone

In addition to making the volume louder, your CapTel phone can also boost the sound frequency to a range that you hear best, making it easier to distinguish voices over the phone.

- If it's easiest for you to hear men's deep voices (**low frequency tones**), set the Tone control to **low**.
- If you hear children's high-pitched voices better (**high frequency tones**), set the Tone control to **high**.
- If you hear best with moderate-level speakers (**mid-range frequency tones**), leave the Tone setting at **medium**.



Be sure to experiment with the different Tone settings to find the range that works best for you. The way you adjust the Tone setting depends on which model CapTel you have. Visit our Customer Service page online for full directions.

Spring Cleaning

Don't forget to clean your CapTel phone! You can use cleaning solution or a disinfecting wipe to clean the handset and dial pad. For the display screen, spray disinfectant onto a soft cloth first, and then carefully wipe the screen. Do not spray cleaning solution directly on the display screen. You can also use a soft anti-static cloth to "dust" the display screen from time to time.



HLAA Announces Walk4Hearing Weekend!

This spring, HLAA is teaming up with communities to celebrate Walk Days in one spectacular Walk4Hearing Weekend June 12-13. Registration is free and open to all. Events kick off with a fun and informative online event. Following the celebration, HLAA invites everyone to get outside and walk in their own neighborhoods. Join thousands around the country to bring attention to hearing loss issues.



For details, visit Walk4Hearing.org »

CapTel is the proud sponsor of Walk4Hearing events nationwide.

'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](#) »

Reminder:

Customer Service will be closed on May 31 to allow staff to celebrate Memorial Day with their families. Captioning Service is provided 365 days a year, including May 31.

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.

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Have a CapTel story to share? Send it to 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)