





Important Buttons to Know

Whether you have a question, want to start over, or are looking to restart captions, here are three buttons on your CapTel phone designed to help.

Easy Exit: HOME or NO Button

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CapTel 2400i

Pressing the HOME button at any time returns you to the main CapTel menu screen. The HOME button is your easy way to go back to the beginning and start again.
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CapTel 840i / 880i / 840


The NO button allows you to exit out of the CapTel options menu. Pressing the NO button repeatedly brings you back to the CapTel home screen, letting you start over. It also makes it easy to respond “no” to questions in the CapTel options menu.

One-Touch Help: CUST SERVICE Button

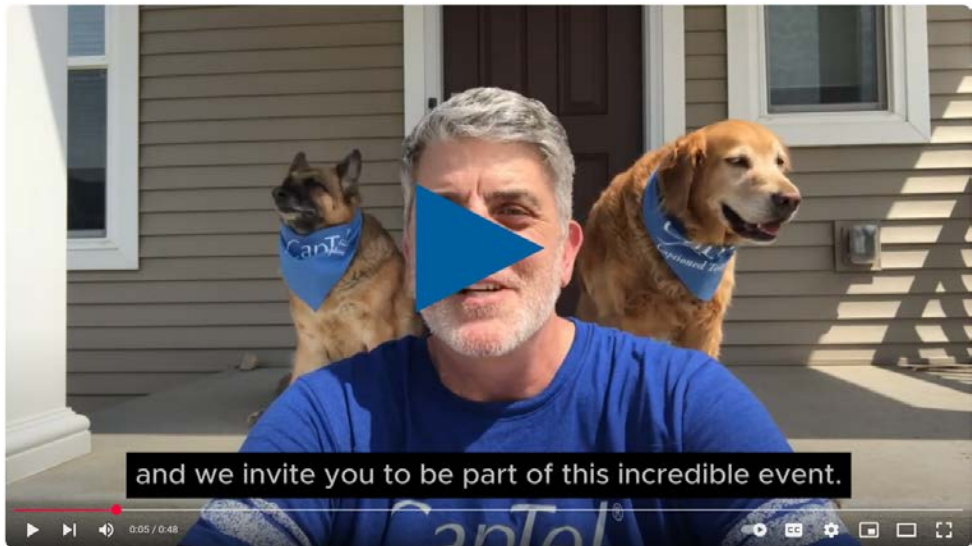
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Pressing the CUSTOMER SERVICE button automatically dials the CapTel help line. Our friendly & helpful Customer Service team is happy to help you anytime 24/7. We're only a button push away!

Best of All: CAPTIONS Button

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When the CAPTIONS button is on (light around button is lit) you will see word-for-word captions of everything the other party on your call says. Press the CAPTIONS button at any time during a call to turn captions on or off.



Springtime Means Walk4Hearing!

Please join CapTel in supporting the Hearing Loss Association of America (HLAA) by participating in a Walk4Hearing event near you.

Everyone is welcome (even pets!) to help raise awareness and funds for hearing-loss related issues.

[Find a Walk Near You](#)




CapTel in the Community


In celebration of Earth Day, CapTel teammates volunteered time cleaning up our local research park. Native wildlife even joined in the effort!





We Are Here To Help

Help is available 24 hours a day, 7 days a week! (Excluding major holidays.)

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Press the blue button on your CapTel phone
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[Click here to contact or chat with us!](#)
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Call 1-888-269-7477
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Call 1-866-670-9134 (Spanish)

Click the icons below to connect with us on social media:



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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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Be Alert: Scammers often try to reach people over the telephone. As with any other phone, if you get a call from someone asking for money or that seems suspicious to you, please be on guard. For more information, visit the [Federal Trade Commission Consumer Advisory on Phone Scams](#).

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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. Automatic speech recognition software generates captions of what the other party to the call says, and, in certain circumstances, a live communications assistant may be included on the call to make needed corrections and/or add call details. The captions are then sent to the 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. (v1 2-25)