

# CapTel® Connect

News & Tips for People Who Use CapTel

## Helpful Tips for Using Your CapTel Phone

### Fall Back with CapTel

#### Daylight Savings Time Ends November 4

Do you live in an area impacted by Daylight Savings Time? Before you re-set the time on your CapTel phone, first check the display screen. CapTel phones with the most recent software will adjust the clock automatically – meaning no need for you to do anything! If your CapTel phone has an earlier software version, however, you will need to re-set the time (and update your software!)



How to re-set the time on your CapTel phone:

[CapTel 840/840i/880i](#) | [CapTel 2400i](#)

### Remember to Update Your Software

An important software update is available for all Internet-based CapTel models. If you've updated your software already – thank you! If not, please take a moment to update your software as soon as possible.

#### Updating your CapTel Phone is Easy



##### CapTel 2400i:

From the main menu, touch "Settings" » "About" » "Update".  
[Detailed instructions.](#)



##### CapTel 840/840i:

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

##### CapTel 800i:

Dial 1-877-248-9331 for assistance.

### Freedom Over the Phone

In his work with the police museum, Richard needs to take a lot of phone calls about events and meetings. Previously, Richard needed to rely on his daughter to make phone calls for him, until he started using CapTel. "It gives me a lot more freedom," he explains. "You don't know what you're missing."



[Watch Richard's story](#)

### 50 Years of Advocacy for People with Hearing Loss

Consumer advocacy group TDI recently celebrated its 50th anniversary of promoting telecommunications access for people with hearing loss. Pioneers in the early efforts to provide equal telephone access were recognized, including Ultratec's president Robert Engelke. Congratulations TDI!



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.

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### 'Round the Clock Help Just one button away!

Help is available 24 hours a day, 7 days a week!\*

*Customer Service will be closed on Thursday, November 22 to allow employees to have time with family.*

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)

- Like us on
- Follow us on
- Watch us on
- Visit us on

Thank you to everyone who follows CapTel on Facebook. With more than 29,000 followers, the online community of CapTel users is another great resource.