

November 2019

Helpful Tips for Using Your CapTel Phone



Automated Touchtone Menu Systems

Businesses commonly have automated phone menu systems that answer your call and ask questions in order to direct you to the right contact person (example: press "1" for sales, press "2" for returns, etc.). CapTel helps you easily navigate through automated phone menu systems. You can press number buttons at any time during a call to make your selection. If you know which option you want, you do not need to wait for the captions before pressing the number key. The captioning service continues to transcribe anything that is said over the phone, regardless of what you are saying or which buttons you press.

NOTE: Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.

Knowing When Someone is On the Line

The CapTel display lets you know when another phone on the same telephone line is being used. This is helpful when you have more than one phone in your home or office, to alert you so that you do not accidentally pick up and dial when a different call is already in progress. To join the call, simply pick up the CapTel handset. The call will automatically connect to the Captioning Service, and you will see captions on the CapTel display screen.

NOTE: You can turn the "Line in Use" feature off if you don't want the on-screen alerts. Please see your CapTel user manual for instructions.



Hearing Aids Off? CapTel User Still Answers the Call!

Like many people experiencing hearing loss, Betty doesn't wear her hearing aids all the time. "Most mornings," she explains, "I don't put my hearing aids in. If the phone rings, well, I'm not going to run around and put my hearing aids in because I can read the text!" Betty appreciates that CapTel helps her both hear the caller and read the captions. "It's helpful...to turn up the volume as well as read the messages," she describes. "I don't know what I'd do without the CapTel phone. It has helped me to hear people."

[See Betty's Story »](#)



Holidays & Hearing Loss

The approaching holiday season can be a special time to celebrate with friends and family. Social gatherings and travel, however, may sometimes pose unique challenges for individuals with hearing loss. Whether you are hosting or attending as a guest, there are some simple strategies to help improve the hearing environment at a holiday get together.

[Tips for navigating holiday gatherings with hearing loss »](#)
[Holiday travel tips »](#)



'Round the Clock Help – Just one button away!

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

To contact:

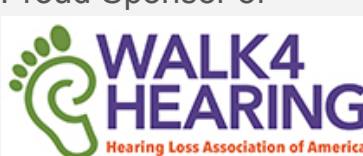
- Just press the blue button on your CapTel phone!
- 1-888-269-7477
- 1-866-670-9134 (Spanish)
- [Online Chat »](#)
- [CapTel@CapTel.com »](mailto:CapTel@CapTel.com)

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CapTel Inc.
450 Science Drive, Madison, WI 53711
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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)