

CapTel® Connect

News & Tips for People Who Use CapTel

November 2020



Helpful Tips for Using Your CapTel Phone

Captions for Online Holiday Gatherings

Some families are hosting "virtual" get-togethers this holiday season in place of face-to-face gatherings, using Zoom or another video conferencing program. If Zoom calls are difficult for you to hear, your CapTel phone can show captions during the call so you can read what everyone says. You can see everyone and listen on your computer screen, while reading captions throughout the call on your CapTel phone display.

Directions: [How to Get Captions During a Zoom Call »](#)
Instructions also work for other video-conferencing options, such as Skype, GoToMeeting, Google Meet, etc.



Ask Callers to Speak Up!

Occasionally, you may see **(speaker unclear)** in your captions. This means that the Captioning Service does not understand what the other person said clearly enough to provide captions. This can be caused by a number of reasons: the speaker may be mumbling or not speaking directly into their telephone handset. Perhaps there are background noises obscuring your caller's voice or he/she is using jargon-specific language.

What should you do? As with any call, if you are unclear about what your caller says, ask them directly to clarify.



Walk4Hearing 2020 in the Books!

Thank you to everyone who joined in virtual Walk4Hearing events this fall. It was fun to see everyone's faces and share stories, all in support of Hearing Loss Association of America (HLAA). CapTel is proud to have sponsored this event ever since the very first walk in 2006. Over the past 15 years, Walk4Hearing has raised more than \$16 million to benefit programs and services that support people with hearing loss.

Thank You!

In this season of gratitude, we are thankful for your business. It is a privilege to help support the communication needs of people with hearing loss, and we truly appreciate being here for you. From everyone at CapTel, thank you.



'Round the Clock Help
Just one button away
Help is available 24 hours a day, 7 days a week! *(Excluding major holidays.)*
Our Customer Service department will be closed on Thursday & Friday of Thanksgiving week to allow our team members time with their families. CapTel Captioning Service is available 365 days a year, including on Thanksgiving.

To contact:

Just press the blue button on your CapTel phone

1-888-269-7477
1-866-670-9134 (Spanish)

[Online Chat »](#)

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)