



Helpful Tips for Using Your CapTel Phone

Explaining CapTel to Your Callers – It's Your Call!

A CapTel call is like any other telephone call. Whether you tell your callers that you are using a captioned telephone is entirely up to you. You do not need to inform callers that you are relying on captions. Or you may choose to explain, "I am getting captions during this call. It might take a moment while I read the captions." What you say – or do not say – to your callers is entirely up to you. It's your call!



Checking that Your Software is Up to Date

From time to time, changes are made to CapTel software to make improvements or to add new features. Your CapTel phone can check whether a new software version is available for your phone, then conduct a software update for you if needed. This makes sure you can always benefit from the latest technology.

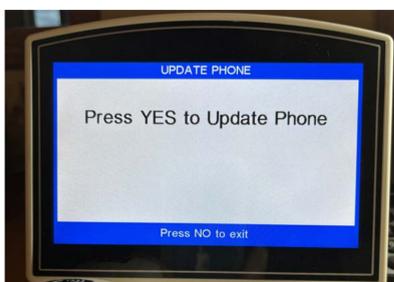
To update your CapTel phone:

CapTel 840/840i/880i

- In the Options menu, select "Settings", then select "Update Phone". Press the YES button.

CapTel 2400i

- Touch Settings -> Info -> Update



For details, visit CapTel.com/customer-support.

Tips for Hosting During the Holidays

The noise and bustle of holiday gatherings can be challenging for people with hearing loss. If you are hosting this year, consider simple tips that help people of all hearing levels feel comfortable and welcome.

Set aside a quiet area or room that encourages one-on-one conversations, turn off any background music, and make sure there is ample lighting for guests to see each other's faces. Have printed instructions on hand for any games. Be supportive if guests need to take a break from listening during the evening. And most of all, ask your guests what would help them be most comfortable during the festivities.

HEARING LOSS COMMUNICATION TIPS

for the Holidays

MAKE EVERY GATHERING A FESTIVE, ACCESSIBLE TIME FOR EVERYONE!

- 1

SET UP A QUIET SIDE ROOM
- 2

PRINT INSTRUCTIONS FOR PARTY GAMES
- 3

KEEP COMPETING SOUNDS AT A LOW VOLUME
- 4

KEEP THE LIGHTS BRIGHT
- 5

ENGAGE WITH EVERYONE
- 6

USE SOUND AMPLIFICATION

'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)
- Contact or chat with us!

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 captioned 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)