CapTel® Connect

News & Tips for People Who Use CapTel

November 2026



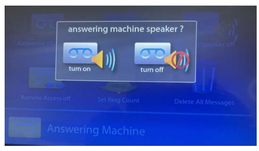
Checking Your Messages

CapTel's built-in Answering Machine lets you "screen" callers by playing incoming messages aloud before you answer the call. While this is a convenient feature, there may be times when you do not want incoming messages to be played aloud, but instead recorded silently for you to review later. The default setting is for incoming messages to be muted (silent).

How to Make Incoming Calls Audible or Silent

CapTel 2400i

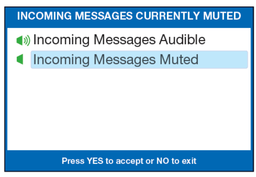
- Touch "Settings" > "Messages" > "Answering Machine".
- Touch (External Speaker Off).
- Touch the option (turn on) or (turn off) the answering machine speaker.
- Press (HOME button) to exit.



CapTel 2400i

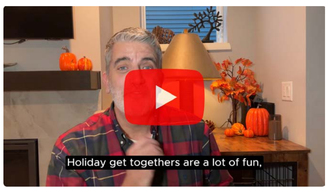
CapTel 840/840i/880i

- From Options menu, select "Answering Machine" > "Answering Machine Settings"
- Select "Incoming Messages"
- Use Arrow buttons to select "Audible" or "Muted"
- Press "YES" button to accept your setting



CapTel 840/840i/880i

TIP: If your Answering Machine is not picking up calls the way you expect, check if there is a Voicemail feature on your telephone service. It could be answering calls and taking messages before your Answering Machine activates.



Managing Holiday Events

Social events can be challenging for people with hearing loss. With the holidays approaching, take a moment to remind your friends & family about communication strategies that work best for you. They want, as much as you do, for you to be involved & enjoy the festivities. Discussing your needs in advance is a good first step.

Strategies for Holiday Events

CapTel in the Community

It's been wonderful to connect with so many people this fall! Whether at the Walk4Hearing or a Senior Expo, we enjoy being part of your community helping to support people with hearing loss. Look for CapTel at an event near you and please stop by to say hello!







We Are Here To Help

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

Press the blue button on your CapTel phone

Click here to contact or chat with us!

Call 1-888-269-7477

Call 1-866-670-9134 (Spanish)

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

Corporate Sponsor of

Hearing Loss Association of America WALK4HEARING

Proudly developed, assembled, and serviced in the USA.

MADE IN AMERICA From Worldwide Components

No longer need your CapTel phone?

Return your phone at no cost to allow others to benefit from captions.

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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.

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. 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)