

# CapTel® Connect

News & Tips for People Who Use CapTel

## Helpful Tips for Using Your CapTel Phone

### New Software Release: Update Your Phone Today

An important software update is available for all Internet-based CapTel models. This update is required per new regulations from the FCC, which oversees all captioned telephone service providers. Please take a moment to update your CapTel software as soon as possible. Updating your phone is fast and easy:



#### CapTel 2400i:

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



#### CapTel 840i / 880i:

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

#### CapTel 800i:

Dial 1-877-248-9331 for assistance.

## Take Your Time Dialing

You can dial the phone number of the person you are calling BEFORE picking up the CapTel handset, letting you take your time when placing a call. Just leave the CapTel handset down (hung up) and press the phone number buttons on the dial keypad. Don't forget to press "1" or the area code if the phone number is long distance. As you dial, you will see the phone number on the CapTel display to help make sure you get everything right. If you make a mistake dialing the number, on the 840/840i/880i press the DOWN button to erase. Or, on the CapTel 2400i, touch Backspace (X) to erase.



When you are ready to place your call, simply pick up the CapTel handset. CapTel will dial the phone number you entered.

## Happy Anniversary TDI!



This month, TDI – one of the nation's leading consumer organizations for people with hearing loss – will celebrate its 50th anniversary advocating for the rights of people who are deaf or hard of hearing. As part of the celebration, TDI has recognized CapTel inventor Robert Engelke and Ultratec for their longstanding work in advancing telecommunications technology for people with hearing loss. Congratulations TDI on your 50th anniversary!

[More about TDI](#)

## Walk4Hearing

Thank you to everyone who has come out this fall to help raise awareness and funding for the Hearing Loss Association of America (HLAA) Walk4Hearing. CapTel is happy to sponsor Walk4Hearing events nationwide. Come out and join us for a great cause!

[Check for a walk in your area](#)



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!\*

\*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)

- 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.