



October 2019

Helpful Tips for Using Your CapTel Phone

There's More to the Call!

CapTel lets you know what's happening over the phone line, helping alert you to background noises and environmental sounds during your calls. Some common notifications in the captions:

(F) (M) – indicates whether the voice on the other end of the line is Male or Female.

(Music) – if your call is put on hold sometimes there is music on the line while you wait.

(Recording) – if you reach an answering service or a recorded message, the captions will show what the recording says.

(Beep) – indicates the beep before you can leave a message on an answering machine or the signal that another caller is on the line with call-waiting.

(Tones) – occurs if the call is hung up or disrupted on the other end.

(Laughing) – indicates laughing or other background noises, such as **(Coughing)** **(Talking in bkgd)**.

(Speaker unclear) – this could occur if the caller is mumbling, if their voice is muffled, if background noises drown out their words, or any similar situation where the captioning service is not able to distinguish what the caller says. As with any phone call, if you do not understand what the caller says, just ask them directly to clarify.

(ringing 1..2 ..3) (M) (Recording)
Thank you for calling Mike's
answering machine I'm sorry
I'm not available to take your
call right now please leave a
message (Beep)

Press ▲ to Review the Conversation



Retired Veterinarian Stays Connected with CapTel

As his hearing grew worse over time, Willard, a retired veterinarian, found himself cut off from family over the phone. "The kids wouldn't call me because I couldn't understand them on the cell phone," Willard explains. Then his daughter helped him get a CapTel phone. "Now I know what they're talking about. If I don't hear, I can look over and read it." Willard enjoys daily conversations with his family again. "It's been really a plus for me," he states.

[See Willard's story »](#)



Hearing-Friendly Halloween Tips

Whether dressing up, handing out candy to trick-or-treaters, or attending a costume party, Halloween provides many opportunities to socialize. If there are a lot of children in your neighborhood, consider a doorbell signaler or flasher to alert you to trick-or-treaters. If you are going out yourself, be sure to bring a flashlight with new batteries to help illuminate people's faces as you talk (and also find your way in the dark!).

[More hearing-friendly Halloween tips »](#)

Trick or Treat


CapTel team members enjoying some Halloween fun.





'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)

Connect with us online!



Thank you to everyone who follows CapTel on Facebook. With more than 35,000 followers, the online community of CapTel users is another great resource.

Proud Sponsor of



Have a CapTel story to share? Send it to Newsletter@CapTel.com. We'd love to hear from you!

[CapTel.com »](#) | [CapTel Support »](#) | [CapTel News & Blog »](#)

CapTel Inc.

450 Science Drive, Madison, WI 53711

© 2019 Ultratec, Inc.

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)