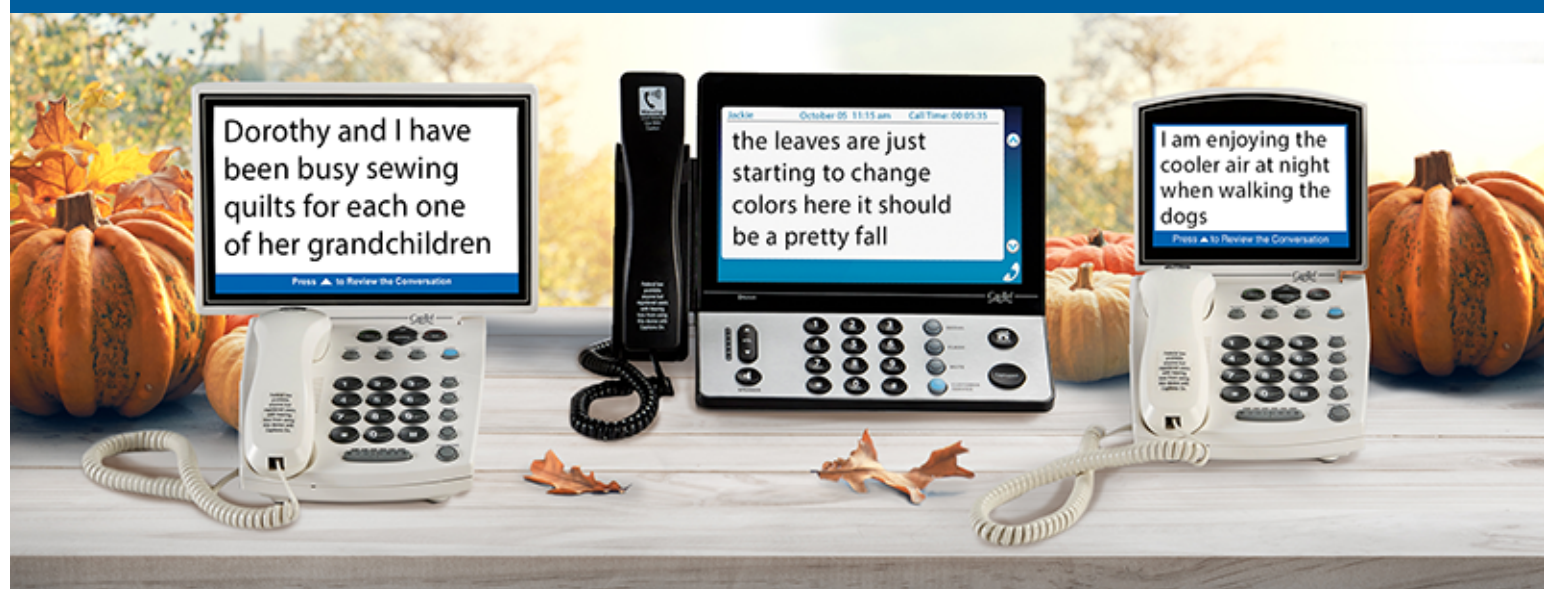


CapTel® Connect

News & Tips for People Who Use CapTel

October 2020



Helpful Tips for Using Your CapTel Phone

Screening Unwanted Calls

Have you ever received an automated "robo" call? Or a call from a telemarketer trying to sell you something? Your CapTel phone can help you avoid unwanted calls, letting you answer only the calls you really want to take. A couple of helpful tips:

- When the phone rings, the CapTel screen shows you the name or phone number of the incoming call. If the caller is someone whose phone number is already listed in your phone book/contact list, their name will show up the same way it appears in your contacts list (e.g., "Mom"). This helps you quickly recognize when the caller is someone you talk with regularly. If you don't recognize the name/number, let the call go to the Answering Machine.
- Spam calls may show up as "UNAVAILABLE" or "PRIVATE" or with no Caller ID information. Do not answer – let those calls go to the Answering Machine. If it is a spam call, they likely will not leave a message.
- The CapTel Answering Machine lets you "screen" callers by playing incoming messages aloud for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don't want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested. Make sure the Answering Machine is turned on and the CapTel menu is set to play messages aloud / external speaker turned on. See instructions below.

Note: if you use this tactic often to screen calls, you may want to set a low ring count on the Answering Machine so that it "picks up" the call earlier.



CapTel 2400i

[Play Messages Aloud Instructions »](#)
[Set the Ring Count Instructions »](#)



CapTel 840i / 880i

[Turn External Speaker on Instructions »](#)
[Set Ring Count Instructions »](#)



Walk4Hearing – Going Online for Fall

Lace up your walking shoes and fire up your computer! Fall Walk4Hearing events are under way across the country, all in support of the Hearing Loss Association of America (HLAA). This year, the Walk4Hearing events are being conducted online in instead of in-person. The online celebrations include special guests, chances to win prizes, and the opportunity to share stories. CapTel is pleased to have supported the Walk4Hearing since the earlier events more than 15 years ago. Visit Walk4Hearing.org to sign up and participate!

[Watch the video »](#)

'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



We encourage you to take advantage of alternative ways to reach CapTel Customer Service including live chat online or by emailing your questions to captel@captel.com. 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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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)