



## Helpful Tips for Using Your CapTel Phone

### Dialing Alert: Change to 10 Digit Phone Number

Starting this month, many states will begin requiring that you dial the full area code and phone number for all calls, even if you are calling a local number. The change is going into effect to support a new National Suicide Prevention and Mental Health Crisis Lifeline that lets people reach help by dialing 988.

How does this change impact CapTel users? If you call someone directly, remember to dial their area code first (even if it is in the same area code as you!). If you have phone numbers saved in your Phone Book or Contacts list, make sure those entries include the area code as well. If you forget to dial the area code first, you may get a recording asking you to hang up and dial again, using the area code. Check with your local phone company for additional details.

[Click here for more information.](#)



### CapTel Contacts List A-Z

The "Phone Book" or contacts list in your CapTel phone is arranged in alphabetical order by a person's first name. If you would prefer to have your contacts listed alphabetically by surname (last name), simply enter a contact's surname in the "first name" field, then type their first name in the "last name" field when you are setting up your contacts. That way, your CapTel phone will arrange your Phone Book/contacts list in alphabetical order by last name instead of by first name.



### CapTel User Shares Lifestyle Tips for Older Adults

When you find something that works great, you want to share it! Check out this personality-filled video blog for seniors, *Growing Old at Home*. In each episode, the host (who is a CapTel user) shares a helpful tip or recommendation from her personal experience to make life easier around your home.

[Click here](#) to watch the video blog now!



### Walk4Hearing: Great to See You Again!

Across the county, people have been coming together (again) to celebrate Walk4Hearing events in support of the Hearing Loss Association of America (HLAA). CapTel is proud to sponsor the Walk4Hearing, which gives people with hearing loss the opportunity to meet locally, share success stories, learn about new technologies, and raise funds on behalf of HLAA. Visit [Walk4Hearing.org](http://Walk4Hearing.org) to find a walk near you.



### '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](http://www.captel.com).

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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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