

CapTel® Connect

News & Tips for People Who Use CapTel



Helpful Tips for Using Your CapTel Phone

Power Outage

Your CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically reset when the power comes back on.



Reconnecting to the Internet

Internet models (CapTel 840i / 880i / 2400i)

If you have difficulty connecting to the Internet after a power outage, it may be helpful to “reset” your CapTel phone once the power comes back on. To reset:

1. Unplug your CapTel phone from the AC power adapter.
2. Turn off the Router and turn off your Internet modem.
3. Wait one minute, then turn on the modem (make sure it is fully reset, with lights glowing steadily). Next, turn on the Router, making sure it is fully reset.
4. Plug in the CapTel AD adapter – all in that order.
5. Wait for the logo screen to appear.

Note: If your CapTel phone has up-to-date software, all of your conversation captions and Call History records will be saved even if your phone loses power. To update your CapTel software to the most current version:

[CapTel 840i/880i](#) • [CapTel 2400i](#)

Enjoying Outdoor Gatherings

There is still time to enjoy a backyard barbeque or late-summer picnic before autumn takes hold. While hearing loss could make outdoor social events challenging, there are some simple tactics that may help, such as staking out a hearing-friendly spot, mingling with small groups, and minimizing background music.



[Visit our website for more helpful tips.](#)

Giving Back

From participating in Earth Day activities to raising funds for the Hellen Keller Foundation, CapTel team members are active and involved in making a difference in their local communities!



Have a CapTel story to share? Send it to 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

- Like us on
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