

CapTel® Connect

News & Tips for People Who Use CapTel

September 2020



Helpful Tips for Using Your CapTel Phone

Seeing Captions During Zoom Call

During the pandemic, many families and businesses use Zoom or other video-conferencing tools to hold "virtual" phone calls. You can use your CapTel phone to call into a Zoom meeting, as you would with any other phone, and get the benefit of reading captions during the call.

Instructions:

1. On your computer: click on the link provided in the Zoom invitation to connect to the video part of the call.
2. On your computer: when asked about "audio", select "phone audio".
3. On your CapTel phone: dial the phone number provided in the Zoom invitation.
4. Watch the CapTel signal meter and display to know when your call has connected.
5. Once connected, use the CapTel dial pad to enter the Zoom Meeting ID number and press #. If needed, enter the Participant ID number and press #.

You will be able to see the participants on your computer screen, while listening to the call and reading captions on your CapTel phone. These same instructions apply to using CapTel with other video-conferencing options such as Skype, GoToMeeting, Google Meet, etc.

Tips:

- The timing for entering your Meeting ID and Participant ID can be brief. Be ready with the numbers you need at hand before you place the call.
- If there are multiple people on the call, you may ask participants to state their name before speaking so that the captions can indicate who is talking.
- To avoid echoing, make sure your computer audio is on "mute".

Time Wrong on Display? Check your Time Zone!

If the time on your CapTel display screen seems to be off by one hour – or even two – check to make sure your Time Zone setting is correct for the area you live in. You typically indicate your Time Zone setting at installation, then never worry about it again. But occasionally summer storms cause temporary power outages, which in turn may cause your CapTel phone to re-set. Simply confirming that your Time Zone setting is correct will solve the issue.



CapTel 2400i
[Instructions »](#)



CapTel 840i / 880i
[Instructions »](#)



Face Mask Tip: De-fogging

Face masks with a clear panel are helpful for people who rely on lip reading and facial cues to help hear. But sometimes these masks fog up, making it hard to see through the plastic panel. Using your finger, just rub a very small amount of Dawn dishwashing soap on the panel facing your mouth. This help eliminates fogging!

[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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