

CapTel® Connect

News & Tips for People Who Use CapTel

September 2021



Helpful Tips for Using Your CapTel Phone

Using CapTel in the Office: Dialing Prefix

Some office settings require you to dial a number in order to get an "outside" line before placing a call. For example, you may need to dial a "9" before dialing the phone number. You can enter this Dialing Prefix in your CapTel phone so that it automatically dials it for you for every call placed from your Phone Book / Contact List.



NOTE: The Dialing Prefix is not the same as your telephone area code.

To set a Dialing Prefix:



CapTel 2400i

The Dialing Prefix will dial automatically for any calls placed from your Contacts List, Speed Dial numbers, Answering Machine history, and Call ID history.

From the CapTel home screen, touch:
Settings > General Settings > Advanced Settings > Dialing Prefix.



CapTel 840i / 880i

You can save the Dialing Prefix as part of each Phone Book entry. Press YES to see the Options menu, then follow the menu prompts to Edit Phone Book. As you add (or edit) a contact's telephone number, insert a "9" at the beginning of the phone number. Press the UP ARROW key to add a 2-second pause between the "9" and the rest of the phone number. When you are finished, press YES to save.

Now, when you place a call using that that Phone Book entry, CapTel will automatically dial the "9" first to give you an "outside line" before the call is placed.



CapTel 840

How you set a Dialing Prefix depends on whether you use CapTel in 1-line mode or 2-line mode. See your CapTel 840 user manual for instructions.



CapTel Pets

"C" is for "cute" AND "CapTel"! Do you need a CapTel bandana for your furry friend? Send us a private message through [Facebook](#) or [Instagram](#), or through [email](#), to receive a free bandana for your pet. Be sure to send us a picture of your pet wearing the bandana for a chance to be featured in our newsletter or on social media.



Reunite with Walk4Hearing

The Hearing Loss Association of America (HLAA) is holding its fall Walk4Hearing events in-person again, outdoors, in communities nationwide. Recent Walk events had been conducted virtually on-line. The health and safety of participants remains HLAA's top priority: all Walk events will follow CDC and local health guidelines, which may vary by location. Participants also have the option to walk in their own neighborhoods on behalf of HLAA.

Honorary Walk Chairperson, CapTel President Robert Engelke, shared CapTel's long-standing support of HLAA's mission. "The Walks give us a chance to support one another, share stories, and learn about new technologies," he said, "all while helping raise funds to further HLAA's vital work on behalf of people with hearing loss."

To find a Walk near your area, visit [Walk4Hearing.org](#) »

'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](#) »

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](#).

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