

CapTel® Connect

News & Tips for People Who Use CapTel

Helpful Tips for Using Your CapTel Phone

CapTel 840i: Now with Remote Message Retrieval! New software update gives CapTel 840i users new feature

CapTel 840i users can now call in remotely to play their Answering Machine messages from a different phone. A recent software update for the CapTel 840i gives users this new feature. Users can check their Answering Machine messages even when away from their home or office.



Please note: Updating your 840i software will erase any conversations saved in memory. After the update, however, all future conversations can be saved even if your CapTel 840i loses power, as long as the Save Conversation feature is ON.

[Updating your CapTel 840i software](#)
[Remote access to your answering machine messages](#)

Tip: If possible, use another CapTel phone when calling to retrieve your messages, in order to be able to see captions of the messages. If you call using any other phone, you will be able to listen to the voice part of the Answering Machine messages, but you will not be able to read captions at your remote location.

April Showers

If you experience stormy weather this Spring, here are some reminders to consider with your CapTel phone:

- **Use a surge protector** to help protect against electrical damage due to lightning or sudden power surge. Some power strips do not provide surge protection, so double-check before you plug the phone in.
- If your home/office temporarily loses power in a storm, your CapTel phone will **reset automatically** when the power returns. Be aware that some older software models may lose conversations stored in memory if there is a power loss.
- Internet models: If you cannot connect to the Internet after a power loss, you may need to **reset your Internet modem** or router by turning the power briefly off and on again first, before trying to connect with CapTel. If your phone is not acting the way you expect, try doing a physical reset by briefly unplugging the phone then plugging it back in.

Need help? Just press the blue CUSTOMER SERVICE button on your phone. We're here for you!

HLAA Walk4Hearing – Gearing up for Spring



CapTel is honored to again sponsor Hearing Loss Association Walk4Hearing events nationwide this Spring and Fall. Be part of the movement to promote Hearing Loss education and awareness in your community!

[Find a Walk4Hearing event near you.](#)

April 2017



'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

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Thank you to everyone who follows CapTel on Facebook. With more than 20,000 followers, the online community of CapTel users is another great resource.

Have a CapTel story to share? Send it to Newsletter@CapTel.com. We'd love to hear from you!

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