

# CapTel<sup>®</sup> Connect

News & Tips for People Who Use CapTel

## Helpful Tips for Using Your CapTel Phone

### Stormy Weather & Power Surges

If you've experienced stormy weather, some tips to consider with your CapTel phone:

- **Use a surge protector** to help protect against electrical damage due to a lightning strike 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 - you 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! We're here for you.

## Setting the Time and Date

For most CapTel models, the time and date will automatically be set when you first install your phone (exception: CapTel 840). You can always change the time and date through the settings menu:



**CapTel 840:**  
[Set the date and time for the CapTel 840.](#)



**CapTel 840i:**  
[Set the date and time for the CapTel 840i.](#)



**CapTel 2400i:**  
 **Settings** →  **Time and Date**

## Independence: The Biggest Gift Ever!



Helen lost her hearing when her children were born. Now that they are all grown up, she is finally able to talk to them (and to her grandchildren!) over the phone, thanks to CapTel. "Being able to make my own telephone calls is really one of the biggest gifts I was ever given," Helen explains. "It's made me be independent, and I think that's what everybody wants, to be independent."

 [See more of Helen's story.](#)

## Fall Kickoff to Walk4Hearing

Lace up your walking shoes and join us! CapTel is proud to sponsor Walk4Hearing events throughout the nation this fall. All proceeds go to the Hearing Loss Association of America (HLAA) to raise awareness for hearing loss concerns. It's a great way to meet others in your community overcoming the challenges of hearing loss.



 [Find a Walk4Hearing in your area.](#)

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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## 'Round the Clock Help Just one button away!

Help is available 24 hours a day, 7 days a week!

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)

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