

# CapTel® Connect

News & Tips for People Who Use CapTel

August 2023



## Helpful Tips for Using Your CapTel Phone

### Make a Mistake Dialing? An Easy Fix!

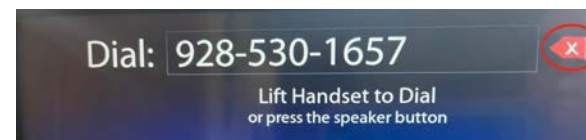
CapTel lets you dial the phone number you want to call with the handset down (hung up). You can see the numbers on the CapTel display as you press the number buttons on the dial pad, giving you time to make sure the phone number is correct.

If you make a mistake entering the phone number, you can easily erase the wrong number by pressing the DOWN arrow button on the CapTel 840i/880i. Or, if you use CapTel 2400i, touch the red X (backspace) on the display screen. The numbers on the screen will erase, letting you dial the correct number instead on the dial pad.

When you are ready to place your call, simply pick up the handset. CapTel dials the phone number for you automatically.



Press the DOWN arrow on the CapTel 840i/880i to erase the wrong number.



Touch the red X on the CapTel 2400i display screen to erase the wrong number.

### ACP: Lower-Cost Internet Option

For people who use Internet-based CapTel: the new FCC Affordable Connectivity Program (ACP) provides discounts to help cover the cost of Internet service.

You may qualify to get up to \$30/month off your Internet bill. This is a helpful option for people on a fixed income. Customers on Medicare or who are Lifeline subscribers are automatically eligible.

To Apply: contact your Internet company directly to arrange for a discount through ACP. Or you can apply online at: [www.affordableconnectivity.gov](http://www.affordableconnectivity.gov).



### CapTel on the Road!

Thank you to everyone who stopped by this summer at events across the country.

CapTel was honored to sponsor the Awards Ceremony at this year's HLA Conference in New Orleans, recognizing the tremendous advocacy work around hearing loss issues that is happening at the state level. At the TDI Conference in Washington, DC, CapTel was pleased to help the push for ensuring digital communication is accessible to people of all hearing levels.

The best part about these events? Meeting with customers and hearing your stories.



#### '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)
- Contact or chat with us!

#### 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](http://www.captel.com).

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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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