



Helpful Tips for Using Your CapTel Phone

Captioning Preference: The Choice is Yours!

CapTel users now have a choice in how their calls are captioned, either using fully-automated Auto Captions or with enhanced operator Assisted Captions.

With Auto Captions:

- Calls are fully automated
- No operator (CA) on the call
- Calls start almost immediately, no need to wait for a CA to begin

With Assisted Captions:

- An operator (CA) helps with providing captions
- CA makes corrections in the captions if needed
- Additional call details are provided, such as background sounds, indicating on-hold music, and showing whether the caller is Male or Female.

No matter which Captioning Preference you select, you can also switch from Auto Captions to Assisted Captions at any point during a call. **If you haven't selected a Captioning Preference yet, press the Blue Button to contact CapTel Customer Service for assistance.**

Available on Internet-based models only (CapTel 840i/880i/2400i). Learn more at: www.CapTel.com/captioning-mode



Requesting Customer Service Over the Holidays

CapTel captioning service is available 24 hours a day, 365 days a year – including all holidays. Our Customer Service department will be closed the following days, to allow team members time with their families:

- Saturday, December 24
- Sunday, December 25
- Sunday, January 1, 2023

If you need assistance during that time, please contact Hamilton™ CapTel Customer Service, toll-free at 1-877-455-4227, which be open during the holidays to provide you with help.



Happy Holidays! Joyous Noel! Feliz Navidad!

On behalf of everyone at CapTel, best wishes for a peaceful holiday season and a very happy new year!

'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.

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

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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service.

CapTel captioning service is intended exclusively for individuals with hearing loss. CapTel[®] is a registered trademark of Ultratec, Inc. The Bluetooth[®] word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Ultratec, Inc. is under license. Other trademarks and trade names are the property of their respective owners. (v10.1 10-19)