



Helpful Tips for Using Your CapTel Phone

Tone Control: “High” May Not Mean Better!

More than just increasing the volume, you can adjust the sound quality of your phone calls to match the sound frequency range that you hear best. CapTel’s Tone control helps enhance different sound frequencies, emphasizing Low, Medium, and High-frequency ranges.

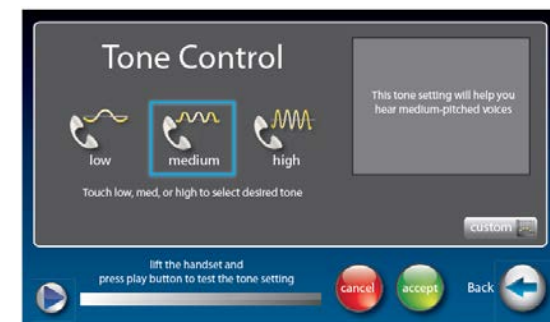
Tone Settings:

LOW: eliminates high-frequency sounds, enhancing the low-frequency tones, such as men’s deep voices, which many find easier to hear.

MED: enables full, natural sound (does not enhance specific frequencies)

HIGH: eliminates low-frequency sounds, emphasizing higher-frequency sounds such as children’s voices.

It’s best to experiment with the different Tone settings to find the optimal setting for your own hearing. Some people mistakenly assume “HIGH” is best, when in fact, they may benefit more from enhancing low-frequency sounds that the “LOW” setting provides.



CapTel 2400i



CapTel 840i

Tips: Dining Out over the Holidays

This season of festive cheer and constant holiday background music can make it challenging for people with hearing loss to enjoy meaningful conversations at a restaurant.

Consider making your reservations for a less busy time, such as an early dinner or weekday lunch, when restaurants are typically less crowded (and less noisy). If possible, check out the menu ahead of time online, so you don’t need to depend solely on hearing the server. When you check in, consider asking the host/hostess for a table in a quieter area of the restaurant. But most importantly, enjoy yourself!



Check out more tips for enjoying hearing-friendly holiday outings [here](#).

Contacting Customer Service: Holiday Hours

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:

- Sunday, December 24
- Monday, December 25
- Monday, January 1, 2024

You can also find helpful tips online at: www.CapTel.com.



'Round the Clock Help Just one button away

Help is available 24 hours a day, 7 days a week! (Excluding major holidays.)

**Customer Service Department will be closed
December 24 & 25 and January 1 to allow team
members time with their families during the 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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