



Helpful Tips for Using Your CapTel Phone

Saving the Volume

During your calls, use the Volume button to amplify the voice of your caller to a level that you hear best. Your CapTel phone can amplify incoming sound up to 40dB gain. Every time you hang up the phone, the volume returns to a mid-range setting.

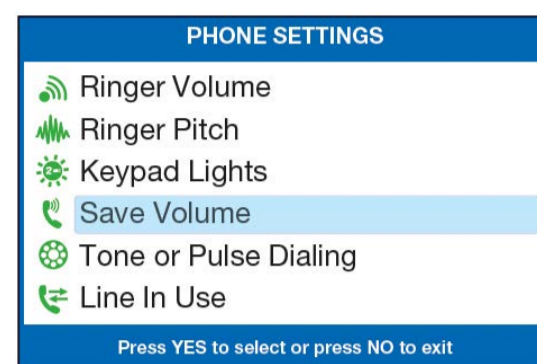
You can set the CapTel to remember your volume setting to always stay at your preferred level. You won't need to re-set the volume on each call.

BE AWARE: The maximum volume setting is very loud. People who do not need amplification should not use the phone at the highest volume setting. Before locking in the volume, please consider whether others in your home, who do not need amplification, may answer a call.

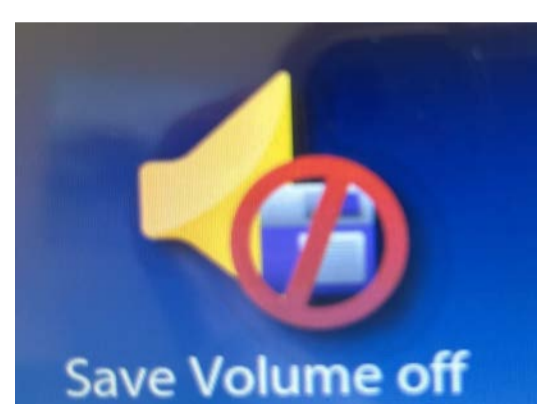
To save the volume level:

CapTel 840/840i/880i:

1. Press YES to view options menu, then use the arrow buttons to highlight "Settings". Press YES to select.
2. Use the arrow buttons to highlight "Save Volume", then press YES to select.
3. Use the arrow buttons to highlight "Save Volume", then press YES.
4. Press the DOWN arrow repeatedly to leave the menu.



840i Save Volume Screen



2400i Save Volume Icon

CapTel 2400i:

1. Touch Settings > General Settings > Save Volume
2. Touch "on", then touch the HOME button to exit the menu.

Now, during your next call, experiment with the volume button to find a level that works best for you. Whatever volume setting you choose will be saved in CapTel memory and will be used for every call.

NOTE: This setting will remain in effect until you go through the process again to select Do Not Save Volume

Guard Against Telephone Scams

Your CapTel phone works like any other telephone to make and receive calls. Which means, like with any other telephone, there is a potential for scammers to try and reach you over the phone. There is nothing about the CapTel phone itself or the captioning service that makes it more/less susceptible to telephone scammers. As with any other phone, if you get a call from someone asking for money or that seems suspicious to you, please be on guard. AARP® offers helpful tips for spotting and combating telephone scams:

[AARP® Scams & Fraud](#)



Scam Alert Icon

AARP® tips shared here are for convenience of our readers only; no implied endorsement.

HLAA Announces Spring Walk4Hearing Events

Mark your calendar! Hearing Loss Association of America (HLAA) just released its 2024 Walk4Hearing schedule. With events occurring in 21 locations nationwide, check to see if there is a Walk location near you! Walk4Hearing helps raise awareness and funds for hearing-related services and programs.

Tips for First Time Walkers:

[Tips for First Time Walkers](#)



CapTel Walk4Hearing video

'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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CapTel Inc.
450 Science Drive, Madison, WI 53711
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