

Helpful Tips for Using Your CapTel Phone

Answering Machine Not Taking Messages?

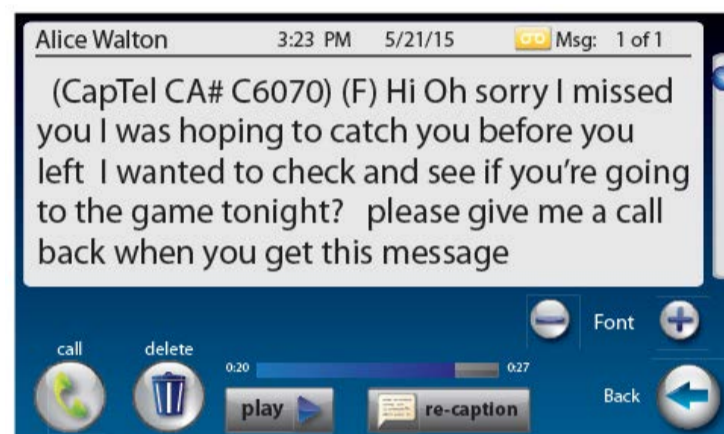
If your CapTel Answering Machine is turned on but is not picking up calls the way you expect, check to see if there is a Voicemail feature on your telephone service. Voicemail is often included automatically with your telephone service, even if you did not request it. It could be that the Voicemail feature is answering your calls and taking messages before the CapTel Answering Machine ever activates.

How to check: Ask someone to call your phone number, and don't answer – let it ring. Your caller can tell you what happens. Did they get a Voicemail message?

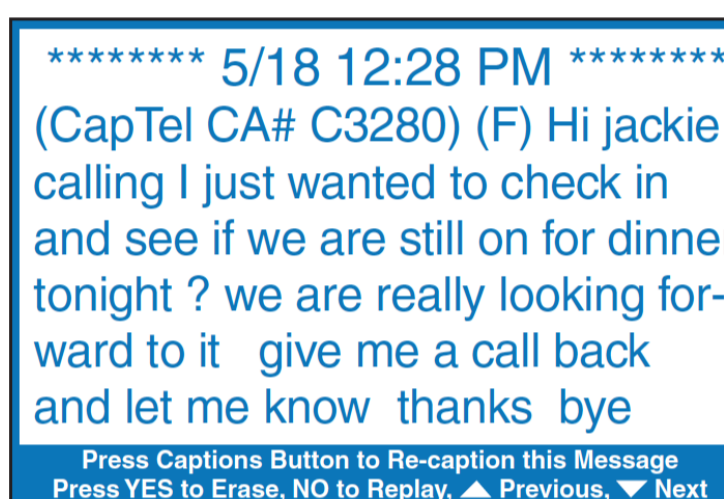
You can adjust the number of rings before your Answering Machine picks up a call. If you set it to a low number, your Answering Machine will answer the call before the Voicemail service has a chance to. Or you can contact your telephone service directly to find out how to turn off the Voicemail service on your line.

Click your phone model below for instructions on how to set the number of rings before the Answering Machine answers:

- [CapTel 2400i Instructions](#)
- [CapTel 840i/880i Instructions](#)



CapTel 2400i



CapTel 840i

It's Your Call! Explaining CapTel to Your Callers

A CapTel call is like any other telephone call. Whether you tell your callers that you are using a captioned telephone is entirely up to you. You do not need to inform callers that you are relying on captions. Or you may choose to explain, "I am getting captions during this call. It might take a moment while I read the captions."

What you say – or do not say – to your callers is entirely up to you. It's your call!



New Year, New Opportunities

Is your New Year's resolution to be more active? Consider getting more involved within the hearing loss community. Whether volunteering at events, attending local conferences, or lending your voice to advocacy efforts, there are several local and national hearing loss organizations that would welcome your participation.

Check with your audiologist or local Outreach Educator for opportunities in your community or [give these ideas a try!](#)



'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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