



## Helpful Tips for Using Your CapTel Phone

### Screening Unwanted Calls

The start of a new year often brings an uptick in unwanted “robocalls” or calls from telemarketers trying to sell you something. Your CapTel phone can help you avoid unwanted calls, letting you answer only the calls you truly want to take.

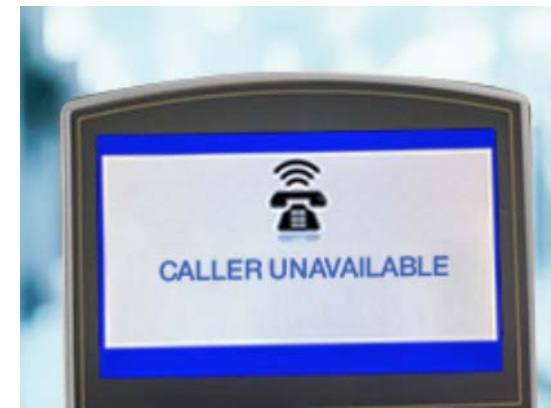
#### Tips for Avoiding Unwanted Calls:

1. When the phone rings, your CapTel screen shows the name or phone number of the incoming caller. If it is someone whose phone number is already in your phone book/contact list, their name will show up the same way it appears in your contacts list (e.g., “Mom”). This helps you to quickly recognize when the caller is someone you talk with regularly. If you don’t recognize the name or phone number, let the call go to the Answering Machine.

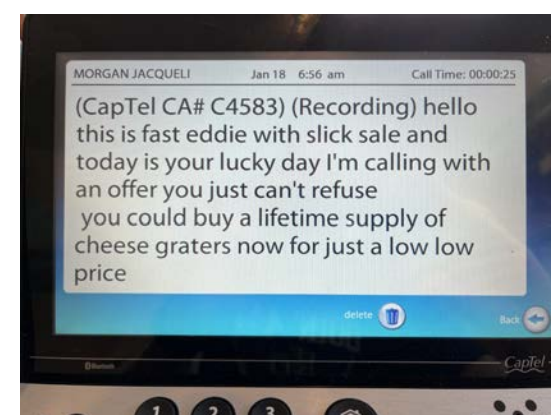
2. Spam calls often show up as “UNAVAILABLE” or “PRIVATE” or with no Caller ID information. Do not answer – let those calls go to the Answering Machine. If it is a spam call, they likely will not leave a message.

3. The CapTel Answering Machine lets you screen callers by playing incoming messages aloud for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don’t want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested. Make sure the Answering Machine is turned on, and the CapTel menu is set to play messages aloud/external speaker is turned on.

**Note:** If you use this tactic often to screen calls, you may want to set a low ring count in the Answering Machine settings so that the call is “picked up” earlier.



Spam calls often show up as “UNAVAILABLE”



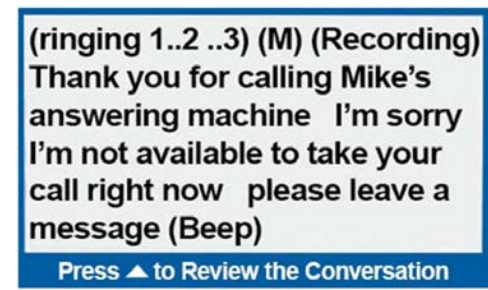
Use Answering Machine to screen calls

### Seeing Background Sounds on Your Calls

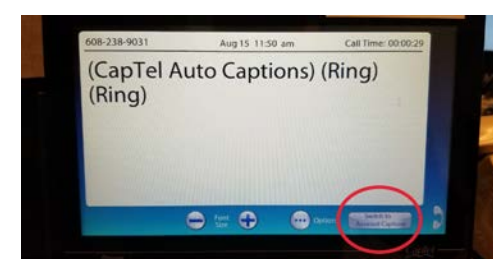
Want the “full picture” during your phone calls? You can switch captioning methods during your calls to see background sound information in the captions. For example, the captions can show you when you’ve reached a recording – such as an answering machine or an automated phone menu system – or whether the speaker’s voice sounds male or female. Other background sounds, including on-hold music, talking in the background, or coughing, may also appear in the captions, letting you know what’s happening on the other end of the call.

Background information only appears in Assisted Captions mode. To switch captioning modes during a call, look for the “Switch to Assisted Captions” button on the CapTel 2400i screen or, on the CapTel 840i/880i, follow the on-screen instructions to “Press Down Arrow Button for Assisted Captions.”

**Note:** The captioning method will switch back to the default method at the start of your next call. If you’d like to change your Captioning Preference default method, press the blue button to contact Customer Service.



CapTel 840i/880i



CapTel 2400i

### Proudly Produced in the USA

Earlier this month, CapTel corporate headquarters (along with much of the Midwest) was blanketed with more than 14 inches of snow. We’re proud to manufacture CapTel products and support our customers from here in the United States, even when it involves a snowstorm or two.

And it’s a good reminder that CapTel Captioning Service is available 24 hours a day, 7 days a week, 365 days a year – regardless of rain, shine, or snow!







One of the patio areas at the CapTel headquarters during recent snowstorm.

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