



Helpful Tips for Using Your CapTel Phone

It's Your Call!

A CapTel phone 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'm getting captions during this call. It may 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's Resolution: Hearing Health

If you plan any new year's resolutions, consider making your hearing health a priority this year. Whether it's a renewed commitment to routine care or trying a new hearing-related technology, now is a good time to set goals that put your hearing well-being front and center. Simple steps, such as talking with your audiologist about changes in your hearing or protecting your hearing during loud activities, can all contribute to better overall hearing health. Make this the year for improved hearing health!

[More Hearing Health Tips](#)



Mark Your Calendar – 2025 Hearing Loss Events

Plans are underway for several exciting [hearing-related events in 2025](#). Annual conferences for consumers, such as the Hearing Loss Association of America (HLAA) Convention and the American Speech-Language-Hearing Association (ASHA) Conference, offer educational, informative, and entertaining programming that supports people with hearing loss. Professional events, such as the American Academy of Audiology (AAA) Conference, helps advance medical research and explores hearing-related trends. And local events, such as nationwide Walk4Hearing days, helps raise money for hearing-related causes. Best of all, these events bring people with similar experiences together for camaraderie, support, and the chance to exchange success stories. We hope to see you there!

[2025 Hearing Related Events](#)



California Wildfires

Our thoughts are with members of our CapTel family – customers and employees – who have been devastated by the wildfires in California. Please keep these families in your thoughts and consider supporting relief efforts if possible.

'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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Be Alert: Scammers often try to reach people over the telephone. 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. For more information, visit the [Federal Trade Commission Consumer Advisory on Phone Scams](#).

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

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