



## Helpful Tips for Using Your CapTel Phone

### Missed Calls? Re-Caption Your Messages

Has anyone ever left you an answering machine message that was just voice? CapTel lets you re-caption answering machine messages to make sure you catch every word. In the CapTel menu, select Answering Machine then press/select "play". Pick up the handset or use the speakerphone to listen to your message aloud. While your message plays, captions appear on the screen. If there are no captions, or if some of the captions are missing, you can easily re-caption the messages:

**CapTel 840i/880i:** Press the CAPTIONS button (light around button on).

**CapTel 2400i:** Touch "re-caption" icon.

The voice message will play again, this time showing new captions on the display. For full directions on using the answering machine, visit <https://www.captel.com/support/customer-service/>



CapTel 840i/880i



CapTel 2400i

## It's Good to See You!

**THANK YOU** to everyone who's met with CapTel this summer to say hi, share a story, and check out our latest technology. Whether at local conferences and community health fairs or at national events, such as the HCAA Convention in Phoenix or the NAD Conference in Chicago, it has been a pleasure to connect with you.

Look for CapTel at hearing related events in your community, and please stop by to say hello!



## Celebrating Independence Over the Phone







### '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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**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](mailto:Newsletter@CapTel.com). We'd love to hear from you!

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