



Helpful Tips for Using Your CapTel Phone

Missing Messages? Mystery Solved!

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.

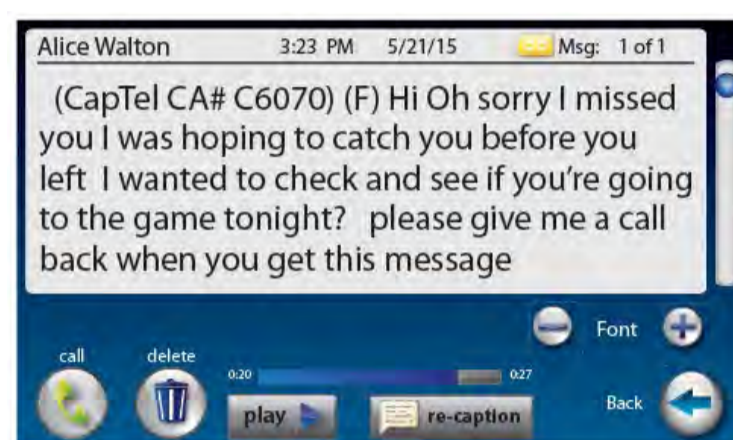
How to check? Ask someone to call your phone number and don't answer, let it ring. Your caller can tell you what happens. Did they get a Voicemail message?

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 adjust the number of rings before the Answering Machine answers.

Instructions for setting the ring count:

- [CapTel 2400i](#)
- [CapTel 840i](#)



CapTel 2400i



CapTel 840i

Summer Storms: Resetting After a Power Outage

Your CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically reset when the power comes back on.

If you have any difficulty connecting to the Internet after a power outage, it may be helpful to "reset" your CapTel phone once the power comes back on.

To reset:

Unplug your CapTel phone from the AC power adapter. Turn off the Router and turn off your Internet modem. Wait one minute, then turn on the modem (make sure it is fully reset, with lights glowing steadily). Next, turn on the Router, making sure it is fully reset. Plug in the CapTel AC power adapter – all in that order. Wait for the logo screen to appear.

NOTE: Don't worry, all of your conversation captions and Call History entries will be saved, even if your phone loses power temporarily.



CapTel Hits the Road

We are thrilled to be back on the road this summer, meeting face-to-face with customers and colleagues around the country. Look for CapTel at your local events and health fairs. Please take a moment to stop by to say hello and share your experiences.

Some upcoming stops:

HAAA Convention - Tampa, FL - June 23-25

NAD Bi-Annual Conference - Orlando, FL - June 30-July 4

ALDAcon - San Diego, CA - October 19-23



'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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