

## Helpful Tips for Using Your CapTel Phone

### Summer Storms? Reset 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.



### Coming Soon to a Location Near You

CapTel is hitting the road this summer, attending community events, health fairs, and senior activities nationwide in support of people with hearing loss. Look for our knowledgeable outreach team in your area. In addition to local events, please stop by to see CapTel at national hearing loss-related conferences. We look forward to seeing you!

Some upcoming stops:

**Hearing Loss Association of America (HLAA) Convention**  
New Orleans, LA – June 29 - July 1

**Telecommunications for Deaf & Hard of Hearing, Inc. (TDI) Conference**  
Washington, DC – July 27 - 29

**Association of Late Deafened Adults (ALDA) Conference**  
San Diego, CA – Oct. 30 - Nov. 3



### Summer Travels: New Orleans

Whether you are attending the HLAA Convention or simply coming as a tourist, New Orleans is a wonderful, hearing-loss friendly city to visit. From walking tours through the French Quarter to a river cruise on the Mississippi, the city offers accessible recreation that accommodates visitors of all hearing abilities. Get lost in the National WWII Museum, complete with captioned exhibits and museum-provided sound amplifiers. Or visit the Audubon Nature Institute, with printed guides and assistive technology to help you catch everything.

Learn More: [Hearing Loss-Friendly Activities in New Orleans](#)







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