



## Helpful Tips for Using Your CapTel Phone

### Transferring Calls to Your CapTel Phone

Have you ever answered a call on a different phone and then wanted to see captions? It's easy to transfer calls to your CapTel phone to get captions thanks to the Line in Use feature. Simply pick up the handset on your CapTel phone first, and then hang up on the other phone. The call will automatically connect to the Captioning Service and you will see captions in the CapTel display. You can even join a call already in progress; simply pick up the CapTel handset to join the conversation, and you will get captions.



NOTE: If the Line in Use feature is OFF, you can still transfer calls to your CapTel phone. Just lift the CapTel handset, then touch any of the dial pad keys. Your CapTel phone will connect to the captioning service and begin showing captions of the call.

### Join CapTel in Phoenix for HLAA Conference

Pack your sunglasses and sunscreen! CapTel is proud to sponsor the [2024 Hearing Loss Association of America \(HLAA\) Convention](#) June 26-29 in Phoenix. It's a jam-packed opportunity to explore, support, and celebrate the hearing loss community. Get inspired by speakers and presentations, understand the emotional side of hearing loss at the Research Symposium, and learn about the latest technologies, support services, and good works being done at the local and national level. We hope to see you there!



[Check out additional things to do in Phoenix here.](#)

### Thanks for Your Support!

Thank you to everyone nationwide for joining in the Spring Walk4Hearing events. Because of your generosity, Walk4Hearing is on track to meet its fundraising goal in support hearing loss initiatives. The Walks continue this fall – check whether a Walk4Hearing is coming to your community [here](#).







#### '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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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. Advanced speech recognition software is used to process calls, and, in certain circumstances, a live communications assistant may be included on the call. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed on to the CapTel user for using the service. CapTel captioning service is intended exclusively for individuals with hearing loss. CapTel<sup>®</sup> is a registered trademark of Ultratec, Inc. Other trademarks and trade names are those of their respective owners.