



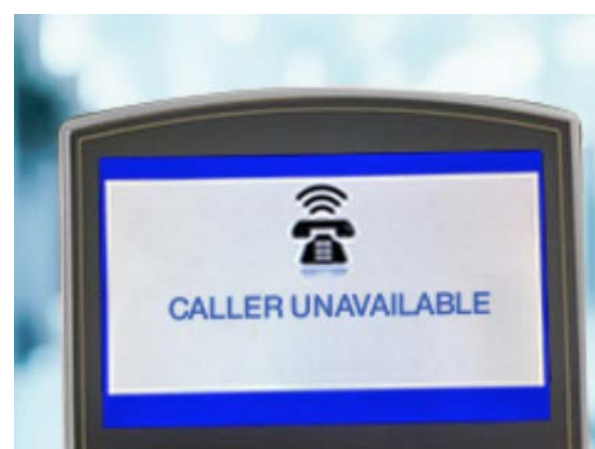
## Helpful Tips for Using Your CapTel Phone

### Screening Unwanted Calls

Have you ever received an automated “robo” call? Or a call from a telemarketer trying to sell you something? Your CapTel phone can help you avoid unwanted calls, letting you answer only the calls you truly want to take.

#### Tips for avoiding unwanted calls:

- When the phone rings, the CapTel screen shows the name or phone number of the incoming caller. If it is someone whose phone number is already in your phone book/contact list, their name will show up the same way it appears in your contacts list (e.g., “Mom”). This helps you to quickly recognize when the caller is someone you talk with regularly. If you don’t recognize the name or phone number, let the call go to the Answering Machine.
- Spam calls often show up as “UNAVAILABLE” or “PRIVATE” or with no Caller ID information. Do not answer – let those calls go to the Answering Machine. If it is a spam call, they likely will not leave a message.
- The CapTel Answering Machine lets you screen callers by playing incoming messages aloud for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don’t want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested. Make sure the Answering Machine is turned on, and the CapTel menu is set to play messages aloud/external speaker is turned on.



*Note: If you use this tactic often to screen calls, you may want to set a low ring count in the Answering Machine settings so that the call is “picked up” earlier.*

### Dialing by Picture

CapTel 2400i users: Did you know you can add a picture to your contacts, letting you speed-dial people simply by touching their picture? This very helpful feature makes dialing extremely easy.

Using a computer or laptop, visit the [MyContacts.CapTel.com](http://MyContacts.CapTel.com) website to manage your Contact List, where you can add new contacts, phone numbers, and pictures to your entries. Pictures can be in JPG, GIF, or PNG format. Once you are satisfied with the Contact List on your computer, you can sync it with your CapTel 2400i to save the updated contacts onto your phone.

Any pictures you add will appear on your phone in your Contacts List, letting you dial by simply touching the picture of the person you want to call.

TIP: If you designate the Contact as a speed-dial selection, their picture displays every time you lift the CapTel handset, making it easy to quickly dial the people you call most often.

For easy, step-by-step instructions, see [this helpful How-To video](#).



### Walking for a Good Cause

The Hearing Loss Association of America (HLAA) is gearing up for its 2023 series of Walk4Hearing events across the country. The Walk4Hearing raises awareness and funding for hearing health related services nationwide. CapTel is proud to be a longtime sponsor.

Visit the [Walk4Hearing website](#) to find a walk near you!



#### '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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