



Helpful Tips for Using Your CapTel Phone

Too Bright? Turning Off Keypad Lights

The dial pad on your CapTel phone has lights that make it easy to see the keys. Sometimes, however, you may want the keypad lights dimmed. For example, if you prefer a dark room when you sleep, you can set the keypad lights to turn off. When keypad lights timeout is selected (keypad lights off), the dialing pad lights turn off after approximately 30-60 seconds of inactivity. The keypad lights remain on whenever you are using the phone. The way you turn off keypad lights depends on which model CapTel you use. Click below for instructions.



[CapTel 2400i](#)

[CapTel 840/840i/880i](#)

More ways to reach us

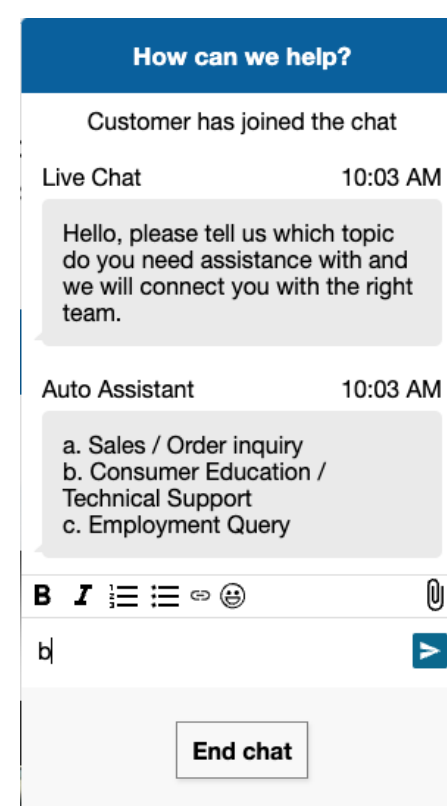
Check out the newly-updated Live Chat feature on CapTel's website, which provides yet another way to connect with us. Its new process helps direct you to the right team member to assist with your specific topic, whether it's to request technical support, ask sales questions, or even explore job opportunities.



Open chat icon

On the CapTel website:

- Click on the "Chat" icon in the lower right corner.
- Choose which type of question/comment you have, then click on "Type a message" to type in the corresponding letter (a, b, or c).
- Click on the arrow to submit.
- Chat opens a text window with the appropriate CapTel team member.
- Type your responses back and forth. Remember to click on the arrow to submit.
- When your chat session is finished, click on Close.



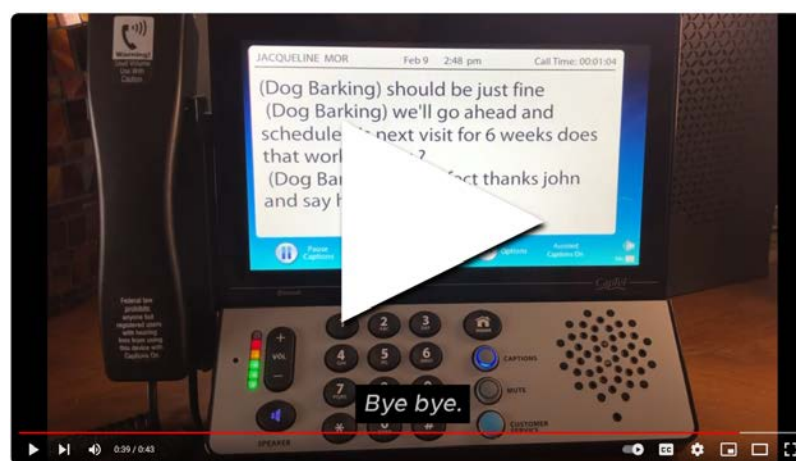
Sample chat session

Remember, you can also push the blue button on your phone to reach the Customer Support team.

What's Happening on Other End of the Call

Did you know? CapTel can show background sounds during your calls, so you know what's happening on the other end of the line. See it in action here!

To see background sounds during your conversation, make sure you use Assisted Captions for the call. [How to Switch Captioning Methods During a Call](#)



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