



Helpful Tips for Using Your CapTel Phone

Summer Thunderstorms & Power Outages

Your CapTel phone requires electrical power to work. If your home or office loses power due to inclement weather, your phone will automatically turn on again when the power comes back. If you have any difficulty connecting to the internet after a power outage, it may be helpful to “reset” your CapTel phone.

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 are saved, even if your phone loses power temporarily.



Clearing Old Answering Machine Messages

As an extension of Spring cleaning, consider clearing older answering machine messages off your CapTel phone. While it's helpful to review message details at a later date, if your answering machine memory fills up, your phone won't be able to save new messages until some of the older ones are erased, freeing more space in memory.

Answering machine messages may be deleted one at a time or erased all at once.

CapTel 840/840i/880i

To erase answering machine messages one at a time:

1. Press the YES button to see Options Menu.
2. Press the DOWN arrow button to highlight Answering Machine. Press YES.
3. Press the DOWN arrow button to highlight Play/Erase Messages. Press YES.
4. Follow the on-screen directions to review each message. As you review each one, press YES to erase the message.
5. Use the UP/DOWN arrow keys to move through your messages, deleting the ones you no longer want.

To delete all answering machine messages at once:

1. Press the YES button to see Options Menu.
2. Press the DOWN arrow button to highlight Answering Machine. Press YES.
3. Press the DOWN arrow button to highlight Clear All Messages. Press YES.
4. Press YES to erase all saved Answering Machine messages. If you don't want to erase all messages, press NO.

CapTel 2400i

To erase answering machine messages one at a time:

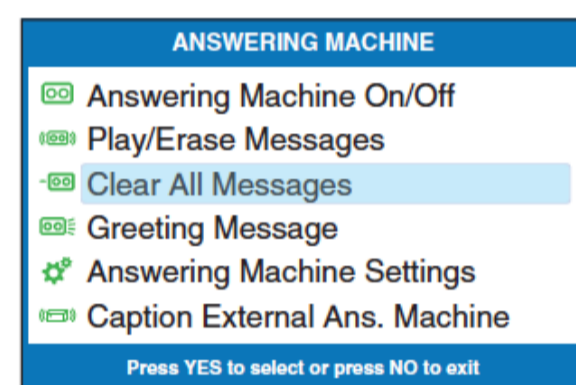
1. On the display, touch (Ans Machine).
2. Select and touch the call you want to review from the list.
3. Touch (play) to listen to the message and see captions.
4. To delete the message, touch (delete). The display asks you to confirm you want to delete the message. Touch (yes) to delete or touch (no) to cancel.

To delete all answering machine messages at once:

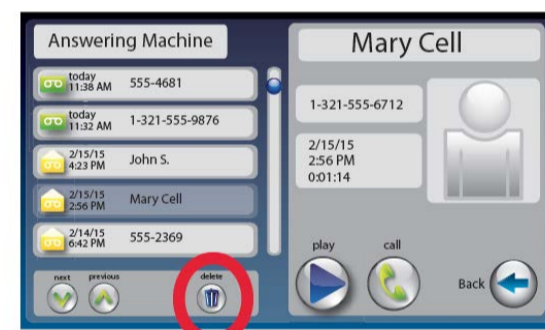
1. On the display, touch (Settings).
2. Touch (Messages), then touch (Answering Machine).
3. Touch (Delete All Messages).
4. The display asks you to confirm you want to delete ALL messages. Touch (yes) to delete or touch (no) to cancel.



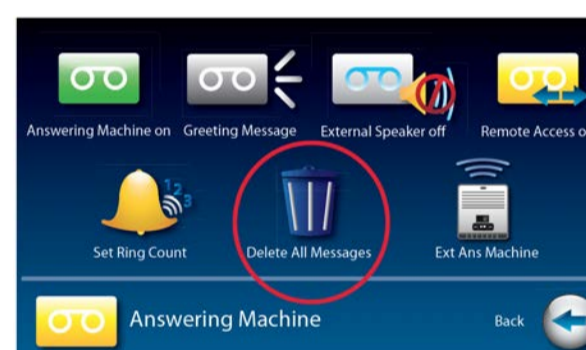
Erasing one message at a time on the 840/840i/880i



Erasing all messages at once on the 840/840i/880i



Erasing one message at a time on the 2400i



Erasing all messages at once on the 2400i

National Speech-Language-Hearing Month

Formerly known as “Better Hearing & Speech Month,” this annual nationwide public awareness campaign promotes the importance of hearing health and advocates for early detection and treatment of issues that impact communications.

How can you get involved? Consider adopting better hearing health habits throughout May or sharing your own personal hearing loss journey with family and friends. You could even “like” or forward hearing-related posts on social media to keep the conversation going.



'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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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](https://www.ftc.gov/consumer-advisory-on-phone-scams).

Have a CapTel story to share? Send it to Newsletter@CapTel.com. We'd love to hear from you!

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