

Helpful Tips for Using Your CapTel Phone

Answering Machine Not Taking Messages?

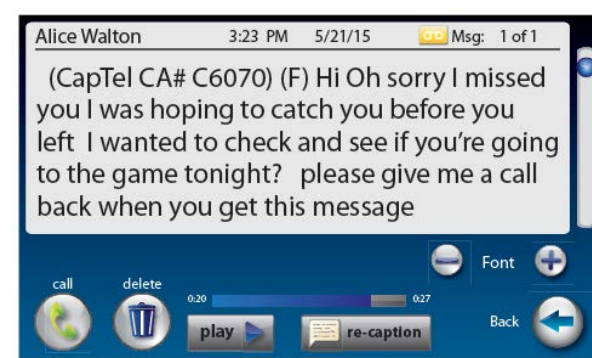
If your CapTel Answering Machine is turned on but is not picking up calls the way you expect, check to see if there is a Voicemail feature on your telephone service. Voicemail is often included automatically with your telephone service, even if you did not request it. It could be that the Voicemail feature is answering your calls and taking messages before the CapTel Answering Machine ever activates.

How to check: Ask someone to call your phone number, and don't answer – let it ring. Your caller can tell you what happens. Did they get a Voicemail message?

You can adjust the number of rings before your Answering Machine picks up a call. If you set it to a low number, your Answering Machine will answer the call before the Voicemail service has a chance to. Or you can contact your telephone service directly to find out how to turn off the Voicemail service on your line. Click your phone model below for instructions on how to set the number of rings before the Answering Machine answers:

[CapTel 2400i Instructions](#)

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



CapTel 2400i Answering Machine



CapTel 840i/880i Answering Machine

Hearing Loss Friendly Holiday Events

Whether you are hosting or attending a holiday gathering this year, it's important to help create an environment that is welcoming and supportive for guests with hearing loss. If you are the host, simple details like eliminating background music and making sure areas are well-lit can make it easier for people to focus on communication. As a guest, letting others know your communication preferences can set the conditions for meaningful conversations. For more tips, [visit this blog post from HLAA.](#)



Heroes With Hearing Loss

Recognizing veterans this month, CapTel is grateful for the men and women who serve our country - from retired service members and veterans to the families and communities that support them. Understanding that service-related hearing loss impacts veterans across generations, we proudly recommend Hamilton® CapTel's Heroes With Hearing Loss® program which provides resources, guidance, and support to the veteran community. To learn more, [visit the website here.](#)



[Visit the Heroes With Hearing Loss Website](#)

'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](#).

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

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