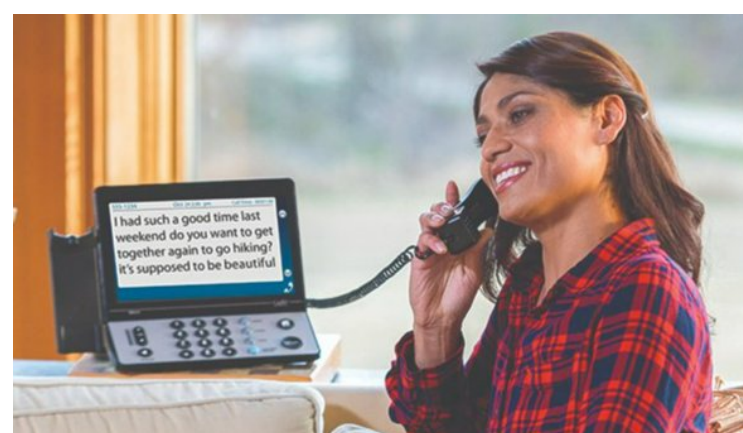


Helpful Tips for Using Your CapTel Phone

Transferring Calls to Your CapTel Phone

Have you ever answered a call on a different phone and then wanted to see captions? CapTel's **Line in Use** feature lets you transfer calls to your CapTel phone to get captions, even if you answered the call on a different phone. Simply pick up the handset on your CapTel phone before hanging up 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 Line in Use is off, you can still "transfer" calls to your CapTel phone. You just need to 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.

Ask Callers to Speak Up!

Occasionally, you may see **(speaker unclear)** in your captions. This means that the Captioning Service does not understand what the other person said clearly enough to provide captions. This can be caused by a number of reasons: the speaker may be mumbling or not speaking directly into their telephone handset. Perhaps there are background noises obscuring your caller's voice, or he/she is using jargon-specific language.

What should you do? As with any call, if you are unclear about what your caller says, ask them directly to clarify.



CapTel Welcomes HLA A Conference

People with hearing loss from around the state of Wisconsin recently gathered at CapTel headquarters for the annual Hearing Loss Association of America (HLAA) State Conference. Attendees were invited to "Hop on the Train to Better Hearing" and enjoyed insightful speakers and seminars designed to help empower people with hearing loss.

Photo Credit: Pamela Martin







'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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FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. 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[®] is a registered trademark of Ultratec, Inc. The Bluetooth[®] word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Ultratec, Inc. is under license. Other trademarks and trade names are the property of their respective owners. (v10.1 10-19)