



Helpful Tips for Using Your CapTel Phone

CapTel Screen Message: Your Consent Needed

You may see an important message on your CapTel display screen that says action is needed. **This is a legitimate notice from CapTel.**

Why the message? In its effort to protect IP captioned telephone service from misuse, the Federal Communications Commission (FCC) requires your name and registration information be provided to the federal TRS User Registration Database for verification. You've already provided this information when you registered your CapTel phone. We simply need your consent to transmit the information to the TRS User Registration Database.

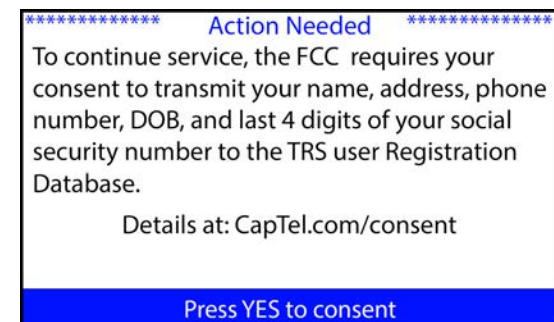
Good news: You do not need to re-enter personal information or provide any new details. The screen merely asks for your permission to store your information according to the FCC requirements. By taking action to consent, you will protect the continuation of your captioning support.

To accept:

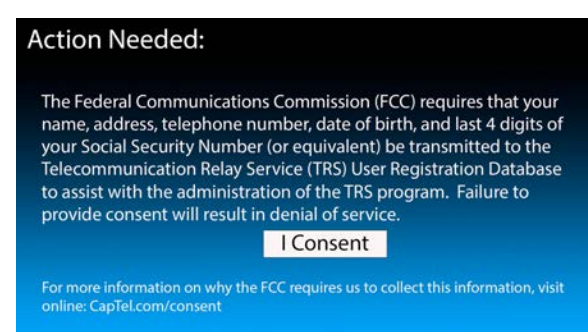
CapTel 840i/880i: Press the **YES** button.

CapTel 2400i: Touch "I Consent" on the display screen.

Once you've provided your consent, the message will go away. For full details, see online at www.CapTel.com/consent.



FCC consent message on the CapTel 840i/880i



FCC consent message on the CapTel 2400i

Making a Difference Together!

Thank you to everyone coming out for the fall Walk4Hearing events! It's been great to meet so many people across the country and to share in everyone's stories, all in support of a good cause. This year's Walk4Hearing helps further the Hearing Loss Association of America's mission of raising awareness and support for people with hearing loss. Seeing people come together, rain or shine, has been a vivid reminder that no one is alone in their hearing loss journey. On behalf of everyone at CapTel, thank you!



"I would be lost without my CapTel phone.
It's helped me love the phone again."

- CapTel user in Florida

'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.

Proud Sponsor of



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

CapTel.com | [CapTel Support](#) | [CapTel News & Blog](#)

CapTel Inc.
450 Science Drive, Madison, WI 53711
© 2023 Ultratec, Inc.