



Helpful Tips for Using Your CapTel Phone

Easy Dialing from Call History

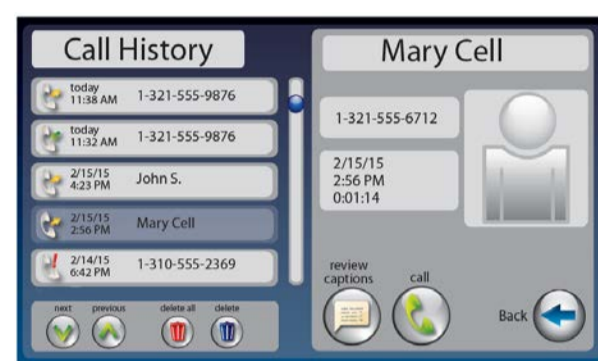
It's easy to quickly re-dial someone who has called you before by viewing your CapTel phone's Call History. Call History shows a list of information about recent calls including calls that you may have missed. You can review captions from a previous call, see the date and time of the call, and see any Caller ID information that is available.

To dial a phone number directly from Call History:

CapTel 2400i:

With the handset hung up:

- Touch Call History on the display screen
- Scroll through the list of recent calls, then touch the call that you want to review.
- Information about the call appears on the right side of your CapTel display.
- Touch the call icon. Then simply pick up the handset or press the Speaker button.
- CapTel places the call for you!



CapTel 2400i Call History

CapTel 840/840i/880i:

With the handset hung up:

- Press the YES button to see the Options menu.
- Use the UP/DOWN arrow buttons to highlight "Call History", then press YES.
- Use the UP/DOWN arrow buttons to scroll through the list of recent calls.
- When you see the call you want, simply lift the handset or press the Speaker button.
- CapTel places the call for you!

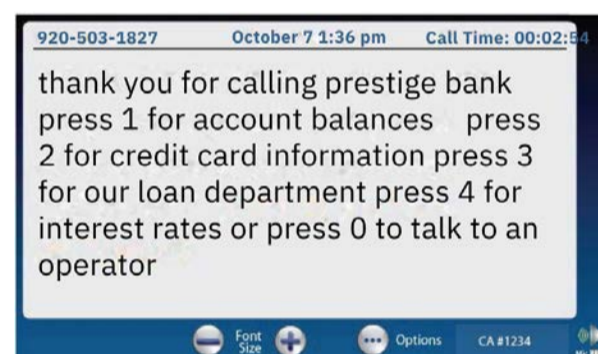


CapTel 840/840i/880i Call History

For more information about Call History, please see your CapTel user manual.

Navigating Automated Touchtone Menus

Many businesses rely on Automated Touchtone Menu systems to answer phone calls and direct callers to the right contact person (example: press "1" for sales, press "2" for returns, etc.). CapTel makes it easy to navigate automated menus. You can press number buttons at any time during a call to make your selection. If you know which option you want, you do not need to wait for the captions before pressing the number key. The captioning service continues to transcribe everything that is said over the phone, regardless of what you are saying or which buttons you press. NOTE: Some automated systems have very short response times, which may disconnect you. If this happens, simply hang up and place the call again.



Hearing Loss Friendly Halloween

Whether you prefer spooky "tricks" or sweet "treats", Halloween celebrations can be fun for the young and old, especially when you keep the activities hearing-loss friendly. Avoid costumes or masks that cover your mouth, as it's easier to hear someone when you can see their face clearly. When possible, choose face paints or fancy makeup instead. Try to minimize Halloween decorations that incorporate loud sounds, whether it be spooky background music or creepy sounds meant to frighten guests. Keeping the volume low makes it easier for everyone to communicate.

[Read more hearing-loss friendly Halloween tips](#)



'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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