



Helpful Tips for Using Your CapTel Phone

Turning the Screen Off When Not in Use

The bright display on your CapTel phone is great for viewing captions. At times, you may want the display to be dimmed, such as during overnight hours.

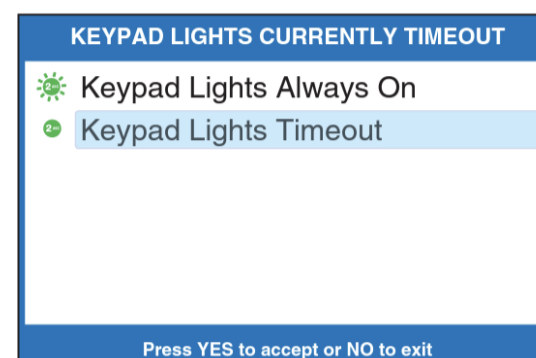
You can set your CapTel phone display to “time out” when it is not in use. The screen will go dim after a set amount of time. The display lights up again as soon as you place or receive a call. The way you set the screen timeout depends on which model CapTel phone you have.

CapTel 840/840i/880i

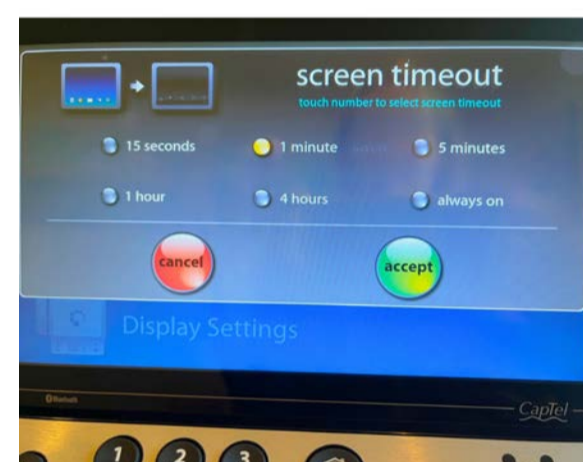
In the Options menu, set the Keypad Lights to “Timeout”. The keypad lights and the display screen will turn off after approximately 60 seconds of non-use. See [detailed instructions](#).

CapTel 2400i

The display screen gradually goes dark after 60 seconds of non-use. You can set how much time the screen waits before becoming dim. In the Settings menu, select the Display setting, then touch “Screen Timeout” and set the time. Touching the display screen restores it to its original brightness.



Keypad Timeout option on CapTel 840/840i/880i



Screen Timeout option on CapTel 2400i

Seeing Closed Captions with Streaming Services

More and more households are choosing streaming services instead of traditional television networks to view movies and TV programs. The variety of streaming services available can make it confusing, particularly for people who rely on closed captions to enjoy TV viewing.

While there are some similarities, each service has its own approach to how closed captions are turned on/off. See below for easy instructions for turning closed captions on/off with the latest streaming services.

[Hulu / Netflix / Amazon Prime](#)

[Roku / Apple TV / YouTube / Disney+](#)

[Paramount Plus / HBO Max / ESPN+](#)



Famous People with Hearing Loss

In a journey through hearing loss, sometimes it's helpful to recognize that millions of people, from all walks of life, deal with similar hearing challenges. Many famous people have talked publicly about their hearing loss experiences, from musicians including Paul Simon and Barbara Streisand, to politicians such as Ronald Reagan and Bill Clinton, and actors like Halle Berry and Rob Lowe.

When people in the public eye openly discuss their challenges and experiences dealing with hearing loss, it helps to raise awareness for everyone. See [more about famous musicians with hearing loss](#).



'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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