



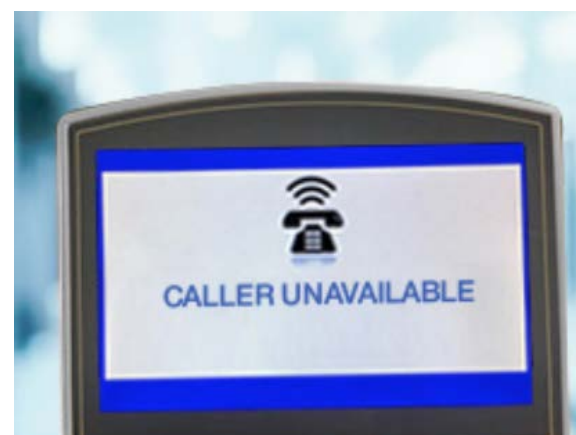
Helpful Tips for Using Your CapTel Phone

Screening Unwanted Calls ...A Timely Reminder

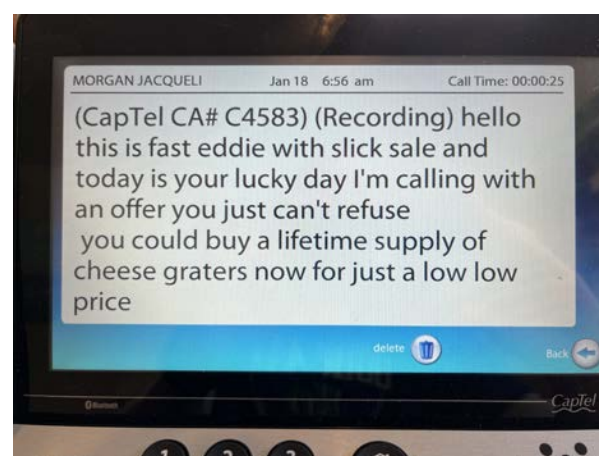
You may have experienced an uptick in unwanted “robocalls” or calls from telemarketers trying to sell you something or asking you to vote a particular way. Your CapTel phone cannot block scam calls, but it can help you avoid unwanted calls by letting you answer only the calls you truly want to take.

Tips for Avoiding Unwanted Calls:

1. When the phone rings, your CapTel screen shows the name or phone number of the incoming caller. If it is someone whose phone number is already in your phone book/contact list, their name will show up the same way it appears in your contacts list (e.g., “Mom”). This helps you to quickly recognize when the caller is someone you talk with regularly. If you don’t recognize the name or phone number, let the call go to the Answering Machine.
2. Scam calls often show up as "UNAVAILABLE" or "PRIVATE" or with no Caller ID information. Do not answer – let those calls go to the Answering Machine. If it is a scam call, they likely will not leave a message.
3. The CapTel Answering Machine lets you screen callers by playing incoming messages aloud for you to hear and read captions while the caller leaves a message. If the captions show it is a call you want to take, simply pick up the CapTel handset to talk to your caller. If it is a call from someone you don’t want to talk to, let them finish leaving their message on the Answering Machine. You can always read their message later and call them back if interested. Make sure the Answering Machine is turned on, and the CapTel menu is set to play messages aloud/external speaker is turned on.



If you don't recognize the Caller ID, it may be a scam call.



Use the answering machine to screen calls.

Note: If you use this tactic often to screen calls, you may want to set a low ring count in the Answering Machine settings so that the call is “picked up” earlier.

Be on Guard Against Telephone Scams!

Like with any other telephone, there is a potential for scammers to try and reach you over your CapTel phone. Be on guard! If you get a call from someone asking for money or that seems suspicious to you, think twice. Do not provide personal information or credit card information over the phone.

AARP® offers helpful tips for spotting and combating telephone scams:

[AARP® Scams & Fraud](#)

AARP® tips shared here are for convenience of our readers only; no implied endorsement.



HAAA Walk4Hearing – Coming to a Site Near You!

This month kicks off Hearing Loss Association of America’s Fall Walk4Hearing season. Join CapTel in supporting HAAA through walk events in your local community. Whether you are starting a team, walking with a friend, or simply making a donation, Walk4Hearing is a great way to support people with hearing loss. Check here for [Walk4Hearing Locations](#).



CapTel Keeps Sports Commissioner in the Game!

As Commissioner of his area sports conference, Dave is on the phone constantly. Whether with referees, coaches, or athletic directors, coordinating over the phone is a critical part of his work. As Dave’s hearing changed, CapTel kept Dave in the game. “You couldn’t get me off the phone”, he explains. [See Dave’s story here](#).



'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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450 Science Drive, Madison, WI 53711
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