

June 2017

## Did you know?

### People are loving Eddy the Ear!

CaptionCall is proud of our friend, Eddy the Ear – the 'ear-resistible' star of our new video series – Conversations with Eddy the Ear. This series of entertaining short video segments is created to help you be 'ear-responsible'.

Eddy is an entertaining, educational way to better understand hearing loss. And we hear he's a hoot.

In the first video, Eddy introduces himself and talks about the importance of hearing protection.



In the second video, Eddy gets personal as he talks about how the ear works in his own unique and entertaining way. He also touches on the different types of hearing loss.



We've got more fun with Eddy on the way, so watch our blog for new videos!

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## We Want Your Stories!

CaptionCall is interested in knowing about your life's most memorable phone calls—with or without CaptionCall! We want to celebrate the telephone's ability to strengthen connections, create memories, and make a difference in people's lives.

Tell us why the phone is important to you. Did you receive a call from a loved one you hadn't talked to in years? Exciting news? Have a conversation that changed your life?

Send your stories to [ccmarketing@captioncall.com](mailto:ccmarketing@captioncall.com) and you or your story may be featured in a future newsletter or video.

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# CaptionCall Blog Highlights!



## People are talking.

I wanted to let you know how much that I rely on CaptionCall for talking on the telephone. Working in the industrial trade for many years, it destroyed my high frequency hearing. Eventually, I was never able to talk to our daughters on a telephone because I was unable to hear their younger voices. Hearing aids helped, but they were not the total answer to adequate hearing. As I listened to numbers given to me on the phone, I was forever getting the numbers wrong. I could not tell numbers apart, like fifteen from sixteen, and so on. With CaptionCall, I now can read what numbers and what more was said on the phone. I really appreciate the built in phone book for retrieving phone numbers too.

*Sincerely,*

**Pat**

I am an 81 year old retired Speech Pathologist. I have a bi/lateral sensori/neural hearing loss.

Fortunately for me my hearing did not deteriorate until the end of my career. I was able to listen to the beautiful strings of my husband. He was in the 1st violin section of the LA Philharmonic Orchestra for 35 yrs. A Juilliard graduate and Fulbright Scholar as well.

But alas when I entered my 70's my hearing deteriorated considerably along with Tinnitus and Hyperacusis.

Then along came grandchildren with squeaky little voices. Alas ... communication became too frustrating for them as well as for me.

And then I discovered the CaptionCall phone service. It has been a lifesaver for me. I can hear my children and grandchildren, hear my friends and colleagues, even hear computer generated calls. It is a comfort to relax my brain and not have to pretend that I am hearing words or thoughts and respond with comments that make no sense!

**Bravo CaptionCall services!!**

**Phyllis**



## Summertime with Hearing Aids!

Yay – summer is here! That means it's time to throw on the swimsuit for some summer fun. Whatever your plans are, don't forget to take care of your hearing aids.



## We are "hear" for you.

Captioning service is available 24 hours a day, 7 days a week.

To contact CaptionCall Customer Support...

By phone—Call **1-877-557-2227** or use the "CaptionCall Support" contact on your CaptionCall phone.

By email—Email **support@CaptionCall.com** or click on the "Customer Support" button below.

Support hours:

Monday–Friday, 7 a.m. to 8 p.m. MT Saturday–Sunday, 8 a.m. to 5 p.m. MT

## Tell your friends!

We hope you love CaptionCall enough to recommend us to your friends and family so they can also get more from their telephone conversations. Your friends who have difficulty hearing on the phone can start the process of receiving CaptionCall at [www.CaptionCall.com](http://www.CaptionCall.com) or by calling **1-877-557-2227**.

Tell them to use promo code CCNEWS

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### Living with hearing loss.

This tip comes from CaptionCall user, Katherine:

I have hearing in only my right ear. This ear requires a hearing aid for any speech discrimination. There are frequent problems with the hearing ear that require antibiotics in the form of eardrops. When I am using the eardrops I cannot use the hearing aid, leaving me at a great disadvantage for communications. Over the past 8 years of trial & error in trying to deal with my hearing loss I have come up with one thing that works for me when I cannot rely on my hearing aid, or CaptionCall, and it involves my cell phone. I can actually hear someone on the other end if I turn the speaker phone on, with volume the whole way up, and hold it against my ear. This works in any phone call situation as well as in person! Holding a conversation "in person" becomes possible if my family/friends bring their cell phones with them when we visit. We can talk back & forth in my own home as long as I can utilize the speaker phone option.

Not the best option for all situations, I realize, but when a hearing loss is as significant as mine, this discovery is nearly as good as gold!

But be careful! The loudness of the cell phone speaker may cause discomfort or further damage your hearing.

**Have a tip about living with hearing loss?  
Send it to us at  
[ccmarketing@captioncall.com](mailto:ccmarketing@captioncall.com).**

**It could be featured in a future newsletter!**

**Let us know how much you love CaptionCall at  
[ccmarketing@captioncall.com](mailto:ccmarketing@captioncall.com). You could be featured in a future newsletter!**