

## Did you know?

March 2018

Does your caller understand the captioning process? If some conversations result in a poor captioning experience, typically there are consistent reasons why. To achieve accuracy, the caller might benefit from a few tips!

- The captioning process combines voice-recognition technology along with manual corrections made by a live captioning agent—which creates a slight delay.
- Be patient and wait for a response.
- Speak clearly and loud enough to be heard.
- Background noise or a poor connection impacts the captioning process.
- Talking too fast or not enunciating words affects the accuracy.
- Slang or colloquial phrases may not translate well into captions.



Clear communication is a two-way responsibility. Get the most out of your conversations by sharing these simple tips!

---

## CaptionCall Blog Highlights!

### [What Are The Odds I Have Hearing Loss?](#)

You've been fit as a fiddle your whole life. What are the odds you could actually have hearing loss?





## People are talking.

"When my hearing loss started causing me to miss parts of conversations it was alarming. I wasn't aware there was such a thing as a captioned phone! How nice it is to not have to ask the caller to speak up and ask "what?" over and over. With my captioned phone I'm now able to get the full conversation!"

--Dea

"I love this phone and company! The installation was done by the kindest man. The phone works great and is so much faster than the other company I had. It works every time. I am not afraid to try to call doctors, friends and family any more. I am a very satisfied customer. It's been a life and game changer."

--B.D.

"It has literally changed my phone experiences!! Here's my tip. When calling anyone, before I start I ask if they are familiar with the captioned phone system. If not, I explain to them that there will be a pause while I read their response. It has been much easier, especially when it's a call center calling me as most have accents and speak fast. I greatly recommend it (giving these tips to callers) for all calls."

--Linda C.



## 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

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

---

## Tell your friends!

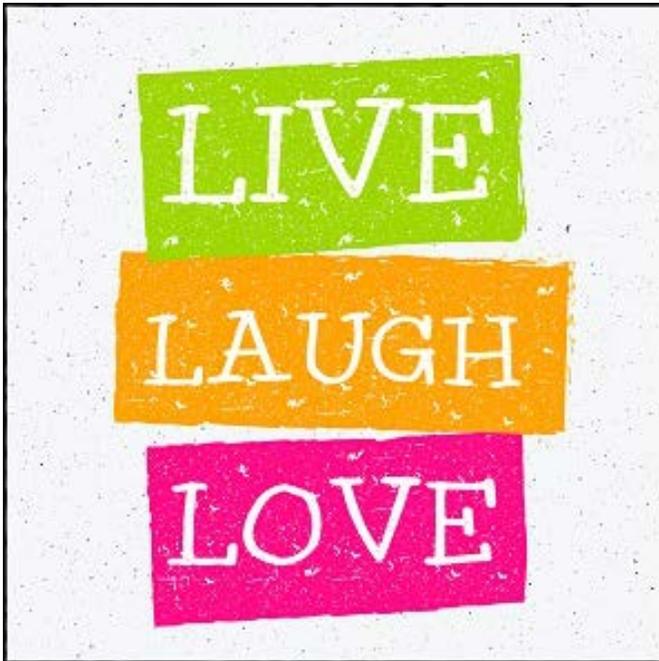
We hope you love CaptionCall enough to recommend us to your friends and family so they can also get more from their telephone conversations. Your friends who have difficulty hearing on the phone can start the process of receiving CaptionCall at [www.CaptionCall.com](http://www.CaptionCall.com) or by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

Tell them to use promo code: CCNEWS

---

## Living with hearing loss.

Staying active and staying social are two keys to enjoying life as we age. It's never too late to take the first step. Consider the biggest benefit--your independence. Living independently is the centerpiece of maintaining a good quality of life. It is about controlling changes that come with aging. Everyone wants to be viewed as an individual and as a contributor. This gives a sense of achievement and purpose.



The first step to staying active is doing things for yourself such as meal preparation, personal hygiene, housekeeping, and exercise. Maintain activity as you age by utilizing home safety tools like hand rails, grab bars, etc. Even small adjustments to accessibility and furniture placement make a big difference. Don't forget about products to assist with specific disabilities.

Next, befriend your neighbors, get an animal, take up a hobby, keep busy (join a club or volunteer), and stay in touch with family and friends. Staying social is crucial to your emotional health.

Living independently is a huge accomplishment. It may pose some challenges, but you can overcome them. The payoff is you can choose to live, laugh, and love life on your own terms. We invite you to watch this video on hearing loss: <https://youtu.be/fhsMltik7DI>

**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!**