



Did you know?

CaptionCall Tips and Tricks.

If the CaptionCall phone seems to lock up or is not functioning properly, it may just be a matter of power cycling the phone. Try this simple fix!

- 1 - Unplug the CaptionCall phone from power.
- 2 - Wait one full minute.
- 3 - Then plug the phone back into power.
- 4 - Wait for the phone to power up and re-initialize.

The CaptionCall phone should then return to the "Recent Calls" screen and respond normally. If power cycling doesn't fix the issue, please contact our Customer Support team at support@captioncall.com or 1-877-557-2227.

CaptionCall is a proud sponsor of the Honor Flight Network!

Every year CaptionCall honors veterans by sponsoring the Honor Flight Network. Each Honor Flight is conducted by non-profit organizations dedicated to transporting as many United States military veterans as possible to see the memorials in Washington D.C. of the respective war they fought in at no cost to the veterans. In 2018, CaptionCall is supporting groups from Colorado Springs, San Antonio, The Villages (FL), Salt Lake City, Idaho, Southern Nevada, Greater St. Louis, Northern New Mexico, and Twin Cities Minnesota.



Veterans are often accompanied by a guardian (who pays their own way) to assist with flights. Every veteran is encouraged to wear any medals or ribbons they earned. CaptionCall typically provides a bag (with lots of goodies inside) and the cities provide an Honor Flight shirt. While in Washington DC, veterans and their guardians typically visit memorials, Arlington National Cemetery, and the Tomb of the Unknowns for Changing of the Guards. These visits provide the veterans with honor and closure.

As a tribute to all veterans and Honor Flight participants, we'd like to highlight and remember one of our 2017 Salt Lake City participants who was recently laid to rest in the Houston National Cemetery—Arvil Cochran. A Mississippi native, Cochran enlisted in the U.S. Navy during WWII and was in the Naval reserve. CBS News Radio correspondent Dave Barrett said Cochran, a faculty adviser for KUHF, arranged to carry NASA mission Apollo 13's air-to-ground conversations on 88.7 FM — the only station in the U.S. to do so. Because of this, Barrett said NASA employees could listen in to astronauts' conversations with Johnson Space Center. According to Barrett, the transmission ran live on air the now famous and often misquoted warning to mission control, "OK, Houston, we've had a problem here." To Arvil Cochran and veterans everywhere, we express our appreciation for their dedication and service to our country!



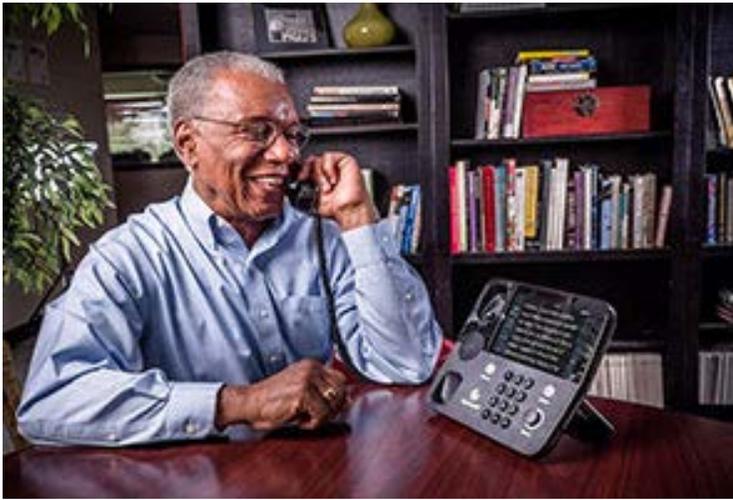
Photo Credit: KSL TV, Salt Lake City, Utah

CaptionCall Blog Highlights!

Congratulations Scholarship Recipients



"We have officially announced the 2018 CaptionCall Scholarship Winners!"



People are talking.

"Too many years around jet engine noise took away my hearing. Captioning really makes phone conversations come to life, so to speak. I thoroughly enjoy my phone."

-Dary L.

"I love it. CaptionCall lets me talk to my old navy buddies."

-Paul B.

"I really liked the March newsletter tips. It helps to share with others how to communicate via CaptionCall as it may be frustrating for some. I have difficulty with phone calls for those who are not patient since there may be a slight delay. I never had the opportunity to 'hear' or get any messages left for me until I got CaptionCall. It has helped me to use the phone again for the first time. Makes my life much easier. I highly recommend CaptionCall and it's the most accommodating device ever!"

-Brittany S.

"Best move I ever made."

-Greg K.



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. 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 or by calling 1-877-557-2227.

Tell them to use promo code: CCNEWS

Living with hearing loss.

Some people pop over-the-counter (OTC) analgesics like candy. If this sounds familiar, reconsider this impulse. Regular use of aspirin, NSAIDs, or acetaminophen (the three most commonly used drugs in the U.S.) increases the risk of hearing loss and tinnitus. The impact is even larger on younger individuals. What is considered regular use? It's defined as two or more times per week.

Multiple long-term studies have shown alarming results. Nearly 27,000 male participants aged 40 to 74 were followed in a study over a 20 year period. A similar study was conducted on more than 55,000 female participants for 22 years. Bottom line, the risk for both populations increased with longer duration of regular use. Specifically, over 25% of the male participants reported professionally diagnosed hearing loss (with no previous diagnosis).



Since analgesic use may result in pathophysiologic changes in the cochlea, this poses a public health issue. OTC analgesics, like many other medications, can have serious side effects on your hearing health.

Candy they are not! If you are regularly using any of these OTC analgesics--do yourself a favor and consult with a physician.

Have a tip about living with hearing loss? Send it to us at ccmarketing@captioncall.com. It could be featured in a future newsletter!

Free phone and service subject to certification of eligibility. Professional certification of hearing loss and the need for captions to use the telephone effectively is required for individuals to receive the CaptionCall captioning service and phone at no cost. CaptionCall is a relay service that uses a human Captioning Agent and advanced voice recognition technology to generate captions of what the user's callers say. Funding for CaptionCall service is based on an assessment paid by telephone communications companies. These companies often pass this cost along to telephone subscribers in the form of a surcharge.