



Did you know?



Be treated royally!

Need help or have a question about the CaptionCall phone? Contact customer support at 877-557-2227 or support@captioncall.com. The customer support phone number is pre-programmed and permanently stored in the CaptionCall phone for your convenience. Why call customer support? They are CaptionCall customers' one-stop shop fo:

1. Immediate response (hold time typically less than one minute!)
2. No wait time (otherwise it can take up to two weeks to schedule a trainer visit)
3. Problem solved quickly
4. Friendly service (English and Spanish)

Did you know customer support can help you with things like:

- Training on features
- Managing your account, password changes, log-in assistance and more
- Technical "trouble shooting"
- Walk you through step-by-step instructions
- Schedule installation appointments or service calls

Next time, contact customer support. They are looking forward to hearing from you!

CaptionCall Blog Highlights!

Need A Healthy Aging Checklist?

"Below you will find a great checklist of things to keep in mind as you age. The key is to be proactive. Use this list to start taking action with things like your hearing care today!"



People are talking.

"I've had CaptionCall on my iPad for a few years. It is wonderful for detailed conversations I need to have with my children's teachers. I can save the captions so I can easily refer to them later."

-L.B. Smith

"Thank God for hearing aids and the CaptionCall phone. Most of my family and friends don't realize I am deaf."

-M. Anderson

"I heard a phone an hour ago for the first time in 15+ years thanks to the CaptionCall phone. While it's not a cure all and I won't be able to understand everybody I talk to on the phone, CaptionCall will pick up the slack by giving me captions to read. Now I can chat with loved ones long-distance and conduct business without having to drive to talk to them face-to-face thanks to CaptionCall. If you know of anybody who is extremely hard of hearing tell them about the CaptionCall phone. They will thank you for it and you can't imagine how their lives will change."

-P. Round



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.

Online hearing tests can certainly help validate signs and symptoms of hearing loss. But it's only a start. Knowing what type of hearing loss you have is essential, along with regular check ups to monitor any changes. There are four basic types: conductive hearing loss, sensorineural hearing loss (over 90% of hearing aid wearers have this type), mixed hearing loss, and central auditory processing disorders.

The most common type is sensorineural hearing loss (SNHL), aka "nerve deafness." It can be caused by a number of things—aging, noise, fluid fluctuation, blood circulation, and problems with the hearing nerve. Hearing aids or a middle ear implant can be helpful solutions.



Conductive hearing loss is the second most common type. Do your ears feel full? Sound may be distorted or blocked. Everything from chewing to talking sounds loud to a person with this type of hearing loss.



No matter what type of hearing loss you may have, it affects every day life. Hearing loss can leave people feeling isolated and frustrated. An audiologist or physician can explore the most effective treatment options. In addition, assistive devices such as the CaptionCall phone will keep you connected, independent, and feeling confident.

