

Hello from ClearCaptions, provider of your phone call captioning service.

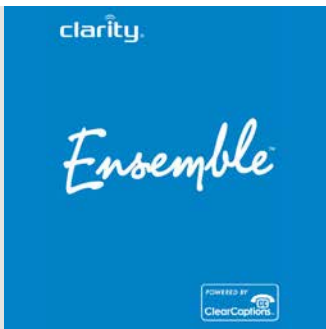
We're following up on an alert we received that there might be a problem with your call captioning service.

In case you missed our previous communications, here are simple instructions to easily reset and test your caption phone:



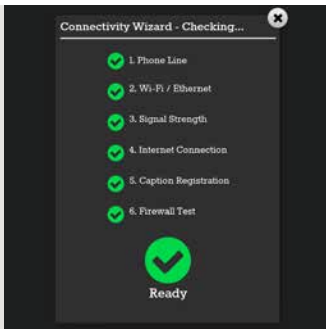
Step 1:

Locate the power cord connected into the back of your caption phone, unplug it and then plug it back in again.



Step 2:

Allow the phone to complete its power-up process; you'll see the progress on the phone screen.



Step 3:

The phone will automatically connect to the internet and complete a series of checks and updates; allow it to complete this process.

Your caption phone should now be fully reset and updated to ensure you continue to get the most accurate call captioning.

Have questions or need help?

Call: 866-868-8695