CapTel Outreach

CapTel Outreach is a support organization for CapTel Captioned Telephone products and services. CapTel Outreach Representatives conduct training sessions, educational seminars, and informative presentations to educate consumers on CapTel services. In addition, CapTel Outreach Representatives perform on-site service, including installations, troubleshooting, and user training for CapTel IP-based products.

Services Provided by OEI

• On-site installation of CapTel telephones

• Individual and small group training for CapTel users

• In-home troubleshooting and technical support for CapTel customers

• Conduct seminars and presentations to educate consumers about CapTel services

• Sales of CapTel telephones

•Provide Certification Forms for users to have signed by a qualified hearing-related professional to receive IP-based CapTel phone at no charge