

## JUN 2012 CAPTIONING PHONES-STAP )

### HOW CAPTIONING WORKS

The CaptionCall and CapTel phones send their voice to a Caption Call Service, which uses voice recognition technology called Instant Captioning™ to provide the phones with a written transcription of everything the other person in the conversation says.

Instant Captioning service is designed to work with a variety of devices, such as laptop or notebook computers, cellular phones with alphanumeric display screens or small hand-held instant captioning devices. The captions are displayed on the device's built-in screen so the user can read the words while listening to what is spoken by the other party. Access to the captioning service is done via a cellular connection or a standard telephone line.

Although this service can be used by anyone with hearing and speech disability, it is particularly useful to persons who have moderate to severe hearing loss or who are deaf, allowing them to participate in conversations and other voice-based communication in a functionally equivalent way.

A specially-trained operator, or captionist, at the service center listens to the conversation through the Instant Captioning device's built-in microphone. The operator transcribes everything that the other party says into text, using extremely powerful, customized voice recognition technology. The text is then transmitted back to the user's Instant Captioning device over the same telephone connection, appearing in the form of written text on the device's screen. The transcription occurs at virtually real-time speed, enabling the written text to appear on the user's screen very closely to the speed at which it is spoken.

### FREE CAPTIONCALL PHONE PROCEDURE:

- Go to: <https://www.captioncall.com/CaptionCall/Special-Offers.aspx> and follow the prompts.
- You will be contacted by Janai Edwards the local (Austin) area representative about the purchase and installation in your home by Janai.

See the Hearing Solution Forum for personal reviews and member comments for both the CapTel and the CaptionCall phones.

### STAP AND THE TEXAS DEPARTMENT OF STATE HEALTH SERVICES

The remainder of the meeting was devoted to STAP Voucher processing and the Texas Department of State Health Services. The information presented has been posted to the Hearing Solution Forum for your ongoing reference and use.

Direct questions and comments to [hearing@sctxcompclub.org](mailto:hearing@sctxcompclub.org)