



Full User Manual

Welcome to Caption Companion! To find this user manual in the form of Help/Demo Videos, head to captioncompanion.com/support or simply scan this QR code with your phone:



1. The Physical Tablet

- a. Open the box and take the tablet out of its protective sleeve. We'll go over all the accessories that are included further below, so for now we'll just put the box aside.
- b. To power on your Caption Companion, look for the physical buttons on the side of the device. The larger one is the volume rocker which isn't used. The smaller one is the power button. Press and hold the power button down for 2 to 3 seconds until the tablet starts to boot up, then release.
- c. You should see the Samsung logo appear because Samsung manufactures our hardware. While it's powering on, let's take a look at the rest of the outside of the tablet.
- d. The charge port is USB type C and is located in the middle of the top edge. To the side of the charge port is the audio jack and integrated microphone pinhole.
- e. When fully charged, the tablet can go about 11 hours actively captioning without being plugged in (slightly shorter if Wi-Fi is on and depending on screen brightness). It can last several days powered on with the screen asleep. Using the included charge cable and power brick, the tablet charges from 0% to 95% in about 3 ½ hours.
- f. We install a collapsible kickstand on every Caption Companion before shipping. This kickstand is sturdy yet thin and lightweight. It allows you to prop up the device in whatever orientation you prefer for easy caption viewing without adding any extra bulk.
- g. First, unlatch it by grabbing one of the top edges and gently bending back until it unsnaps. Extend it then snap it into the hole to engage. Pinch together to ensure it's securely snapped into place. With the kickstand deployed, you are now free to position the screen however is most comfortable to you:
 - i. portrait stand mode (upright)

- ii. landscape stand mode (horizontal)
- iii. tilt mode (gradual slant)
- iv. hold mode (stick your pinky finger through triangular hole under the kickstand)
- v. hang mode (unsnap kickstand and hang from a nail for example)
- vi. flat mode (kickstand collapsed and snapped back in flush with the tablet)
- h. Note that hang mode is not recommended for permanent installations. Contact us to discuss installation options and ways to connect Caption Companion to larger screens or projectors.
- i. Unsnapping the kickstand from its extended position can be done very gently without using force. Simply place your middle finger through the hole and pull towards you while simultaneously bending the tip down with your thumb.
- j. To collapse the kickstand, press it firmly down flush against the tablet until it snaps into place.

2. Home Screen and Navigation

- a. We use a stylus for demonstration purposes in the Help/Demo Videos but a stylus is not required to use the device. Caption Companion works just fine with your fingers like any touchscreen device.
- b. Once powered on, the screen will be asleep. You can wake it by pressing the power button once, then swiping in any direction to unlock.
- c. If you want to put the screen to sleep, press the power button once.
- d. You can also wake it by double-tapping anywhere on the screen, then swiping in any direction to unlock.
 - i. Note: the swiping part will be different if you have a PIN, password, pattern, or face unlock enabled.
- e. You're now at the home screen. The same QR code is shown that you can quickly scan with your phone, or simply go to captioncompanion.com/support where you'll find all our Help/Demo Videos (which are of course captioned).
- f. Along the top in the status bar, you'll see the time and how much battery the tablet has left. (Regarding date/time: If you have never connected your Caption Companion to the internet, the time showing in the status bar as well as the date and time stamps in the captioning screen won't sync with your local time. This does not affect the accuracy of the captioning as it can work exclusively in offline mode. However, in such cases, do not rely on Caption Companion for precise date and time. If connected to the internet, the date and time will automatically correct and sync.)
- g. There's really only one gesture needed to navigate the tablet, and that is swiping inward from either the left or the right edge to go back.
- h. The big on-screen button in the middle of the home screen starts the AI captioning.
- i. You can also start the AI captioning by pressing the power button twice in succession very quickly. This even works when the screen is asleep.
- j. If ever you happen to see the screen that looks like a code is required, it's a login for IT admin only. Simply swipe to go back as indicated to get out.
- k. To power off completely, hold down the power button for 2 to 3 seconds, select Power off, then tap again to turn off.
- l. To restart the device, hold down the power button for a 2 to 3 seconds, but select Restart, then tap again to restart.
- m. Restarting can solve many types of technical problems. If you run into what seems like a technical glitch of some sort, always first try restarting your Caption Companion.
- n. If tablet is frozen and unresponsive to taps:

- i. Try restarting the tablet using only the physical buttons on the side. Press and hold both the power button and the volume button (the half farthest from the power button) together for more than 7 seconds until the device starts to reboot, then release.
- ii. If that doesn't work, try pressing and holding only the power button down for up to 2 full minutes to force the tablet to shut down. Once powered down, leave the tablet off for 1 minute. Now press and hold the power button down for 2 to 3 seconds until the tablet starts to boot up, then release.
- iii. If that still doesn't work, wait until the tablet runs out of battery and shuts off automatically. Charge it for 30 minutes, then press and hold the power button down for 2 to 3 seconds to power it back on.

3. Quick Settings

- a. Swipe down anywhere on the home screen to access the quick settings. Swipe up to hide them.
- b. While on the captioning screen, you have to swipe down from the top to access the quick settings.
 - i. The first icon is **auto-rotation**.
 1. When enabled, the screen will automatically rotate depending on how the device is oriented.
 2. Tapping the button disables auto-rotation and locks it in the current orientation. Tapping it again re-enables auto-rotation.
 3. Even if auto-rotation is disabled, you can still manually trigger the rotation when you need it by tapping the icon that pops up in the bottom right corner when the device is turned.
 - ii. The second icon **toggles Wi-Fi** on or off. Connecting to a Wi-Fi network is covered in another section. Internet is not required for the auto-captioning to work in English and a few other languages, though certain features like custom words, wireless screen mirroring, and connecting remotely to a live human captioner only work when connected to the internet.
 - iii. The third icon is **dark mode**. You can choose light or dark mode depending on your preference. Note that it takes a couple seconds to take effect. This is because it's refreshing the captioning screen in the background.
 - iv. If you accidentally tap this cogwheel icon, simply swipe inward from either edge to go back. That's only for IT admin. Same thing if you accidentally long-press a quick settings icon.
 - v. There's also a screen brightness slider. Adaptive brightness is enabled by default but you can always manually change it and the system will try to learn your preferences moving forward. Alternatively, you can disable adaptive brightness and control it manually.

4. SmartMic

- a. Purpose - Each Caption Companion comes paired out of the box with a remote mic which is a portable mini wireless Bluetooth SmartMic. The SmartMic is key to ensuring high captioning accuracy. Not using the SmartMic means the tablet has to revert and use its own integrated mic located on the top edge. This internal mic has a short range. It can usually only pick up speech accurately that's within a few feet or a couple meters of the tablet but no further. It will try its best to hear what's being spoken across the room but the captioning won't be accurate at that distance. The SmartMic has a farther pickup range and is much more mobile thereby increasing the accuracy of the captioning.

- b. Charging - Like the tablet, the SmartMic uses a USB type C charge port. It comes with its own charge cable, but not its own power brick. You can use the same power brick for both the tablet and mic, though any available power brick or USB port should work to charge the mic. The LED turns solid red when the mic is charging, and turns to green once charging is complete. The SmartMic charges from 0% to 100% in about 1 ½ hours.
- c. Power on/off
 - i. The SmartMic has only one button. To power it on, hold down the button for 2 to 3 seconds, then release when you see the red LED come on. Assuming the tablet it's paired with is powered on and within range, they will immediately sync up with each other and display that for you on the home screen. It's also displayed in the quick settings. The LED on the mic will flash blue once every 5 seconds indicating it's in standby mode. That means it's synced and ready to go when you are.
 - ii. Powering off the SmartMic is done the same way: by holding down the button for 2-3 seconds, then releasing when you see the red LED come on. The LED subsequently turns off, and the indicators on the home screen disappear.
 - iii. You'll notice that it automatically turns off any time it is plugged into a power source. However, it can then be turned back on and continue working while charging if needed.
- d. Connectivity - If the SmartMic can't find its tablet right away, it will flash blue quickly indicating it's actively searching. This can occur if its tablet happens to be powered down. It can also occur if its tablet is on but out of range. The range of the SmartMic is approximately 200 feet or about 60 meters line of sight. The more solid objects there are between the mic and its tablet, the closer they'll need to be to each other in order to stay connected. If they get back in range of each other within 5 minutes, they should automatically reconnect. If they are not reconnecting, you can try tapping the SmartMic icon on the home screen to force a manual reconnection. Note that after 5 minutes of quick flashing, if the SmartMic hasn't found its tablet, it stops searching and automatically powers down to conserve battery. The physical button on the SmartMic will need to be pressed to power it on again.
- e. Remaining battery
 - i. The SmartMic's remaining battery charge is displayed under its icon on the home screen. It can also be seen along the top in the status bar (the number that's underlined) as well as by pulling down the quick settings. When fully charged, the SmartMic can go about 6 hours worth of active captioning without being plugged in. Very little battery is used in standby mode, so it can easily get through a whole day powered on so long as you exit the captioning screen when it's not needed. Backing out of the captioning screen and returning to the home screen automatically puts the SmartMic into standby mode.
 - ii. When the SmartMic's battery gets down to 20%, the slow blinking LED on the mic itself will change from blue to red.
- f. Lecture scenarios - For highest accuracy captioning, have the person speaking clip the mic onto their shirt or blouse like a lapel or lavalier style microphone. A lanyard can also be used—just ensure the mic isn't banging into keys or other objects as it hangs from the speaker's neck, since that can interfere with the captioning accuracy. The lanyard included with your Caption Companion has no ring or metal on it whatsoever. To connect the lanyard, slightly lift up on the mic clip and slide the lanyard underneath. To remove the lanyard, lift up on the clip first, then slide it out.
- g. Group scenarios
 - i. For group settings with multiple people speaking, ideally participants would physically pass the SmartMic around before speaking. If that's not feasible, it may still be possible to caption multiple speakers so long as everyone speaks up and there is clear

turn-taking. This is because the SmartMic is ultra high sensitive omnidirectional which means it picks up sound from every direction regardless of which way the mic is facing. One idea is to place the SmartMic in the middle of the group, or closest to the most softly spoken person in the group. In general, the closer the speaker is to the mic, the greater the captioning accuracy will be. The farther away, the less accurate. Keep in mind that the tablet is not yet capable of distinguishing between speakers.

- ii. Remember that if the SmartMic is not turned on, it causes the tablet to revert and use its own integrated mic which has a shorter range. The tablet will try to caption what people are saying across the room but the accuracy is likely to be poor at that distance. The SmartMic has a farther pickup range and is much more mobile thereby increasing the accuracy of the captioning.
- h. Mixed lecture+group scenarios - Having said that, there are ways to make effective use of both the SmartMic and the integrated device mic. For example, in scenarios that switch back and forth between lecture and small group discussion, you can switch between the mics accordingly to maximize your captioning accuracy. This is done in the caption screen settings. (Open captioning > cogwheel icon > More settings > Microphone) Simply select “SmartMic” during lecture to pick up the presenter’s audio (assuming they have it clipped on), then select “This device’s mic” during group discussion to pick up the group’s audio. Alternatively, you can select “Auto-detect” which means it will use the SmartMic when the SmartMic is powered on, then automatically switch to the device’s internal mic when the SmartMic is powered off.
- i. Other scenarios - Other types of microphones can be purchased and connected to Caption Companion that are specifically made to use in groups such as tabletop speakerphone microphones or multi-wireless mic sets for mic’ing multiple people at the same time. Always feel free to contact us about your needs. Custom adapters are also available for direct audio input from external sources like PAs, FM systems, DM systems, or mixer boards and soundboards, as well as HDMI out for large screen caption display and projected or overlaid captions. For conferences or convention type events, definitely contact us to discuss the most effective ways Caption Companion can be used in those types of scenarios.

5. Captioning Screen

- a. How to open - You can get to the captioning screen either by tapping the big icon in the center of the home screen, or by double-pressing the power button.
- b. Offline mode - When you first open the captioning screen, a notification pops up if you are in offline mode. Remember, internet is not required for captioning in English and several other languages. Accuracy and speed are typically the same whether offline or online. If your organization has approved it and there is a strong internet connection available in your location, you can connect and make use of custom words. If you don’t have any custom words or you don’t have a strong internet connection available, it’s better just to turn Wi-Fi off and use Caption Companion in offline mode.
- c. Full screen mode - Tap the screen once to hide the menu bar at the bottom and go full screen. Tap again to show the menu bar.
- d. Change text size - Tapping the cogwheel icon also gives you a quick way to change the text size...
- e. Transcription history
 - i. and a quick way to toggle transcription history. When toggled on, the captioned text is saved for 3 days after which it is automatically deleted. When toggled off, the captioned text is automatically deleted after 24 hours. These policies exist for privacy reasons. If you have been approved for saving captioned text, that is covered in section 8a.

- ii. There is also a way to manually delete the caption history at any time by going into More settings and scrolling down to Delete history. Then confirm.
- f. Auto-scroll vs. manual scrolling - Auto-scroll should be enabled by default. If you want to scroll back up to read something that was previously captioned, just drag the text with your finger to the part you want to see. The tablet continues to listen and caption at the bottom while you are scrolled up because you are still on the captioning screen. Tap the down caret ▾ to jump down to where the current captioning is and turn auto-scrolling back on.
- g. Which mic is being used?
 - i. It's very important to know which microphone the captioning is listening to. If you didn't see "Microphone switched to SmartMic" along the top when you first started, you can tap the cogwheel icon > More settings > Microphone > and check which microphone is selected. For highest accuracy captioning, the person speaking should talk into the SmartMic.
 - ii. See section 4f above: Mixed lecture+group scenarios
 - iii. See section 4g above: Other scenarios
- h. Stops listening - Note that the captioning never runs in the background. In other words, it stops listening anytime you leave the active captioning screen. It will not hear or caption anything while in the caption screen settings, while on the home screen, or while the device is asleep.
- i. Sound meter
 - i. The sound meter in the top right corner of the captioning screen helps you to know if there is a lot of background noise, or if the person speaking is very quiet—both things that will adversely affect the captioning quality. You can also use this meter to help you gauge how loud you should speak. Tap it to see a diagram.
 - ii. The inner core represents the level of background noise.
 - iii. The outer layer represents how loud the speech is coming in.
 - iv. Ideally you want a small inner core with a large outer layer when someone starts speaking.
 - v. If the inner core is large, that means there is lots of background noise. If the outer layer is barely moving when someone is speaking, that means the speech is very quiet.
 - vi. If the speaker is wearing, or at least holding the SmartMic, that will mitigate both background noise and quiet speech, thereby significantly increasing the accuracy of the captioning.
 - vii. If captioning stops but the sound meter is moving:
 1. For captioning in languages that only work in online mode, ensure you are connected to the internet first. (See section 7.)
 2. Try backing out of the captioning screen and waiting a few seconds, then starting the captioning again.
 3. If that doesn't work, try swiping down from the top and tapping the crescent moon icon to switch between light and dark modes. (Each time it should force a background refresh of the captioned text.)
 4. If that still doesn't work, try restarting the tablet by holding down the power button (the smaller one on the side of the tablet) for a 2 to 3 seconds, tap Restart, then tap again to restart.
- j. Search transcript - Tapping the cogwheel icon brings up an option to search for any word in the caption history. Tapping a highlighted word in the list takes you to the transcript where you can scroll forward or backward through the search hits. You may see the sound meter moving but the tablet does not caption while doing searches. Tapping the x clears out the text so you can do another search. You can either tap to type or swipe to type. Search history is retained for quick

lookup the next time but at any point, you can clear your search history. When done searching, tap the back arrow. Now you can resume captioning. If for any reason the captioning doesn't automatically resume after using the search feature, the captioning screen may just need a background refresh. The quickest way to do that is to switch between light and dark mode.

k. Sound labels

- i. In addition to captioning speech, you can also opt to have sound labels show which indicate when non-speech sounds are heard such as laughter, applause, music, whistling, wind, finger snapping, birds, dog barking, etc.
- ii. If you want a description of what the sound label means, just tap it when it pops up. You then have the option to turn that particular sound label off for 10 minutes if you like. If not, just x out, or tap above to go back to the captioning screen.
- iii. Sound labels can be turned off in the settings by tapping the cogwheel icon in the menu bar > More settings > Show sound labels

l. Languages

- i. Tapping the language in the menu bar brings up the full list of languages for you to choose a secondary language. (This is same-language captioning, not translation from one language to another.) The ones with a checkmark in the top list are available in offline mode. The ones in the bottom list are available if your Caption Companion is connected to the internet. You can see the full list of these languages at captioncompanion.com/support. Note that accuracy may not be as high as English. Punctuation and capitalization are only supported in some languages.
- ii. If you select one of the languages, it will be saved as your secondary language. From that point on, tapping the language on the menu bar toggles between the two languages. Should you ever want to change one of them or remove the secondary language, you would tap the cogwheel > More settings > and tap the one you want to change, either Primary language or Secondary language.

m. Two-way communication

- i. The keyboard icon on the menu bar is for two-way communication if you prefer not to voice for yourself. It allows you to type what you want to say so the other person can read your comment. When the other person responds by voice, you can read the captions of what they are saying. Captions still appear while you type.
 1. You can either tap or swipe to type.
 2. To delete entire words at a time, swipe left starting from the backspace button.
 3. For precise cursor placement, slide your finger left or right on the spacebar.
- ii. The size of the typing space is adjustable. To collapse the keyboard completely, simply tap the top portion of the screen.

n. More settings - If you tap the cogwheel icon then go to More settings, there are a few more ways you can customize your experience.

- i. "Display"
 1. Here you will find an option to adjust the size of the captioned text.
 2. Here you can also switch between dark and light themes. If you leave the theme set to "System default", you'll be able to control this from the quick settings.
- ii. "Audio & language"
 1. Here you'll find the option to change the microphone source as well as to edit your primary and secondary languages.
 2. Tap "Custom words" to add custom words or phrases. Consider the following factors before deciding how much effort to put into building a custom dictionary.

- a. The default speech recognition dictionary is massive. First try speaking your custom word or phrase in context to see if it already comes up correctly.
 - b. Custom words and phrases will only show up during live captioning if the tablet is connected to the internet and has a strong signal.
 - c. Terms can only be added one at a time
 - d. Case (meaning uppercase vs. lowercase) is ignored when displaying custom words and phrases during live captioning, regardless of how it is typed here when being added.
 - e. Because Caption Companion does not require an account or login, custom words are only saved on the device they are added to.
3. Contact us if you'd like to discuss the possibility of remote custom dictionary management.
4. Tap + Add word, type out your custom word or phrase, then tap the blue checkmark when done.
5. To edit a term, tap on it.
6. To delete terms, tap the pencil icon in the top right corner, select which ones you want to delete, then tap the trash can icon.
- iii. "Saving"
 1. This is where you'll find the option to turn transcription history on or off.
 2. You can also find the option to manually delete the caption history.
- iv. "Events"
 1. This is where the option to show or hide sound labels is found that was mentioned in section 5k.
 2. Unless you have a tablet with a mobile wireless data plan, the two vibrate options are not supported by the current hardware and can be ignored.
- v. "About"
 1. The send feedback option is more for technical feedback. If used, you should not expect a response back. If you need assistance or have feedback to share that *will* get a response back, use captioncompanion.com or support@captioncompanion.com to get in touch with us instead.
 2. Here is where you can see the full list of open source licenses utilized in the creation of this application. Credit needs to go to Dr. Dimitri Kanevsky and his team. Gallaudet University was also instrumental.
- vi. "Advanced"
 1. In this section is found an option to hide profanity. If that is enabled, profanity will be shown with asterisks instead.
 2. What the "Show hold button" does is add a pause icon to the menu bar. Pressing it temporarily stops the captioning from displaying. The sound meter continues to indicate when there is sound, and captioning continues until you unpause it, at which point all the captions that have accumulated are displayed at once. Another way of pausing the caption display without the need for the hold button is to simply drag the text up with your finger. This turns off auto-scroll and allows you to catch up on reading what you need to. You can manually scroll down slowly at your own pace while the captioning continues to accumulate below. When you are ready to go back to live, tap the down caret ▾ to jump down to where the current captioning is and turn auto-scrolling back on.
 3. The "Offline transcriptions" setting does *not* need to be enabled in order for offline mode to work. What this setting does is force the captioning to *remain* in offline

mode, even when the tablet is connected to the internet which doesn't allow the captioning to display any custom words you may have added. For this reason we don't recommend enabling this setting. By leaving this setting off and disabled, you'll still be able to get full captioning in offline mode, then connect to the internet if your organization has approved it to get custom word support in online mode.

6. Included Accessories

- a. Screen Protector - There are several accessories included in the box with each Caption Companion. The first accessory is on the tablet itself. We install a tempered glass screen protector on each device before it ships. These screen protectors have an oleophobic (oil-repellent) coating that reduces fingerprints. Over time and use, this coating will wear off, and you may notice parts of the screen picking up fingerprints more easily. Inside the box is a cloth that you can use to clean the screen when needed. If an accident happens and it looks as though your screen has been damaged, there's a good chance it's just the screen protector that's cracked which is not expensive or difficult to replace. Simply peel it off and discard it. Take extra care when peeling it off to prevent the tempered glass from breaking into smaller pieces that could be sharp. The screen protector can then be replaced with a new one which you can get from us.
- b. Charging accessories - The tablet comes with a power brick and charge cable which is USB-A to USB-C. This will charge the tablet from empty to full in about 3 1/2 to 4 hours. You can use your own accessories to charge the tablet but charge times may vary.
- c. SmartMic - The small black case contains the SmartMic which has its own accessories. Section 4 describes how to use the SmartMic. Here we'll just look at what comes with it.
 - i. Charging - Like the tablet, the SmartMic uses a USB type C charge port. It comes with its own charge cable, but not its own power brick. You can use the same power brick for both the tablet and mic, though any available power brick or USB port should work to charge the mic. The LED turns solid red when the mic is charging, and turns to green once charging is complete. The SmartMic charges from 0% to 100% in about 1 1/2 hours.
 - ii. Windshield - The fur windshield is only needed if wind is present while using the SmartMic, such as when the person wearing it is near a strong fan, or is outdoors, because wind adversely affects captioning accuracy. But for normal indoor use, a windshield isn't needed. To use the windshield, wrap it around the entire top portion of the mic. Place a rubber band around it to secure it in place if needed.
 - iii. Lanyard - For highest accuracy captioning, have the person speaking clip the mic onto their shirt or blouse like a lapel or lavalier style microphone. A lanyard can also be used. Just ensure the mic isn't banging into keys or other objects as it hangs from the speaker's neck, since that can interfere with the captioning accuracy. The lanyard included with your Caption Companion has no ring or metal on it whatsoever. To connect the lanyard, slightly lift up on the mic clip and slide the lanyard underneath. To remove the lanyard, lift up on the clip first, then slide it out.
- d. Audio accessories
 - i. Custom audio cable
 1. The audio cord may look like a common 3.5mm or 1/8" male-to-male audio cable you can order anywhere, but it has actually been custom-made. Off-the-shelf audio cables won't work with Caption Companion. What this cable does is allow you to feed other audio sources directly into Caption Companion. Plug the right-angled end of the cable into Caption Companion's audio jack which is located on the top near the charge port. Make sure the microphone on the captioning

screen is switched to “Wired headphones”. If it doesn’t automatically switch, ensure the cable is securely plugged all the way into the audio jack, then go into the settings to check which microphone is selected. Now plug the straight end of the cable anywhere you would normally plug headphones in. For example:

- a. Plugging into the receiver of an FM system would give you accurate captioning of the audio coming from the FM transmitter.
 - b. Plugging into an assistive listening device or ALD would give you accurate captioning from that venue.
 - c. Plugging into an old discman or walkman would allow you to caption old CDs or cassette tapes.
 - d. Plugging into the headphone jack of your phone or computer allows you to caption any and all audio coming from your device whether that be video clips, video calls, online meetings, phone calls, conference calls, voicemails, voice messages, audio recordings, podcasts, radio shows, video games, live streams, or any other audio you can think of.
2. If the input/output labels seem confusing, just follow the flow of the audio. The signal comes in through the straight jack, out through the right-angled jack, then Caption Companion picks it up. You could unplug the cable and simply place Caption Companion next to your phone’s or your computer’s speaker to have it caption what it hears through its internal mic which is located on the top edge. However, captioning accuracy is generally higher if you feed the audio directly into the tablet’s audio jack through the cable. This especially holds true if you are in a place where it’s not practical to play audio out loud such as a quiet library or a noisy cafeteria.
- ii. Y-splitter/earbud monitor - One caveat of using the custom audio cable is it prevents you from being able to hear the audio during captioning. That’s where the included y-splitter and earbud monitor come in. Plug the y-splitter into the headphone jack of your audio source. Now you have two available jacks, one for Caption Companion and one for the earbud monitor to put in your ear. If you prefer, you can plug in your own headphones or earbuds instead, or a pair of powered speakers. Alternatively, you could plug in your hearing aid or cochlear implant. If you don’t have a way to physically plug into a standard headphone jack, one workaround is to bring up the audio on a second device that is already connected to your hearing aid or cochlear implant and have the audio going on both devices simultaneously. That way you can listen and see the live captioning at the same time.
 - iii. SmartMic for computer workstation - The SmartMic isn’t called a “smart mic” for nothing. It actually has an audio jack of its own located on the bottom tip right next to the charge port. With the straight end of the cable plugged into your audio source, take the right-angled end of the cable from the tablet and plug it into the SmartMic instead. Make sure the microphone on the captioning screen is switched to “SmartMic”. If it doesn’t automatically switch, go into More settings to check which microphone is selected. The SmartMic will send both the audio coming through the cable and the audio it picks up from your physical location to the tablet for captioning. This is useful when setting up Caption Companion at your computer workstation or cubicle. For example, during online meetings, it will caption both virtual and on-site attendees. Or if someone comes by your desk to talk to you while you are working, the tablet will be able to caption the conversation without you needing to unplug anything or switch any settings.

- iv. SmartMic for soundboards/mixers - Another use case for plugging the custom audio cable into the SmartMic instead of the tablet is to free you up so you aren't tethered to the audio source. This is useful in churches or conferences and conventions that have an AV technician and a soundboard or mixer. The mic can remain stationary plugged into the soundboard or mixer while you go wherever you like within a radius of approximately 200 feet or about 60 meters. First, the AV technician ensures the SmartMic is powered on. Then they plug the right-angled end of the custom audio cable into the SmartMic. The straight end of the cable goes into an available jack that is receiving a full program mix (such as the headphones monitoring jack). Any necessary adapter can be used such as a 1/4", XLR, RCA, etc. A good line-level signal is required as a mic-level signal won't be strong enough. The included earbud monitor may be used to test the audio level if needed. On the tablet, make sure the microphone on the captioning screen is switched to "SmartMic". If it doesn't automatically switch, go into More settings to check which microphone is selected.
- v. SmartMic for other venues - This setup works with assistive listening devices, FM systems, DM systems, soundboards, mixers, or amplifiers in churches, schools, theaters, museums, tours, convention centers, conference halls, stadiums, etc. There are adapters that allow Caption Companion to connect to just about every type of equipment. Feel free to contact us at captioncompanion.com/support or support@captioncompanion.com for further technical assistance if needed.
- e. OTG adapter
 - i. For USB accessories - This is an OTG or "on-the-go" adapter. It plugs into the tablet's charge port and allows you to connect normal USB accessories such as a standard keyboard or mouse. No drivers or apps are needed. Simply plug in and start using the keyboard or mouse like you would on a computer.
 - ii. As a charging station for the mic
 1. However, the OTG adapter has a more clever use. It enables the tablet to act as a charging station for the SmartMic. This can be useful when you need to charge the mic while on the go, when there's no convenient outlet to plug into, or when your mic dies in the middle of captioning. It can even work to charge other electronics you might have on hand such as your phone or earbuds. It's like having a portable power bank with you.
 2. First, the tablet must be powered on in order to provide a charge, though the screen can either be awake or asleep. Now simply take the SmartMic's charge cable and plug it into the OTG adapter as though you were plugging it in to charge anywhere else. The red LED should light up solid on the mic indicating it's charging. You can swipe to pull down the notifications on the tablet and you'll see that the tablet is indeed charging the mic. Using this method, the mic charges at the same rate as if it were plugged into the wall, from empty to full in about 1 1/2 hours. This process draws an additional 5% from the tablet's battery. You can always see the tablet's remaining battery percentage in the top right corner.
 3. The SmartMic automatically powers down the moment it starts charging but you can then immediately power it back on and it will connect to the tablet and function while charging. If the SmartMic's battery is 20% or below, the slow blinking LED on the mic will be red. Once it gets above 20%, it will blink blue. The SmartMic's remaining battery charge is displayed under its icon on the home screen. It can also be seen along the top in the status bar (the number that's underlined) as well as by pulling down the quick settings. When fully charged, the SmartMic can go

about 6 hours worth of active captioning without being plugged in. Very little battery is used in standby mode, so it can easily get through a whole day powered on so long as you exit the captioning screen when it's not needed. Backing out of the captioning screen and returning to the home screen automatically puts the SmartMic into standby mode.

7. Wi-Fi

- a. Wi-Fi Manager - If your organization has approved it and there is a good internet connection available in your location, you can connect Caption Companion to a Wi-Fi network which allows the tablet to use custom words, get same-language auto-captioning in many more languages, wirelessly mirror the tablet's screen, or connect remotely to a live human captioner or interpreter at a pre-scheduled time.
 - i. First ensure Wi-Fi is toggled on by swiping down from the top and toggling the Wi-Fi icon on. From the home screen, tap the icon group in the top left corner, then tap Wi-Fi Manager. (You may need to physically rotate the device at this point.)
 - ii. If the Wi-Fi Manager is locked, type in the password. Note this is not the password to connect to any particular Wi-Fi network. It's a separate unique password used to unlock the Wi-Fi Manager on your Caption Companion to see available networks. If you don't have the Wi-Fi Manager password, simply swipe inward from either edge of the tablet to cancel and go back. Don't forget to turn the tablet's Wi-Fi back off if you don't need it.
 - iii. Once inside the Wi-Fi Manager, tap the Wi-Fi icon. (The other three icons shown there are not used.) You should then be able to see all available networks. Swiping down refreshes the list. Tap the one you want to connect to. Put in that Wi-Fi network's password if needed. You can tap the eye to show or hide the password you are typing. When ready, tap Connect. If the password was entered incorrectly, you'll see Connect Failed. Simply go back and try again. Once successfully connected, swipe back several times to exit, then tap OK to confirm.
 - iv. Note that only an IT admin can "forget" a Wi-Fi network as this cannot be done from within the Wi-Fi Manager. If your Caption Companion has been connected to more than one available Wi-Fi network, you can quickly check which network you are connected to by swiping and pulling down the notifications then glancing at the very bottom of the screen where the name of the network appears. If you need to switch networks, simply open Wi-Fi Manager and tap on the network you want to switch to.
- b. Internet speed test - Once connected to the internet, you can run a speed test to see what kind of upload and download bandwidth you are currently getting. Go to the home screen and tap the icon group in the top left corner, then tap Internet speed test. Assuming you are connected and online, the speed test should begin right away on its own. For good connectivity, download and upload should each be above about 3Mbps, and ping should come in below 50ms. A double-dash means nominal ping which is good. Tap the circular arrow to run the speed test again. If nothing happens when tapping the circular arrow, you might not be connected to the internet. Reconnect your internet, wait a moment, then try the speed test again.

8. Vysor

- a. Saving captions
 - i. If your organization approves it, you can mirror Caption Companion to your own computer. This allows you to control the tablet with your mouse and keyboard, and makes it easy to save captions so that you can access the full text on your own computer and retain it beyond the maximum 3 days that it can be retained on the tablet itself.

Saving captions is useful for things like lectures or meetings when you want a rough transcript of what was spoken to refer back to later, or to act as notes that you can use for studying and marking up.

- ii. Screen mirroring is possible thanks to a brilliantly designed lightweight and simple desktop app called Vysor. This is controlled from your computer so there is no need for a Vysor app on the tablet. Setting it up takes less than a minute, then you'll be able to connect Caption Companion to your computer.
- iii. On your computer, open a browser and go to vysor.io. If you are at a public computer such as a library or computer lab, be sure you are using either Google Chrome browser or Microsoft Edge browser.

- 1. Windows

- a. If you have a Windows computer, click Download, then click Windows.
 - b. Choose where to save it if asked. If not, it should start downloading Vysor automatically.
 - c. When it's finished, you'll want to open it to install the program. If it doesn't automatically open after it's done downloading, you can either double-click the file in the folder where it was saved, or just click open from the downloads in your browser.
 - d. Vysor should automatically start installing and shouldn't take more than a few seconds.

- 2. Mac

- a. If you have a Mac, on vysor.io click Download, then click Mac.
 - b. Choose where to save it if asked. If not, it should start downloading Vysor automatically.
 - c. When it's finished downloading, click and drag it to your Applications folder.
 - d. Double-click on it and select to open the program.

- 3. Chromebook

- a. If you have a Chromebook, on vysor.io click Download, then click Browser.
 - b. Install the Vysor app from the prompt at the top.
 - c. Click install, then click install again.

- 4. Public computer

- a. If you are at a public computer such as a library or computer lab, make sure you are using either Chrome or Edge.
 - b. On vysor.io, click Download, then click Browser.
 - c. Decline the option to install the desktop app if offered.

- 5. Connecting tablet to computer

- a. Now that the Vysor desktop app is running, it's time to connect the tablet to the computer:
 - i. The tablet's 2.5-foot charge cable doubles as a USB data cable. (The SmartMic's 1.5-foot charge cable does *not* support data.) Plug the USB-C end into the tablet. Plug the regular USB-A end into the computer. If only a USB-C port is available on the computer, use the included OTG adapter to convert the regular USB into USB-C, then plug the adapter into the computer in that direction. If you were to do it in the opposite direction, the tablet would try to charge the computer, but wouldn't be recognized for screen mirroring.
 - b. If the tablet is properly connected to the computer, the device should pop up in the Vysor desktop app window recognized by either its serial number or

- as “SAMSUNG_Android” because Samsung manufactures our hardware which runs on the Android operating system. If you chose “Browser” on the Vysor download page, click Connect USB Device. In the window that pops up, select “SAMSUNG_Android” then click Connect.
- c. As long as the tablet is awake and the home screen or caption screen showing, you should then see a prompt on the tablet asking to “Allow USB debugging” which is required in order for mirroring to work. If it’s your own computer and you don’t want this to pop up every time, tap “Always allow from this computer”, then tap Allow. (If you accidentally tap Cancel, just unplug the tablet from the computer and plug it back in to get the prompt to come up again.)
 - d. On the Vysor desktop app window, ignore the blue side for iOS Devices. On the green side for Android Devices, click the red button to View Device. You should now be able to see and fully control your Caption Companion from your computer.
 - e. The same swipe gestures you use on the tablet work with your mouse or trackpad in the mirroring window by clicking and dragging. However, you can also just right-click or hit the Escape key to go back.
 - f. Open the captioning screen and scroll up to reveal text that has already been captioned. Click once to stop the scrolling if needed. With your computer, click and hold on any word to highlight it, click Select all, then click Copy. All text that hasn’t yet been deleted from the captioning screen has now been copied to your computer’s clipboard. Simply paste it wherever it is you keep your notes. After you’ve saved what you needed, it is highly recommended to go back to the captioning screen on your Caption Companion, tap the cogwheel icon > More settings > and “Delete history”. This prevents the same captioned text from being included again the next time you need to select all and copy.
 - g. Regarding date/time stamps: If you have never connected your Caption Companion to the internet, the time showing in the status bar as well as the date and time stamps in the captioning screen won’t sync with your local time. This does not affect the accuracy of the captioning as it can work exclusively in offline mode. However, in such cases, do not rely on Caption Companion for precise date and time. If connected to the internet, the date and time will automatically correct and sync.
 - h. When done, it should be safe to simply unplug the tablet from the computer. Trying to safely eject it like you would a thumb drive has no effect. This is because the tablet is not a USB storage device. In that same vein, saving captions to the tablet’s internal storage or to a thumb drive that is plugged directly into the tablet are not supported for security reasons. Let us know if tablet users in your organization need to save captions but don’t have access to a computer.
- b. Floating caption window - In addition to providing a way to save captions, mirroring Caption Companion to your own computer also allows you to create a floating caption window that you can resize and place on any part of your screen.
- i. If it’s not already running, open the Vysor desktop app on your computer and connect Caption Companion with the USB data cable. On the Vysor desktop app window, ignore the blue side for iOS Devices. On the green side for Android Devices, click the red View

Device button. Now the mirroring window should pop up. You can resize the mirroring window to your liking by clicking and dragging any edge. Click and hold anywhere along the title bar that there are no buttons to drag it where you want it.

- ii. These first four icons along the top of the mirroring window aren't needed for Caption Companion. However, under the cogwheel icon are some useful options:
 1. "Wireless Mode" is discussed below in section 8c.
 2. "Rotate Screen" allows you to flip the tablet's orientation without needing to physically reach for the tablet. (Notice how this feature turns off auto-rotation. You would just tap or click the auto-rotation icon in the quick settings if you want to turn it back on.)
 3. "Screen On/Off" lets you put the tablet's screen to sleep or wake it, like pressing the power button on the side of the tablet. (You still have to unlock it after waking the screen.)
 4. "Copy Logcat" is not needed.
 5. Clicking into the Settings reveals a number of ways you can customize the caption window to your liking such as the ability to rename it to Caption Companion, connect automatically, turn off Pin Title Bar and Navigation Bar, and turn on Always On Top and International Keyboard which hides the tablet's on-screen keyboard since you don't need it when you've got a computer keyboard.
 6. You can leave all other settings alone, scroll to the very bottom and click Save. Now you've got your very own caption window that you can overlay on whatever else you have open, and it always stays on top.
- iii. Both Vysor windows can be minimized when not needed. Closing the main application window for Vysor won't close the mirroring window. Even if you close the mirroring window, you can open it right up again by right-clicking the Vysor icon in the system tray.
- iv. If your mouse has a scroll wheel and you want to use it to scroll up and see past captions, you'll need to click and drag downward first to turn off the auto-scrolling. Then your scroll wheel should work as intended. Live captioning will continue at the bottom. When you are ready to return to live, just click the down caret ▾ in the bottom right corner. Now the auto-scrolling has been turned back on.
- v. If you need to move the caption window but the title bar has disappeared, there are a number of ways to make it reappear temporarily. The easiest way may be to just click on it. Recall that a click on the mirroring window is like a tap on the tablet. A right-click is how you go back. If it doesn't reappear, click somewhere else then click back on the mirroring window. Remember you can click and hold anywhere along the title bar that there are no buttons to drag it where you want it.
- vi. If you find that you need to be moving the caption window around frequently, you can pin the title bar in the settings.
- vii. Note you can still physically tap and swipe on the tablet itself while it's plugged into your computer. If you prefer a very small caption window, it may be easier to control the tablet by touch than with your computer mouse.
- viii. On the other hand, if you are in a place where you don't have room for both a computer and tablet in front of you, you can start the mirroring, then pack the tablet away while it continues to be used. Just be sure you go into the Vysor Settings, scroll down to Device Settings, and adjust the Display Power dropdown menu to Turn Off Display. That way you avoid accidental taps and swipes.
- ix. Remember that mirroring Caption Companion only has to do with the caption display. Be sure to follow all the instructions above to get the correct audio feed that you want

captioned while mirroring to your computer whether that be computer audio, in-person audio, or both.

- x. Some examples of how you can use the floating caption window to caption computer audio include:
 - 1. uncaptioned video clips
 - 2. podcasts
 - 3. radio shows
 - 4. online meetings of any kind
 - 5. webinars
 - 6. live streams
 - 7. video games
 - 8. or any other audio coming out of your computer that you can think of regardless of what browser or what application it's coming from
- xi. Some examples of how you can use the floating caption window to caption in-person audio include:
 - 1. while in a class or meeting that requires you to be looking at your computer screen as someone else is talking
 - 2. while you are presenting a slideshow presentation since you can pin the caption window on top in presentation mode
 - 3. any kind of small group presentation such as community meetings, school meetings for parents, breakout sessions at conferences
 - 4. or any other kind of use case you can think of

c. Wireless screen mirroring

- i. If your organization has approved it and you are connected to Wi-Fi on your Caption Companion, you can wirelessly mirror the tablet's screen. This allows you to instantly start mirroring to your computer without the need to plug in any cables.
- ii. If you're concerned about the tablet draining too much battery from your laptop while the two are connected, wireless screen mirroring is a way to avoid that as well.
- iii. For wireless screen mirroring to work, your Caption Companion will need to be connected to the same internet network the computer is on.
- iv. You'll also need to upgrade to a pro Vysor account. Luckily Vysor is very affordable and at the time of writing in 2024 only costs \$2.50/month, \$10/year, or \$40/lifetime. Just scroll to the bottom of the main Vysor desktop app window and click Upgrade to Pro. As you can see, before purchasing, you must first log into Vysor with the email address you want to license. Click Login. Choose sign in with email, sign in with Google, or sign in with Apple.
- v. If you already have an account, it should automatically log you in. If not, simply follow the on-screen instructions to proceed with your upgrade.
- vi. First connect Caption Companion to your computer with the USB cable like usual. Click View Device. Ensure both devices are currently connected to the same internet network. If they are, in the title bar of the mirroring window, click the cogwheel icon then click Wireless Mode.
- vii. Once Vysor indicates you are connected wirelessly, you can unplug the cable and the tablet should continue to mirror.
- viii. Vysor may view the new wireless connection as a new device in order to offer you the other pro features you are now paying for such as high quality mirroring and Android notifications.

- ix. The next time you connect wirelessly, you'll notice the settings revert to the default values. Simply reselect your preferences in the settings. Your settings should then be retained.
 - x. Don't forget you can use Vysor with your own Android or iPhone as well if you ever want to. It basically allows you to see and completely control your phone right on your computer screen, including notifications you get on your phone. You can learn more on the vysor.io website. For help connecting your own phone, reach out to Vysor directly using the Support button on vysor.io.
 - xi. If you aren't approved to connect to Wi-Fi on your Caption Companion or aren't able to upgrade your Vysor to Pro, you can still do wired screen mirroring with the USB data cable.
- d. **Troubleshooting** - If after watching [Help/Demo Video 09](#), the computer does not recognize when Caption Companion is plugged in with the USB cable, first note that if your organization did not approve the option to mirror and control the tablet's screen on a computer (allowing for copying and pasting captioned text to save it or creating a floating caption window), then the computer will only be able to charge your tablet but not recognize it as a peripheral. If your organization did approve it and you've properly installed Vysor for the type of computer you're on but you still have an issue, you can try the following troubleshooting steps:
- i. If you get an error message when trying to connect in the browser, it might mean you already installed the native Vysor desktop app. Either use the desktop app instead of the browser, or uninstall the Vysor desktop app in order to use the browser version.
 - ii. Make sure you are at the tablet's home screen to view the authorization box pop up. (You won't see it if you're on the tablet's lock screen.)
 - iii. Make sure you are using a USB cable that supports data transfer. The included 2.5-foot tablet cable supports both charging and data transfer. (The included 1.5-foot SmartMic cable supports charging only, not data!)
 - iv. Try unplugging the USB cable from the tablet then plugging it back in.
 - v. If that doesn't solve it, try unplugging the USB cable from the computer then plugging it back in.
 - vi. If that doesn't solve it, try a different USB port on the computer.
 - vii. If that doesn't solve it, try repeating steps 3 and 4 with each USB port.
 - viii. If that doesn't solve it, reboot the tablet then try the previous steps again.
 - ix. If that doesn't solve it, reboot the computer then try the previous steps again.
 - x. If that doesn't solve it, try uninstalling Vysor on the computer and reinstalling it, then repeat the previous steps.
 - xi. If that doesn't solve it, try a different computer and repeat the previous steps

9. Human Captioner

- a. If your organization has approved it and you are connected to the internet on your Caption Companion, you can connect remotely to a live human CART captioner using your Caption Companion. Captioners must be scheduled in advance so they can connect at the right time. Billing is typically based on the pre-scheduled time. Contact the designated captioning service provider for details about scheduling and billing.
- b. Once a human captioner has been scheduled and it is time to connect, first make sure your device is connected to the internet. (If using Wi-Fi, use the Wi-Fi Manager to connect. See [Help/Demo Video 05](#) for details.)

- c. If the captioner will be relying on you to provide the audio feed from your physical location, then also make sure your SmartMic is powered on. (See [Help/Demo Video 04](#) for details about the SmartMic.)
- d. From the home screen, tap the icon group in the top left corner, then tap “Human captioner”.
- e. If it’s locked, enter the password. (If you tapped the “Human captioner” icon by accident, simply swipe inward from either edge of the tablet to cancel and go back.)
- f. If the captioner is already getting the audio feed through alternate means (such as an online class or meeting), you should see their live captioning start to appear at the bottom.
- g. However, if the captioner is relying on you to provide the audio feed from your physical location, you’ll first need to connect the audio feed for them so they can hear what to caption. Tap the yellow “Connect to Feed” button next to the word “Floor”.
 - i. When the meeting loads, if you see your self-view, that means the video feed you are sending is working.
 - ii. If you see the sound meter moving, that means the audio feed you are sending is working.
- h. Below the sound meter, you can see who else is in the room.
- i. If the captioner is joined, you can communicate with them using the chat box to the left. Notice how tapping the chatbox send button automatically collapses the on-screen keyboard. If you’d rather keep the keyboard open, use the keyboard’s Enter button to send instead.
 - i. You can also manually collapse the keyboard by tapping the down caret below the keyboard or by using the back gesture which is a swipe inward from either edge.
- j. Tapping the webcam icon cuts your video feed to the captioner. Tap again to resume your video feed to the captioner.
 - i. Switch between the tablet’s front and back cameras by tapping the down arrow next to the webcam icon.
- k. Tapping the microphone icon mutes your audio feed to the captioner. Tap again to unmute.
 - i. Switch between the SmartMic and the device’s integrated mic by tapping the down arrow next to the microphone icon. (Note we don’t recommend selecting “Default” because it won’t be visually clear which mic is actually being used.)
- l. Lecture scenarios - For highest accuracy captioning, have the person speaking clip the mic onto their shirt or blouse like a lapel or lavalier style microphone. A lanyard can also be used. Just ensure the mic isn’t banging into keys or other objects as it hangs from the speaker’s neck, since that can interfere with the captioning accuracy. The lanyard included with your Caption Companion has no ring or metal on it whatsoever. To connect the lanyard, slightly lift up on the mic clip and slide the lanyard underneath. To remove the lanyard, lift up on the clip first, then slide it out.
- m. Group scenarios
 - i. For group settings with multiple people speaking, ideally participants would physically pass the SmartMic around before speaking. If that’s not feasible, it may still be possible to caption multiple speakers so long as everyone speaks up and there is clear turn-taking. This is because the SmartMic is ultra high sensitive omnidirectional which means it picks up sound from every direction regardless of which way the mic is facing. One idea is to place the SmartMic in the middle of the group, or closest to the most softly spoken person in the group. In general, the closer the speaker is to the mic, the greater the captioning accuracy will be. The farther away, the less accurate.
 - ii. If the SmartMic is not turned on at all, the captioner will be hearing from the tablet’s integrated mic located on the side of the device next to the physical buttons. This mic has

a short range and only picks up audio within a few feet or meters of the device. By contrast, the SmartMic has a farther pickup range and is much more sensitive.

- n. Mixed lecture+group scenarios - Having said that, there is a way to make effective use of both the SmartMic and the integrated device mic. For example, in scenarios that switch back and forth between lecture and small group discussion, you can switch between the mics accordingly to maximize the captioning accuracy. Simply select “SmartMic” during lecture to pick up the presenter’s audio (assuming they are wearing it), then select “This device’s mic” during group discussion to pick up the group’s audio. You are in control of which mic the captioner is hearing through. (Note again that we don’t recommend selecting “Default” because it won’t be visually clear which mic is actually being used.)
- o. Other scenarios - Other types of microphones can be purchased and connected to Caption Companion that are specifically made to use in groups such as tabletop speakerphone microphones or multi-wireless mic sets for mic’ing multiple people at the same time. Always feel free to contact us about your needs. Custom adapters are also available for direct audio input from external sources like PAs, FM systems, DM systems, or mixer boards and soundboards, as well as HDMI out for large screen caption display and projected or overlaid captions. For conferences or convention type events, definitely contact us to discuss the most effective ways Caption Companion can be used in those types of scenarios.
- p. When the captioner begins writing, their text will appear at the bottom. By default, auto scrolling is enabled. If you want to manually scroll back up, just tap to uncheck “Auto scroll” in the bottom right corner. Tap again to check the box which will automatically jump to the bottom and resume auto-scrolling.
- q. You can adjust the font size using the plus and minus buttons in the bottom left corner. To fine tune the text to your liking, tap the cogwheel icon in the top right corner where you’ll find options for font family, font size, line height, font color, and background color. These settings are retained between sessions. Tap “Reset style” to return everything to default values.
- r. If you prefer to see more text on the screen at a time, you can tap “Hide controls and chat”. The sound meter should continue moving to let you know you are still sending audio.
- s. If it’s been approved, you can edit words in the transcript live. This is useful for making quick notes for yourself or to correct a word here and there. When done, collapse the keyboard by tapping the down caret below the keyboard or by using the back gesture from either edge.
- t. When the session is over, tapping “Leave Floor feed” will exit the meeting and cut the captioner’s audio feed. You can then use the back gesture to return to the home screen. You can also just use the back gesture to immediately exit the meeting and return to the home screen. Note that audio and video do not stream in the background. Leaving the Human captioner screen automatically cuts your audio and video feed to the captioner.
- u. For technical assistance, follow the instructions you were provided, or use the chat on captioncompanion.com.
- v. If your organization has approved accessing the CART transcript afterwards, simply follow the instructions you were given on how to access the transcript on any of your own devices.