



## Hard of Hearing

### Captioning Technology for Mobile Phone Calls

Mobile captioning apps will help you understand what the healthcare provider is saying on your smartphone or tablet. These apps can help during simple conversations. Individuals who have been diagnosed with a hearing loss can use these services at no cost.

#### Familiarize Yourself with the App:

- Download and set up apps for quick access
- Practice with the app to get comfortable with features
- Due to app and phone updates, features may change, be sure to test the app prior to your visit
- Contact your cellular provider or app technical support if you need assistance
- Find mobile captioning apps in the App Store (iOS devices) or Google Play (Android devices)

#### Common Smartphone Apps for Captioned Calls:

##### CaptionCall

- Live caption writer and automatic speech recognition
- Contact information: (833) 691-1600

##### Innocaption

- Live caption writer and automatic speech recognition
- Contact information: [support@innocaption.com](mailto:support@innocaption.com)

##### CaptionMate

- Automatic speech recognition only
- Contact information: [support@captionmate.com](mailto:support@captionmate.com) or (800) 898-0034

##### Hamilton CapTel

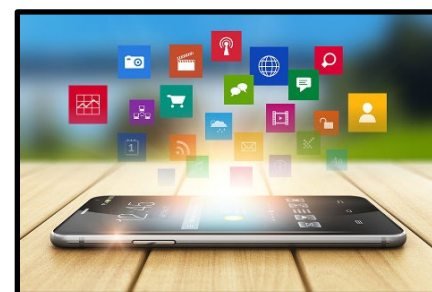
- Live caption writer only
- Internet-based home phone and smartphone access features
- Contact information: (877) 455-4227

##### ClearCaptions

- Live caption writer only
- Internet-based home phone and smartphone access features
- Contact information: (866) 246-7850

##### Olelo

- Automatic speech recognition
- Contact information: [oleloteam@machinegenius.com](mailto:oleloteam@machinegenius.com)



NC DSDHH does not promote specific companies or apps, but these are a few suggestions that might work for you. It is recommended that you try different apps to see which one meets your needs. Other apps available to assist with your communication can be found here [Mobile Apps](#).

**To learn more about your rights during telehealth appointments, and how to advocate for your communication access, please contact the [NC DSDHH Regional Center](#) near you.**



This document was developed through a collaborative process involving the National Consortium of Telehealth Resource Centers.

