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## Providing Greater Access with ClearCaptions Mobile

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Presenter: Clark Buxton

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Partner: ClearCaptions

- [Clark] Howdy and welcome to Providing Greater Access with ClearCaptions Mobile. First of all, thank you, and good afternoon to everyone on the east coast, and good morning to those that are on the west coast, and wherever you may reside from. We are definitely open to questions and answers today. I will be taking questions whenever you want to post them, but I will be taking or answering them at the end of the presentation. My name is Clark Buxton, and I am the National ProCare Manager for ClearCaptions. So jumping into it, these are the learning outcomes that we would like to get through today and we will get through today. So, all participants will be able to discuss the changing telecommunications landscape and need for greater access to captioning service for people with hearing loss that necessitates the need for captions. You will also be able to describe eligibility requirements and explain how to obtain ClearCaptions' product and services, as well as be able to describe the functionality of ClearCaptions Mobile.

So, first, we're gonna start with who we are. So, it's our mission to improve lives every day. ClearCaptions is committed to serving the hard of hearing community, striving to help our customers maintain connection to others and foster confidence to live an independent lifestyle. Working with providers like you, changing lives, every day. ClearCaptions offers near real-time phone captioning that allows you to see every word set on the call. For those with hearing loss, this eliminates anxiety and frustration when using the phone. Working with hearing care professionals like you, we can help individuals enjoy the independence of staying connected confidently and without assistance from others. When your patients see captioned call for themselves, they will thank you. So a little bit more about our history and diving into where we came from and when we started, ClearCaptions was founded in 2011 with a driving force to serve the hard of hearing community. Since our inception, we strive to bring value and approve the lives of our customers. Making communication easier is our passion. We believe in providing the highest levels of service and products to our customers. Words truly matter to us at ClearCaptions. The ClearCaptions headquarters are located in Roseville, California, just outside of Sacramento. In our corporate office, we house not

only our executive leadership, but also our product development and customer support team, as well as our sales support team who support the 100-plus remote sales managers across the US. That team is made up of people across the US doing educational presentations, installations, and coming in direct contact with our clients and helping them. Our vice president of sales, Joy Glen, is a licensed audiologist who have served the hard of hearing for over 20 years. As a Federal Communications Commission certified telephone captioning provider, ClearCaptions follows the highest industry standards for privacy, security, and professionalism on all your calls. Our development began with our legacy product, ClearCaptions for Mac and PC, with web and wireless at ClearCaptions.com.

Then in 2013, communication was made easier with ClearCaptions Ensemble, a caption-enabled amplified phone. That was our first take on a home phone available for folks to use in their house to get captioning service for all of your calls. And that innovation continues to keep the community connected. In 2019, we released our completely redesigned home phone Blue and our first mobile app for iOS. Both of these products were created and developed by our own internal products team, taking in account all of the feedback and driven by customer conversations for how the phone is to look, how the receiver is to be designed on our home phone Blue, how the mobile app will be interactive, what it will look like, what features are important to the customer to make sure that access to this is best suited for the people that need our products. So, what made us take the leap and inspired ClearCaptions to create a mobile app. I think most of us know how many mobile phons are out there and the numbers around that. But some of these were a little surprising to me how large they truly are. So, a majority of Americans now own a mobile phone, and that's 95%. 95% of Americans own a mobile phone. 81% of those are a smartphone, and that has increased from 2011 from just 35%. So the adoption rate, and the technology, and the growth of cellphones and how they're used has just been astounding over the last almost decade. We've also seen this increase in senior cellphone ownership. Seniors 50 to 64 are now represented with 75% ownership. Senior 64-plus are at 50%. While

they've also adopted these products, not only have they adopted these cellphones and started using these, they have also cut ties to the more standard or older ways of communication, getting rid of or steering away from their home telephones. We saw the driving need to give people that were, their only communication availability was a cellphone at this point, access to the same captioning service that is available on home products as well. In addition to mobile phones, Americans own a range of other technology, reporting 75% owning a computer of some kind, and nearly 50% owning a tablet. Technology in general, as we all know, has really taken the next step in telecommunications, and it's all surrounding our cellphones and what we're doing there. While that shift in communications and the adoption of cellphones, we also saw a shift in the hearing aid market. We saw a shift with technology into Bluetooth-compatible hearing aids. The first ones that came out required a streamer or a separate piece of equipment that would attach to a cellphone to allow the audio to be played into your hearing aids.

And now today, we've seen an absolute explosion into direct connect and open-channel Bluetooth hearing aids, allowing you to connect to multiple devices. These devices and types of hearing aids have truly improved people's lives. They allow them to connect to mobile phones, remote microphones, so people can have conversations in public places, TV streamers, so they can listen directly through their hearing aids to the television playing, and even music players. Direct connect iPhone hearing aids and the newest open Bluetooth hearing aids are a perfect pair with ClearCaptions Mobile. Combining technologies allows the users to listen to the best possible audio all while having the ability to read along when the words are missed. So how did this all start? Where did this all come from? What is Captioned Telephone Service? What does it cost? Who is eligible? And how do I get access to this service? Through these next slides, I'm gonna discuss all of those things. It's an extremely important piece of our industry. So, all of this began with the Americans with Disabilities Act, and that was passed in 1990 as a comprehensive civil rights law that prohibits discrimination against individuals with disabilities within employment, public services, public

accommodations, and telecommunications. The Americans with Disabilities Act created file titles. Those titles are Title I, employment, Title II public entities, Title III, public accommodations, Title IV, telecommunications, and Title V, miscellaneous provisions. Title IV of course is the important one to us, because it was the one that established what we do. So, Title IV of the Americans with Disabilities Act amended the Communications Act of 1934 to require telecommunication companies to provide functionality equivalent services to individuals with disabilities, which would be known as the Telecommunications Relay Service. In short, we call that TRS. So TRS is a telephone service that provides people who are deaf, hard of hearing, deaf-blind, or who has a speech disability to communicate in a functionality equivalent manner with people who use a standard telephone. And there are many, many different forms of TRS, including but not limited to Text-to-Voice, Voice Carry Over, Speech-to-Speech, Relay Service, IP Captioned Telephone Service, and Video Relay Service. It's just a few, few of those example.

So, who is the FCC and what role do they play in all of this? The FCC regulates interstate and international communications by radio, television, wire, satellite, and cable in all state and US territories. They are an independent US government agency overseen by Congress. The FCC is the primary authority for communications law, regulation, and technological innovation. And why this is important is because the Americans with Disabilities Act gives the FCC regulatory authority over TRS, including oversight of every form of TRS and state TRS programs. So, with that, the FCC regulates Internet Protocol Captioned Telephone Service providers and the eligibility of consumers to use IP CTS, as well as all of those other mentioned, and some that were not, TRS services. So what is Internet Protocol Captioned Telephone Service specifically? In short, we call it IP CTS. You'll probably hear that a few times today. It is a form of telecommunications relay service. This service allows people with hearing loss to speak as they would normally speak on a phone call, but gives them the ability to read captions when the other caller responds. The captions are provided by a live communications assistant who listens to the caller and then re-voices everything the

caller says into a speech recognition program. The text of what the caller has said is then displayed on the screen of the user's IP CTS device, so nothing is missed within the conversation. If a user of our ClearCaptions Mobile app or our ClearCaptions Blue home phone were to make a call to let's say a doctor's office and was having a conversation, everything that the doctor spoke to the user of the IP CTS would be heard by that live communications assistant, and then transcribed onto the screen. So the words would actually be displayed in near real time on the screen. So if you miss something while you're trying to listen the best that you can, you can look down and be able to read word for word what the caller is saying. The cost of products and services. So, all of ClearCaptions' IP CTS products and services are offered at no cost. Well, how is that possible? It's possible because we do that, and then we actually seek reimbursement for the minutes of service provided from the TRS fund, and that is all regulated through the FCC. So, telephone service providers contribute a percentage of revenue received from subscribers, typically seen as a federal universal service or connectivity fee. And you can see here, this is of course a pretend bill, but we all have them.

So this little fee here, those fees show up on all of our bills, and those are the fees that are actually paying into the TRS fund. And those fees and that fund has been growing since the adoption of the Americans with Disabilities Act in 1990, and that's when it all began. That's when this fund started to grow and have the resources to be able to pay for these services, like caption, telephones, and video relay service, and different TRS services. So what is the eligibility? What does it take for somebody to actually gain access to one of these products and be able to use captioning service, be it our home phone or app or whatever it may be? And this is specific to the Internet Protocol Captioning Telephone Service. The only condition to use IP CTS at the moment is that the potential user must certify. So it's self-certification that somebody who is interested or shows the need for this service that they certify that they have a hearing loss that necessitates the user of Captioned Telephone Service, that they understand that the captioning is provided by a live communication assistant who listens to the other party

on the line and provides the text to the screen of the captioning device, that they understand that the cost of each caption, each IP CTS call is funded through a federal program. And they must certify, lastly, that they will not permit, to the best of their ability, persons who have not registered to use IP CTS to make captioned telephone calls on the customer's registered IP Captioned Telephone Service or device. So, if a potential user can do all of those things and certify that, which they have to, it has to be documented, then they would be then qualified to have access under the current rules to Captioned Telephone Service, IP Captioned Telephone Service specifically. So while it's not currently a part of the FCC's IP CTS eligibility assessments, ClearCaptions still obtain a third party professional certification. A qualified third party professional must be able to evaluate an individual's hearing loss within the accepted professional standards. And must be either a physician, audiologist, hearing aid specialist, nurse practitioner, ear, nose and throat, geriatrician, pediatrician, hearing instrument specialist, or other hearing related professional. We received these certifications in many ways.

So a user sends certification after a product education. A hearing care professional sends certification after identifying a need in a patient. ClearCaptions will sometimes facilitate for a user a request for certification of that user through the user of a medical release form. Meaning, if we meet somebody out while at an educational seminar and somebody is interested in our products, we will help them communicate with their doctors that they are interested in these services. And we will send a medical release form for that doctor, one of the ones listed above, to sign off on that certification form if they meet all the criteria. What does that certification form look like? This is it. So, this is ClearCaptions' version of the professional certification form. This is what we get to ensure that on top of the self-certification, we're always looking to get a third party certification of hearing loss. And these forms, so at the top of this form, it just shows how these things can be submitted, and gives you the fax number and email, as well as the address. And then it asks for the individual on the application's name, address, phone number, and email. So, all of their contact information, so we know who's

interested and the one that we're actually certifying. And then we have to go through the certifying professional's information. So, if it's gonna be by an individual, we're gonna need the professional title and business name, the address of that business, the phone and email, contact information as well. And of course, finally, at the bottom, a signature of the certification for the individual that is in need of services. And what exactly is that professional certifying? Well, they are certifying that they have determined the individual referenced has a form of hearing loss that makes it difficult to communicate effectively by telephone, requiring use of a Captioned Telephone Service to communicate in a manner that is functionality equivalent to a fully hearing person. They also acknowledge that they understand the captioning service is provided by a live communication assistant, and that the service is funded through a federal program for the hearing impaired.

They also have to certify that they do not have any business, family, or social relationship with any employee of ClearCaptions. And certify the above and, under penalty of perjury, that you are a hearing care or healthcare professional qualified to diagnose or confirm the diagnosis of hearing loss. That's what it would take to sign our professional certification form to certify somebody in need for our products. And we're looking to do this every time we educate somebody to ensure we have third party certifications for everyone. So where do we find these forms. So, one of the first places you can find that form that I showed you is on our website.

So this is just a little snapshot of our website. This little green bar here, if you go to [ClearCaptions.com/professionals](https://ClearCaptions.com/professionals), scroll down just a little bit, you can just press on that little green bar, it'll give you a downloadable version of our certification form. We also have an option for certification through ClearCaptions' Noah 4 module, which can also be downloaded at [ClearCaptions.com/professionals](https://ClearCaptions.com/professionals). So just like the button that was there for the downloadable form, we actually have another button for the PCF form, or professional certification form, as well as a button to download the Noah 4 module. Pressing that button will actually run the executable program that will start

downloading it, our module, directly into your Noah that is on the computer that you're using. So once it's downloaded to Noah 4, so you have to hit Run and Accept, those few little buttons to get it all through, once it's downloaded, you'll see that our module will show up right here at the top in your little program bar, just like all of your other modules that you have in Noah 4. The Noah 4 module is so incredibly easy to use as a certification process, because once you have downloaded it, you can enter into the module. You can save your, your information, your provider's information, and then that stayed stored in there. And then once you open a patient file, it only takes a few clicks to identify somebody. And actually, it automatically will populate all of the information over once you say to, and then you can certify them, and it will automatically send that certification, once done by you, to us for contact and for delivery of our services. So, all completed ClearCaptions form, so back to that professional certification form.

So there's a few different ways you can complete it. You can mail it, snail mail, not exactly a very popular or quick way or turnaround time today, but that is our corporate headquarters address and where that would be received. You can fax these forms to the 1-800 number that's on the screen. It is also provided on the form online if you were to download from our website. You can use the Noah 4 module to submit a form, or you can email an uploaded form to [information@ClearCaptions.com](mailto:information@ClearCaptions.com). So, now we've gone through who we are. We've gotten an idea of why we made the steps and the changes into how the demographics change, how cellphones and mobile devices that become such a way of life, and how there's an abandonment of home phones. And so, we saw the... We wanted to make sure we were giving the best access available to people that need captioning services. We talked through where this all began, who's eligible, and how you get one. So let's talk about what we actually have in front of you. So, currently, ClearCaptions offers two products. We have ClearCaptions Blue. It's our revolutionary caption home phone. It displays near real-time captions on an easy to use touchscreen display pictured there. And then we have a ClearCaptions Mobile. Pretty obvious, it's a caption service on an app that allows you to have captions and

be connected and confident wherever you are. And to introduce these products a little bit further until we dive into ClearCaptions Mobile and everything that it is, I would like to play a video for you guys. Let me get that going.

- Hey, how's it going?

- [Cindy] Great, are you ready?

- I'm heading out now. See you on the trail?

- [Cindy] Actually, let's meet on Arcadia street. I'll be there in 20 minutes.

- Sounds good, see you in a bit. While in the military, I was exposed to sounds that impacted my hearing. As a result, cellphone conversations have become an everyday challenge, a challenge that is quickly robbing my ability to communicate freely. But the ClearCaptions app has given me freedom to communicate. The mobile captioning keeps me connected and confident that I'm getting the whole conversation on every call. Hey Cindy, did you get lost?

- [Cindy] Actually, no, I'm about a block away. I'll see you soon.

- Sounds good, I'll meet you at the end of the street.

- The saying is true, you don't know what you have until it's gone. Well, my hearing is getting worse as I get older. And with my family living out of state, well, the telephone is my main link to staying connected. I cherish those phone calls, but I'm struggling to hear now more than ever. What do we have here?

- That is the sweetest gift from your grandson.

- Caleb did this?

- Not only did he order it for you, he also scheduled the installation with the ClearCaptions team. Looks like you have a grandson who wants to make sure you're part of his life.

- Yeah, I guess I do.

- Grandpa.

- Hey buddy. I'm talking to you on the ClearCaptions phone.

- Does it work? Can you see what I'm saying?

- Every word, I can see everything you're saying. Ah, this is really great.

- That's so cool, grandpa.

- Alright, now tell me everything you've been up to in the last couple of week, alright?

- [Clark] That was our video introducing our products. We call it our lifestyle video. It shows real-world uses and how people view our services and our devices. That is something that we, that video, specifically is something that we utilize as a demo option for folks and allow people to use it as for educational and as an opportunity to show others what ClearCaptions does, what we're about, and how our products can help you every day if you're at home or on the go, and that's what today is about. It's about ClearCaptions Mobile. So let's move on into talking about ClearCaptions Mobile and what that is, and get after all of the things that is ClearCaptions Mobile. So, it is made available free of charge to any individuals that must be hard of hearing and have medically recognized hearing loss, necessitating the use of the service. So that was the

requirements which we have already discussed through the eligibility portion of the presentation. Another requirement for ClearCaptions Mobile is internet access. So that internet access must be Wi-Fi, can be Wi-Fi or cellular. And currently, to use ClearCaptions Mobile, you must have an iPhone, a 5s or greater. So that includes 5s, 5se, all the way to the newest technology out, the 11 and 11 Pro. We will be offering additional device compatibility in the future. So that means all new and upcoming iPhone technology, we will make sure that we have our mobile app available for use for those, as well as other devices, so Android and tablets, and other things are on the horizon, understanding that it's all about providing access and making sure people have accessible communication. That's what we're all about. So, to get this thing and download the mobile app, we would open the App Store, you'd search for ClearCaptions, click on ClearCaptions app in the search results, click the Get button, and then the mobile app will download. From there, we really dive into this. So, customers will then be prompted to log in or request access. So, from this screen is when all the fun begins, and we have to actually start having a relationship with ClearCaptions. So you have to have an account and login information. So, we have existing customers with that information. And I'm gonna play a video for you that shows you how some of these existing customers that already utilize some of our other technologies, being ClearCaptions Ensemble or even our new ClearCaptions Blue, if they have an account with us, they could then add this as another solution to help them communicate on their mobile device.

- [Instructor] This instructional video is intended for users who already have a ClearCaptions account but haven't yet used the new ClearCaptions Mobile app for captioned mobile calls. Here, you'll learn how to find and download the free ClearCaptions Mobile app from the Apple App Store, then install it to your iPhone, so you can make and receive captioned mobile phone calls. If at any time you wish to closely review any of the screen images in this video, just pause the playback. On your iPhone, go the App Store. Find the ClearCaptions Mobile app, then tap Get. Once the installation is complete, find the ClearCaptions Mobile app and move it into the dock

for quick and easy use. Now, just tap the app icon to launch it. Enter your account information then tap Login. If you've forgotten your account password, just tap Forgot Password. You'll be prompted to enter your email address, or you can receive a message, explaining how to reset your password. Once passed the login screen, you'll see an initial alert screen. Read and accept the terms of use. Then navigate through the addition setup and customization screen. You'll only need to perform these steps the first time you use the app. Congratulations. The app is now ready for captioned calling. For the easiest and most reliable mobile call captioning experience, you should forward your existing mobile phone number direct to your ClearCaptions Voice number. Tap Settings on your iPhone home screen. Tap Phone, then tap Call Forwarding. Tap the Call Forwarding slider, then tap Forward To. Enter your ClearCaptions Voice number. That's it. You can exit the Settings menu. All future incoming calls to your iPhone will be forwarded to your ClearCaptions voice number, ensuring you always enjoy captioned phone calls. Some mobile services carriers might have a different way to enable your call forwarding. If you need help forwarding your number, contact ClearCaptions at 866-868-8695.

- [Clark] So that video gave us an overview of pretty much everything to do with Mobile, from downloading it to some of the permissions and how it all works. And we're gonna take that video and kind of dissect it, go through each piece and what that means, and how all of those different screens that they kinda went through without speaking about what they all mean to the user that is wanting the service. So again, once you've actually get to this home screen, to gain access to the app, you're gonna have to have a ClearCaptions account with login information. So this account can be created by scheduling an appointment with one of our territory managers. So those who I mentioned at the very beginning, they're all across united States, who provide our standard white glove service. And white glove service means installing and educating every potential user about the functionality of the app. So we actually will help every single person that wants one of these or wants access to the app. We'll create the account for them. We will show them how to download it. We will walk them

through the functionality, the uses. We will help them understand how the phone and the app work, and all the different features and everything. It is also possible from the screen to press Request New Account. And this will start the activation process. Some more information would be required, name, contact information, because then it's sent straight to our inside sales staff to make contact to help you get that ClearCaptions account set up. So, for existing or new customers, you'll be prompted to type in an email and password. So that would be your ClearCaptions account information. After you have done so, you can click on login. Of course, just to make sure, if you attempt to download this app and you just type in your email and password and hit Login, it's not going to work. We actually have to have an account set up inside the ClearCaptions system. So, after you are logged in, so we get the account set up and get you logged in, the screen that will appear will have an FCC warning. That limits the use of the app to registered individuals with hearing loss.

So it goes back to our eligibility requirements, and making sure that we're staying true, and everybody sees exactly what this service is there to do. It also provides a link for the FCC's consumer guide on VOIP and 911 services. So just making sure that there's a link there that everybody can gain access to, what information and what's required of VoIP providers, so Voice over Internet Protocol phone telephone providers, what's necessary for them to provide 911 services. So of course we would select Accept. And the next screen that would come up would be an address verification, specific to where they live and for verifying a 911 address. So, customer will be presented with the address associated with their ClearCaptions account. They can either choose to edit this information or just verify that is correct, and continue. If they choose to edit their address information, they'll then be presented with this form to enter the new address. We then take the address that they enter and verify it via a third party. We do this to just make sure that the address that's entered is an actual existing address. And for some reason, if multiple addresses pop up or there's different options, there's going to be a list that the user can choose which one is the actual correct one. We wanna make sure that the 911 address information is absolutely correct on file. After we have

identified our address and made sure that that was correct. There's some required FCC information. All IP CTS providers are to have this on file with the user's information. So the customer then enters their date of birth and the last four digits of their social security number. This is standard information requirement for IP CTS service. So we have to have this for every user that's going to be using ClearCaptions Mobile for the FCC. We have to have all this on file. After we get that information, it's time that the self-certification pops up.

So again, this is the part where we spoke about before, that eligibility requirement. When this comes up on the screen, the user has to certify all of these things. And they do that by agreeing that they have a hearing loss that necessitates the user of Captioned Telephone Service, that they understand that captioning is provided by a live communications assistant that listens to the party on the other line and provides the text on the screen of the captioning device. They also have to understand that the cost of the captioning is funded through a federal program, and that they will not permit, to the best of their ability, persons who have not registered for IP CTS. To make captioned telephone calls on the consumer's registered IP Captioned Telephone Service or device, and then they, customer taps Next to agree to these terms, at which point they have certified that all of those things are true. After that's certified, it's done, we get our terms of use. I'm not going to read all of them. They're fairly standard terms of use that many, many apps and different products we use today have. We will then have to just accept those terms of use. And after the terms of use, we get to our Customer Proprietary Network Information where you can either opt in or opt out. So this is information that ClearCaptions and other telecommunication relay service providers obtain when providing customers with relay service. So it includes types of relay a customer uses, the amount of relay calls made and the location of those calls. So, they can choose to opt in or opt out of CPNI. And that means that we may use, ClearCaptions captions may use some of that cell information to market products or services that could be beneficial to them. So it's just identifying that information and marketing services that could be beneficial to that user, that specific user. Of course

there's a link here that talks about all the privacy that goes into all of that, and it's just a very simple toggle switch of you opt in or you're out. And once you do, you hit next. So, after we get through all of that, it's now time for our permissions. So, the first time the app is installed, the customer will be asked for various permissions. This is something that happens for almost all apps. These permissions are required by Apple, and we will explain to the customer what permissions the app is asking for and why. The following few screens will define each of these permissions and why they are needed. So the first permission that pops up is for microphone access. Microphone access is absolutely necessary to run this app. It is needed to be enabled so the user will be heard on incoming and outgoing calls. So this permission actually gives us access to use the microphone while you're using your app. With all permissions requested, we present the customer with information on why we need the permission.

So you can see over here on the app, a little bit behind here, that little section in there for ClearCaptions to place calls. We need access on that screen before the OK or Don't Allow comes up. It's the actual description of exactly what's needed, and we do that for every single one of these permissions. The next one that comes up is the customer will be asked for their location permission to be accepted during app usage. This is to be used for providing E911 coverage and location information to 911 dispatchers. Super important and incredibly important that they understand why we're doing that. So, you would continue by just pressing Allow to accept. The next one that comes up will be your notifications permission. These are necessary to run the app correctly, enable notifications so you do not miss incoming calls. In order to receive an incoming call from ClearCaptions, we need to be able to send you notifications. Meaning, if you want your phone to ring with our app when you get a call through our app in your ClearCaptions Voice number, you need it to ring so you can answer it and actually talk on the phone, we have to have these notifications on. The next one that will come up is access to contacts. So the customer is asked for permission to access contacts on their phone. Contacts on your mobile phone can easily be synced with ClearCaptions contacts. When you are ready to make a call with ClearCaptions,

all your contacts will be available and remain synced. So this actually makes all of your contacts sync by just saying okay from your traditional iPhone app. It automatically uploads everything. The next one, permission that will come up is the customer is then shown an example of how captions will look in our application. Very important part of this. So you can then initially set the color, either black text on a white background or white text on a black background with a scrolling size chart, as you can actually make the letters a little bit larger. These adjustments of course can also be made at any time in the application's settings. So ClearCaptions Voice, we've said it a few times. And so, ClearCaptions Voice, what is that? So now that we're registered, we will assign you a ClearCaptions Voice number. This is your personal phone number. It is our branded VoIP service to be used with ClearCaptions Mobile. This is the phone number that's assigned to you based on your location, and it is the phone number that will be used for you to receive calls through your app, and it is the number that will be on the caller ID on any outgoing calls as well.

So what are some of the features of ClearCaptions well now that we have it? So it's near real-time accurate captioning displayed on your mobile screen. Personalized ClearCaptions Voice number exclusively for your captioned call. It's designed to look like a built-in iPhone app. Contacts can be synced from iPhone contact list, change caption font sizes and color directly in the app, a full call history, including the ability to view saved captions. So cool. And E911 support. So, all of these things are pretty important and pretty, pretty helpful to the users. So, for those of you that have a iPhone, it's a very familiar design. So this is what it looks like when you actually open the app and you have the dial pad open. It looks very similar to the phone app that we are accustomed to for folks that use iPhone or iOS. This was done and designed this way to make people feel comfortable and allow the transition to using the app to be smoother and be able to find all the buttons quickly. We also have favorites for one-touch dialing. We have our call log button along the bottom as well. We have our contact list, and we have a voicemail. So, making a call. Each incoming and outgoing call offers ClearCaptions' near real-time captioning service. And while on a call, the

app also allows for call waiting, ensuring call is never missed. That's really important to ensure that we have some of the same standard functionality from traditional phone services built into the app. We also offer the ability to create a three-way call, so multiple contacts can speak at one time. So, a user can call one person and actually then dial another person, adding them to that call. Call audio options. The user can choose from their desired audio output. Callers have the option to hold the phone up to their ear, and to listen, and then pull it away to read the captions that will be on the screen. They can also utilize the built-in speakerphone function, allowing them to read along with the caller. There of course is an option to use headphones or a headset, either connected Bluetooth or plugged into the phone. But most often, ClearCaptions Mobile is paired with Bluetooth hearing aids, because Bluetooth hearing aids will connect, have the direction to your audio. And when our app is in use, those hearing aids and that direct connection still will provide the audio for the call.

So it allows you to have the direct connection between your iPhone and the hearing aids, and that's for those that are direct connect. And if you had a streamer of some sort, as long as that streamer is providing the audio from your iPhone, it will work with the audio coming from our app. In the settings, as mentioned before, and you can access this at anytime, we have the ability to change and adjust the font sizes, which is important, just for that have any sight problems or just needed a little bit larger or on a different background, depending on the glare of the sun or something like that. And so you can either create the black background and white text or white background and black text. This one particular picture on the screen is showing the opposite of what was shown before, just to give the perspective difference. Contacts, it's another important feature for us all. Contacts can be synced with your existing contact list from your iPhone. Each contact will be listed alphabetically by last name. Every contact can have multiple phone numbers, so each person can have a home, a mobile, a work. And on this contact list, as you'll see here at the top, that My Number, My Number is the ClearCaptions' Voice number for the mobile app. So that's actually the phone number that we have assigned to you, that you would use to receive calls and make calls we

just make it really accessible and easy to see where that number is. Call log. So, just like a standard telephone or mobile phone, we have a full call history showing all your received, your made, and your missed calls. The call log will receive a tag when a call is missed. So as you can see at the bottom of this picture here, this little red number one, when a call is missed, you will receive a tag, similarly to the functionality of a traditional phone. And each call log contains call details, including an option to view captions of a previous call. So, you can click into a call by clicking this information, little i button here, which will open this next screen. And from this screen, you can identify a few different things, so who you called, the phone number, the date, how long the call was, as well as selecting View Captions. This is an option that allows you to go back and actually review the captions that were had on that conversation.

So as to my previous example of calling your doctor. If you were to call your doctor and forgot something specific that they had mentioned in the conversation, you could use this option to go back in and view those captions to see and remind yourself what was actually said during that conversation. We also have in the app built-in voicemail. It's associated and assigned with your telephone number. It has full captioning capabilities, allowing you to caption all of your voicemails. Standard voicemail settings and options also allowing you to delete, save, and store all of your voicemails as well. We also have E911 support. So, E911 support is support for wireless phone users who dial 911. Since wireless users are often mobile, some sort of enhancement is needed to 911 service that allows you to call the callback number and location to be received by the operators. So this is referencing the locations permission. So location is given to the address provider for the ClearCaptions account, as well as through the geolocation using the phone's GPS to locate the caller, meaning we have enhancements where if you call 911, you'll be able to know the home address, as well as the call back number, as well as using your GPS to know where you are. So, the next steps to helping your patients. And what do we do, what do we do next? So, kind of in review and overview of what we've talked about today, the next step would be to identify a patient's candidacy. So do they meet the FCC eligibility requirements? Do

they have hearing loss that necessitates the use of captioning service? Do they have the required service in place to allow for the addition of ClearCaptions' products and services? For ClearCaptions Mobile, do they have an iOS 5s iPhone or greater? That would be what would be a requirement that's necessary for them to use ClearCaptions Mobile. Then once you've identified that person, you can submit a professional certification form to ClearCaptions. You can do this using one of the many ways that we discussed, and easy to use, and customize to your liking, be it through the mail, email, fax, or even through our Noah 4 module, allowing for just a few step process to get the certifications over. And lastly and most importantly, contact us to meet your local ClearCaptions representative. You can contact us at 188-870-8114 or you can email us at ProCare@ClearCaptions.com. It would be important to meet the representative, because they can provide you any additional educational materials or things to show your patients and you more about this, or answer any of those lingering questions that you may have about ClearCaptions and ClearCaptions Mobile. With that, do we have any questions today about anything that we discussed? So, we have a question.

So what percentage of hearing loss do you need to qualify? Ah, yes, so that's something that comes up and is asked often currently, there are no decibel limits or percentage of hearing loss that is necessary. What's needed is just the certification that you have hearing loss that necessitates the use of captioning service to be functionally equivalent to somebody that doesn't. I have another question here. If somebody has a caption phone already, can they still get this one? Yes. It doesn't matter what provider or what caption service anybody is using. You can absolutely use multiple products from different providers and have multiple products on your home or one on your cellphone and one at home. It's just about users' choice, customers' choice. They get to choose who and what they want to use. So, are people still giving out current phone number for people to call them or using their ClearCaptions number? So, people do that a little bit differently. It depends on the patient and on that person. Some people will choose to continue to just use their phone number that

they're familiar with, that they've had on their phone, that they have. And what they'll do is they'll just forward that phone number to their ClearCaptions number. So when they do get a call to the number that they have on their phone, it will forward to our ClearCaptions app and allow the app to ring, and they will answer that. For outbound calls, the only identifying marker they would wanna make sure they do is share that new ClearCaptions Voice number with the people they're calling so they can be identified as the person calling from that new number. It just depends on the user, how they are gonna utilize the service. If you already currently work with another caption company, can I also work with your company? Of course. So just like a particular person or in the home using multiple products or having different providers or getting services from different providers, it's all about education.

Of course you can work with any number of providers at once. There are no contracts it's not allowed. There's no anything like that. We're educational and we provide information to you, and you can have as many providers Just as many of you who may potentially utilize multiple different brands of hearing aids or different brands of products. It's similar. It's just about customer choice and what works best for each individual client. It looks like that is it for now. So again, thank you very much for attending today and learning and spending some time with me as we went through providing access with ClearCaptions Mobile. It looks like I missed one questions. So will there be a demo app that audiologist can use? There is still some development into any option for that. We're working through any regulations and internal things. I will keep you in the loop if you check out [ClearCaptions.com/professionals](https://www.clearcaptions.com/professionals). We will make sure if something comes available to be utilized in that fashion that we make it available there. So that's that. And again, thank you all for spending time with me, learning about ClearCaptions Mobile, and I wish you all a wonderful day. Thank you.