

Meeting Platforms and Automatic Speech Recognition Options for Chapter and State Leaders

Some tips for those trying to organize meetings:

There are many considerations to the type of meetings you want to hold and what application you use. This guide will help you consider different factors involved with online meetings to determine your best option. Be patient with yourself, there will be a lot of trial and error. Practice helps you get better.

From the Deaf and Hard of Hearing Technology Access Program at Gallaudet University:
[Accessibility Tips for a Better Zoom/Virtual Meeting Experience](#)

Two major factors you need to consider:

Everyone's experience online is not the same. Folks have different internet access plans and bandwidths and use different devices to connect by phone, tablet, laptop, or desktop computer.

Always encourage use of landline/ethernet connection rather than Wi-Fi to avoid potential cutouts in transmission.

Also, during this pandemic, understand that if you decide to use the free version of Zoom, you may have trouble meeting using the phone line. Many individuals, businesses and social groups are meeting via Zoom, so some phone lines may be jammed. We suggest you try out Zoom using the phone line vs using the audio on the computer to see which is best for your group.

Some tips for those joining meetings:

You also have to do a little preparation for the meeting. You will have to download the meeting application that is planned to be used on whatever device you plan to use. Phones, tablets, and computers can behave differently using these applications. Check out tutorials for your meeting software to help guide you in your online experience.

The following is a resource list of articles and links that offer captioning options.

From "See Hear Matters," March 13, 2020

[Captioning options for Videoconferencing and Learning Management Systems](#)

From the National Deaf Center:

[COVID-19 Information](#) (offers general information for post-secondary accessibility but helpful information)

Zoom

[Zoom Video Tutorials – Zoom Help Center](#)

<https://support.zoom.us/hc/en-us/articles/115003498783-Viewing-Closed-Captions>

Automatic Speech Recognition Options

Google

[Closed Captions in Google Slides - The Suite Life](#)

[Live captions in Hangouts Meet, now available on Android](#)

[Google Gets Serious About Hearing Loss Help, Hearing Tracker, February 6, 2020](#)

Microsoft

[Add closed captions or subtitles to media in PowerPoint](#)

[Present with real-time, automatic captions or subtitles in PowerPoint](#)

Otter

[How to generate notes with Otter: Three ways to start and transcribe your conversations](#)

Streamer

[Automated Captioning and Translation of Zoom Meetings and Other Livestream Platforms](#)

[Interact Streamer](#)

HLAA Volunteers Willing to Help

These HLAA volunteers are available to help you learn to use Zoom meeting platform.

Ann Thomas, Diablo Valley Chapter, CA, and HLAA Brand Ambassador:

athomas@hearingloss.org

Ron Tallman, Sun Lakes Chapter, AZ: rontallman1@gmail.com

Emil Quast, Jr., Wisconsin State Chapter Coordinator: smokemil@mac.com

Dan Brooks, New York State Association, President: dbrooks.hlaa.roc@gmail.com

(See Dan's invitation to a demonstration below)

If any other state or chapter leader is willing to volunteer to help others with online meetings and share their experiences, please go to [HLAA Leaders List](#) and let us know. Thanks!

Online Meeting Tips Shared from State and Chapter Leaders

The following are recent posts on online meeting experiences that some state and chapter leaders have shared on the [HLAA Leaders List](#).

From Wynne Whyman, Denver Chapter

For the past several months, we have used Zoom with captions for our hearing loop initiative. Our great CART person uses StreamText to add captioning (\$.09/minute) and simply bills us for her CART time plus StreamText charges.

I've been using different virtual meeting/webinar software for years, as a volunteer and professionally. From my experiences, stresses, and hiccups, below are some ideas to help you and your planning. I wrote things for Zoom, but it's easy to adapt for Google hangouts, Blackboard, WebEx, etc.

- Send folks the test link, so they can test their computer prior <https://zoom.us/test>
- Show the attached slides at the beginning of the session to acquaint/re-acquaint people with the controls. A visual goes further than just verbally explaining. (feel free to adapt)
- Make it easy to learn. Setup practice sessions, offer individual one-on-one support, and invite people to join 15 minutes prior.
- When the host is setting up the meeting, ALWAYS let people choose how they want to connect for audio (computer or phone). Why? people have different equipment setups for their hearing loss. E.g., don't force people to only use their computer for audio.
- Expect hiccups. With technology, there are unexpected bumps. Just work through it. The most common problems are a) understanding the controls and b) an echo, caused by a feedback loop created by 2 nearby devices that hear each other <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>
- Consider a designated person to help people one-on-one during the session via chat. That frees up the host to focus on the needs of the presenter

Thanks, Chelle (Salt Lake City Chapter) for letting us know about the 5-word limit with the captioning. I will be more attentive and like your idea of providing more feedback to Zoom. It's been my experience that software companies often rely on the amount of feedback to guide their priorities.

I don't think GoToMeeting has the option for live captions- does anyone know?

Unsettling times.

Wynne Whyman

As I've been working virtually this morning with 3 different people, two additional thoughts

Try to acknowledge and work with emotions. Frustration. Discomfort. Fear of looking stupid. Fear of blowing up the computer. Fear of being wrong. Fear of not having the right equipment due to financial reasons. Running out of patience...

To decrease some of these emotions, the list below can help: having a mindset of hiccups will happen, not expecting perfection from ourselves or others, a link to test in private, seeing that they are not alone in their emotions, and practice sessions can help. Adding the multiple and intense stresses from the coronavirus puts people on edge. It's tough. Hopefully many can work thru some of their emotions with the help of others.

A small technical note. With Zoom, the host first needs to turn on closed captioning capability in their host settings. <https://support.zoom.us/hc/en-us/articles/115002522006-Closed-Captioning-With-Zoom-Rooms>

Hope folks can figure things out. Zoom or other software lets us connect to others which has immense value.

Wynne

From Elaine McCaffrey, Chicago North Shore Chapter

Wynne,

I want you to know that I appreciate the time you have taken to guide us how to use Zoom. You have pointed me in the right direction to educate myself. I started to watch Zoom tutorials and am scheduled for an appointment on Monday for a live tutorial offered on the Zoom website.

Our Chapter is mostly all seniors. Hopefully I can encourage a group of them to try something new. I think this is a perfect time for all of us to be exercising our brain and learning, as well as sharing in conversation.

I even received a timely email from ALDA regarding where to find CART providers. Our wonderful live CART provider is taking courses to get up to speed with Zoom captioning.

Thank you!
Elaine

Elaine McCaffrey, President
HLAA Chicago North Shore Chapter

From Chelle Wyatt, Salt Lake City Chapter

Our state Deaf and Hard of Hearing Center has been using Google Hangouts, setting up meetings through Google calendar and adding conferencing for classes, meetings and presentations. They have Google Suite which also has speech to text access, unfortunately that option isn't available with personal Gmail accounts, it has to be Google Suite. As with any speech to text app, it's not perfect but it is helpful for impromptu or last-minute meetings. We offer CART from our local provider for classes and presentations. There is no time limit to these meetings, you can show up early or run later without being interrupted.

We used it today to meet with Alissa about our upcoming Walk and she seemed to like it. The drawback is that it only offers a tiled window showing 4 people at a time. (It would be nice to have more people showing.) We have people turn off their microphone unless talking so when we need to see someone, we have them turn on their microphone and say a little something to bring them to the forefront. Once everyone gets used to it works all right. Our HLAA chapter cancelled this month's meeting but April 18th we will do our meeting through Google Hangouts for the first time along with CART.

We are also talking about Zoom at work which offers a multi tiled window showing more people which is great. Our CART provider got into the caption feature on Zoom but it only allowed something like 5 words at a time to show so we rarely saw a full sentence. I wrote into Zoom to see if they could fix that about a year ago. They said they would put it on their list. A few months ago, I asked them if they fixed that yet and they have not. I guess more people than me need to write in with this request. You can run CART separately in another window with Zoom. I think the free version of Zoom only goes 40 minutes at a time???

Crazy times has us trying all kind of things. Not only do we have COVID19 worries here in Salt Lake but we got shook up with a 5.7 earthquake yesterday too.

Chelle in Utah

From Dan Brooks, New York State Association

Hi Folks,

This is Dan Brooks speaking. I am the current President of the HLAA New York State Association. As you may recall I had an email forwarded from my main email dbrooks.hlaa.roc@gmail.com concerning how to setup FREE captions for Zoom meeting utilizing Live Transcribe which is one of the best Artificial Intelligence (AI) captioning app available.

Saturday March 28th, 2020 at 1 pm EST I will host a Zoom virtual meeting and demo Live Transcribe captioning. If you are interested in learning how I was able to set this up, please feel

free to join the meeting and ask questions. During the meeting you will get to Live Transcribe in action and learn about all the Pros & Cons.

Hope to see you all than! If you have any questions in the meantime, please send them directly to me via: dbrooks.hlaa.roc@gmail.com. The ID code to this meeting is: 667-754-933. Please see invite information below.

Thank you and stay well!

Daniel Brooks
HLAA New York State Association
President

Hello,

Daniel Brooks is inviting you to a scheduled Zoom meeting.

Topic: Demo of Live Transcribe on Zoom

Time: Mar 28, 2020 01:00 PM Eastern Time (US and Canada)

Join from PC, Mac, Linux, iOS or Android: <https://urmc.zoom.us/j/667754933>

Or iPhone one-tap (US Toll): +16468769923,,667754933# or +13126266799,,667754933#

Or Telephone:

Dial:

+1 646 876 9923 (US Toll)

+1 312 626 6799 (US Toll)

+1 669 900 6833 (US Toll)

+1 253 215 8782 (US Toll)

+1 301 715 8592 (US Toll)

+1 346 248 7799 (US Toll)

Meeting ID: 667 754 933

International numbers available: <https://urmc.zoom.us/j/667754933>

Or an H.323/SIP room system:

H.323:

162.255.37.11 (US West)

162.255.36.11 (US East)

221.122.88.195 (China)

115.114.131.7 (India Mumbai)

115.114.115.7 (India Hyderabad)

213.19.144.110 (EMEA)

103.122.166.55 (Australia)

209.9.211.110 (Hong Kong)

64.211.144.160 (Brazil)

69.174.57.160 (Canada)
207.226..132.110 (Japan)
Meeting ID: 667 754 933

SIP: 667754933@zoomcrc.com

Or Skype for Business (Lync):
<https://urmc.zoom.us/skype/667754933>

(Note: Dan has developed directions to add Live Transcribe to Zoom. Please connect with Dan if you are interested in getting these directions. dbrooks.hlaa.roc@gmail.com)

Slight update to the information I provided below. I now have a better solution with one less computer. Get a charger cable with a USB connection on it for the Android. Download zoom on it and turn off sleep mode of screen. Put into airplane mode to turn off any incoming messages. Have your main computer trust the android and sign into meeting with it. Share the screen of the live transcribe of the android and you should be good to go with one less computer.

Sorry for confusion...I am always looking for ways to keep things simple.

Dan

Hi all,

I basically found an old android phone that I no longer use (current phone or pad is fine too. Just had to be an Android device) and downloaded Live Transcribe and Zoom with an account. I also got a second laptop with zoom and another account on that. You will also need an aux cable to connect the android to the second computer to basically pick up the audio of the meeting taking place. I sign those two devices into the zoom meeting. I then share the screen of the android with live transcribe and you should be good to go. Remember you can increase the font size on both the android (live transcribe app (LT)) and/or with the view option of zoom. You can also go into settings if LT and turn on save transcript. Note you will need to export the transcript soon after the meeting as it only saves for 3 days. Lastly there is no time limit on using LT and in my opinion the best AI captioning app currently available. Free too! A few of our chapter members said it is as good if not better than Live CART!

Good luck and hope you find what I provided useful.

Dan

From Teresa Gonzalez, Indianapolis and Dayton Chapters

Hi everyone,

Our Chapter Board just finished a meeting via Hangouts Meet, a GSuite, Google platform for non-profit organizations. It is free and designed for large group conferences. The captioning is very accurate and is on the screen to click on. No need for 2 different systems or apps on the computer screen.

To get in, all participants just clicked on an email link our presenter provided which was our secretary who set up the meeting for us. I am so pleased with the results!! we could see each other and still see the well written captions! We were even able to put on the screen a presentation while speaking. We tried Zoom before and it was not very good. The captioning was not accurate via AVA and the screen was not visually as nice as the Hangouts Meet.

Teresa Gonzalez
HLAA-IN President
HLAA-Dayton Interim President