FAQ

I tried using my (@yahoo, @me, @aol, etc) email account, but it would not let me sign in.

At this time, uCaption only works with @gmail email accounts and those using the G-Suite service.

When I try to log in uCaption, the login screen reloads.

Check to make sure you are not already logged in with another gmail account. Go to gmail.com and log out of all accounts then try to log back in uCaption with the gmail account you want to use.

I tried speaking, but nothing was being captioned.

Make sure your voice recognition software is enabled and turned on. uCaption does not have a built in speech recognition program, it is compatible with many other speech-to-text software on the market.

Does uCaption work with foreign languages?

Yes! It all depends on the voice recognition software you use. If your software supports multiple foreign language, uCaption will transcribe accordingly. note: uCaption does not translate (Spanish to English) captioning.
General Information
1.1 System Overview

uCaption is the world’s first multilingual, speech-driven, cross-platform, real-time caption correcting service.

uCaption is a scalable service for small organizations that host webinars, online course and other types of meetings, yet unable to afford live Communication Access Realtime Translation or Sign Language Interpreters. uCaption is a low-cost, high-quality captioning service when CART and interpreting services are not logistically, technically, or financially possible.

uCaption requires users to login with their Google email account. If your company’s email system utilizes G-Suite, it is compatible. Users not using gmail will not be able to use uCaption.

uCaption does not have a built in Speech-to-Text feature, it utilizes your hardware’s existing STT software. uCaption is compatible with any STT software, i.e. PC’s Window Speech Recognition, Apple Dictation, Google Voice, etc.

uCaption is a web-based program that does not require any downloading or installation. Any hardware (i.e. PCs, smartphones, tablets, SmartTVs) with a web-browsing capabilities will be able to run
1.2 User Permissions

Users can only register with uCaption using a gmail affiliated account. Accounts must be either @gmail or utilizing G-Suite.

- All users are automatically assigned the role of a “Caption Creator”.
- Any user can create and host a session.
- Users hosting a session can invite other users and assign roles.
- There are two type of roles to assign: Caption Editor and Caption Viewer
  - **Caption Editor**: This user is capable of editing captions, inviting additional users, and acting as a Caption Creator. This user also supports the role of a ‘multiple speakers’.
  - **Caption Viewer**: This user is very limited in their capabilities. They can only view captions and customize captions to their preference. This role is ideal for the audience.

After you register and login uCaption, in your G-Drive a folder named “uCaption.me” will be created. This folder will contain codes for the sessions you’ve participated in. It is advised to not delete this folder and its contents unless you’ve already downloaded the transcript and have no intention of reinitializing the session.
1.3 Points of Contact

uCaption is provided at no cost to the user. Limited support & service availability is available to the user.

To experience a uCaption demonstration, share suggestions, or for troubleshooting assistance, contact:

uCaption@TDIforAccess.org

An automated email acknowledging your inquiry will be sent. We will try to respond to you as soon as possible.

For questions related to TDI and its advocacy work, contact: PubRel@TDIforAccess.org
### 1.4 Acronyms and Definitions

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASL</td>
<td>American Sign Language</td>
<td>A signed language used by most deaf and hard of hearing Americans</td>
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<tr>
<td>CART</td>
<td>Communication Access Realtime Translation</td>
<td>A system where a live person listens to the audio/speech and converts it to text using keyboards or stenography</td>
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<tr>
<td>CC</td>
<td>Closed Captioning</td>
<td>A system of displaying text inside a closed box. Typically white text in solid black box.</td>
</tr>
<tr>
<td>OC</td>
<td>Open Captioning</td>
<td>A system of displaying text without a box, identical to subtitles.</td>
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<tr>
<td>STT</td>
<td>Speech to Text (Speech Recognition)</td>
<td>A speech recognition program that converts speech input into digital text.</td>
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<tr>
<td>TDI</td>
<td>Telecommunications for the Deaf and Hard of Hearing, Inc.</td>
<td>A nonprofit advocacy organization that focuses on equal access issues in telecommunications, media, and technology for people who are deaf, hard of hearing, deafblind, late-deafened, and deaf plus mobile restricted.</td>
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<tr>
<td>TTS</td>
<td>Text to Speech</td>
<td>A speech synthesis program that converts text into spoken voice output.</td>
</tr>
<tr>
<td>VTT</td>
<td>Voice to Text (Speech Recognition)</td>
<td>A speech recognition program that converts speech input into digital text.</td>
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System Summary
2.1 System Configuration

Prior to using uCaption, your hardware’s (or plug-in software) voice recognition feature must be enabled. There are over 50 different speech recognition softwares. Most smartphones and personal computers already have an internal software installed. Consult your hardware user manual to activate your existing speech recognition software.

A list of speech recognition softwares that uCaption is known to be compatible with is provided below. There are still many others we haven’t tested, but should be compatible.

- Apple Dictation
- Dragon Dictation*
- Google Voice Typing
- Speechkeys
- TalkType
- Windows Speech Recognition*

* Software operates in its own environment, may require user to insert text into uCaption.
2.2 Speech Input / Caption Creating

When your speech recognition software is enabled and you’re familiar with the shortcut to activate it, you’re ready to fully utilize uCaption.

uCaption relies on your internal speech recognition software to produce captions in your session. Once you’ve entered the created session, click the large text box to ensure the cursor appears, and then activate your speech recognition software using the shortcut keys. When the STT software is running, proceed to speak and captions will appear in real-time, on your screen and the participants’ screen.

Remember to speak clearly at a normal pace and with minimal background noise.
3.1 Portal Sign-Up

The first time you login uCaption, Google will inform you that uCaption wants your permission to add itself to your Google Drive and create a folder.

You must allow this request to use uCaption.

uCaption does NOT access your information in any way. This is just to allow us to create a folder and keep your personal transcripts on your drive. We do not store nor access any of your personal information.

Next you are taken to the portal to register your information. This is a one-time form.

Required Information:
- First Name
- Last Name
- Country
- State
- Zip code
3.2 Dashboard

see 3.4 Create Session

see 3.3 Mail Lists

List of sessions you created.

List of sessions you are invited to as either Editor or Viewer.
3.3 Mail Lists
Before hosting a session, we encourage you to make use of the Mail List feature. This can be a time-saver when inviting viewers to your session. A mail list is where you can store all your viewers’ emails and quickly select them when you create a session. You have three options to create a list:

3.3.1 Upload Mail List
Importing (csv) - All you need is a simple excel column with their emails and save as .csv. Drag & drop in uCaption upload box, see confirmation of list attached, name the list, click ‘Upload’. Done.

3.3.2 Creating a Mail List
Create on uCaption - The next (middle box), if you don’t want to upload, you can manually enter the emails yourself using this feature. Give the list a name and start typing emails separated by a comma. When done, click ‘Add’

3.3.3 Modify a Mail List
All mail list, whether uploaded or manually added, will appear in the Modify List box. In the event you need to add another email to a specific list, use this feature.
- scroll the Mail Lists tab to find the correct name
- confirm its the right one by seeing the other emails in the list
- type the new email(s) below in ‘Add email. If multiple emails, separate by comma. Click ‘Add’ when done.

You can also delete Mail Lists in this box.
3.4 Creating a Session
3.4.1 Session Details

Every time you create a session, you will need to input the Session Details. This information will be stored on your dashboard, as well as emailed to your viewers and stored on their dashboard as well. It is important to keep the details accurate and clear. *All information is required.*

A public session will provide you with a link you can share on social media and open your session to anyone with the link. You will still be able to invite specific viewers using their email.
3.4.2 Sharing Your Session

After filling out the Session Details and clicking ‘Create’, the ability to invite viewers and editor will appear below. And, if your session is public, the link will also appear.

After assigning roles and inviting your session participants, click the ‘Goto Session’ box and you will be taken to the session room to begin.
Using uCaption
4.1 In a Session

Session host enables voice recognition and begins speaking. Captions will appear in this box.

Click here to customize your captions.

Shows a list of all the Editors in the session. Each Editor will automatically be assigned a color. Any time they make an edit in the captions, the revision will match their color code so everyone knows who made the correction.

Shows a list of all the Viewers in the session.
4.2 Dictating & Editing Captions

Editors and Session host can dictate, create, type, and edit captions.

To dictate, users must have their voice recognition software turned on.

To edit, users can select any word, sentence, punctuation, etc and type the appropriate syntax. Editing is no different than typing a word document.
4.3 Customizing Captions

Every participant in a session is able to customize the captions according to their reading preference. When clicking the orange gear box on the right, the customization options appear, like below…

A) Changes the background of the caption text box. (default: white)
B) Changes the font style of the caption. (default: Verdana)
C) Changes the font size of the caption. (default: 12pt)
D) Changes the color of the caption text. (default: black)
E) Adds spacing between the words. (default: none)
F) Adds spacing between the letters. (default: none)
G) Adds spacing between the lines. (default: 12)
4.4 Other Features

Some other session features available to select users are:

A) (Editor only) Selecting text and clicking this will change the first letter of all words after the ‘period’ into a capital letter.

B) When selecting text, pushing these buttons will enable your computer to speak the highlighted text. Press ‘stop’ to reset.

C) Will change the user’s customized captions back to default (black text, white background, size 12, Verdana font).

D) Session will be deleted and will not appear on dashboard.

E) Transcript of session will be downloaded to the hardware in .txt file for future use.

F) (Editor only) Invite additional participants as Editors.

G) (Editor only) Invite additional participants as Viewers.

H) Full Screen view of captions only.
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