



Our users drive our innovation.

InnoCaption is the only mobile app that offers real-time captioning of phone calls through live stenographers and automated speech recognition software – the choice is yours.



Our mission is to offer the best telecommunications accessibility solution to the deaf and hard of hearing community.

★★★★★

Invaluable for deaf/hard of hearing users!

by Mari in PA

“As a hard of hearing person, I simply do not know what I would do without this InnoCaption app because I cannot hear on my cell phone! It’s been especially useful during the pandemic when I’ve had to call places to let them know I was waiting outside! It’s pretty much 100% accurate and simply amazing! I use it on speaker phone mode while reading captions. There’s also an option to have the call go to another phone while you read captions on your cell. I sometimes do this with landline. Highly recommend!”

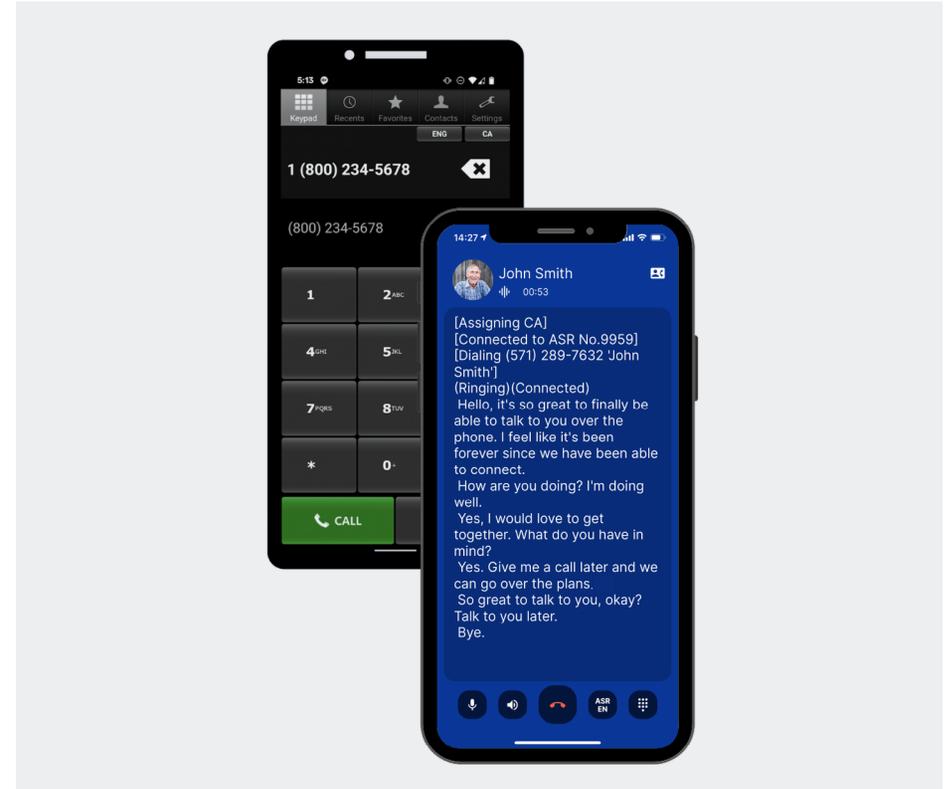
What is InnoCaption?

Easy to Use

The InnoCaption app works just like a regular phone dialer and there is no need to make calls through a relay center. Sync your existing contacts for easy dialing and even view captioned voicemail - all within the app!

Fast and Accurate Captions

InnoCaption offers captioning of calls through live stenographers and best-in-class speech recognition technology. Users have the flexibility to choose between either captioning method before or during a call.



No Cost to Users

InnoCaption is able to provide this captioning service free-of-charge for people who are deaf and hard of hearing that need captions to understand their phone calls because we are certified by the FCC and receive compensation from the TRS fund.

Desktop Streaming

See the captions on your phone displayed simultaneously on a desktop computer by accessing our DeskView web streaming portal. This feature is great for users dialing into video conference call lines or those who prefer to see large captions on a monitor instead of on a phone.

App Features



Use Your Cellphone Number

Our optional Call Forwarding and Caller ID features allow you to choose whether you use your regular cellphone number or personal InnoCaption number.



Call Forwarding

If you need all of your phone calls captioned, set up call forwarding with your wireless provider to have calls to your existing phone forwarded to your InnoCaption number. This means you don't need to give out any new phone numbers to your contacts.



Spam Call Filter

Built-in spam call filter automatically blocks high risk spam calls to your InnoCaption number and provides warnings for medium to low risk calls.



Caller ID

You can select your own cell phone number for outbound Caller ID so that people will know you are calling when you make outbound calls through InnoCaption. You can also block your number from being shown.



Forward to Landline

View captions on your cell phone while forwarding the call audio to another device, such as your home or office landline phone.



DeskView

See the captions on your phone mirrored on a desktop computer by accessing our web streaming portal. Great if you prefer to see captions on a larger screen or for dialing into video conference calls.



Save Call Transcripts

Review the transcript for every call you make or receive after hanging up. You can easily lock important transcripts, email them to yourself or permanently delete them, all from the app. Note that transcripts only show what was said by the other party on the line.



Captioned Voicemail

Not able to answer a call? No problem! With InnoCaption, you will have access to your own voicemail box. Save or delete your voicemail messages by using the built-in keypad.



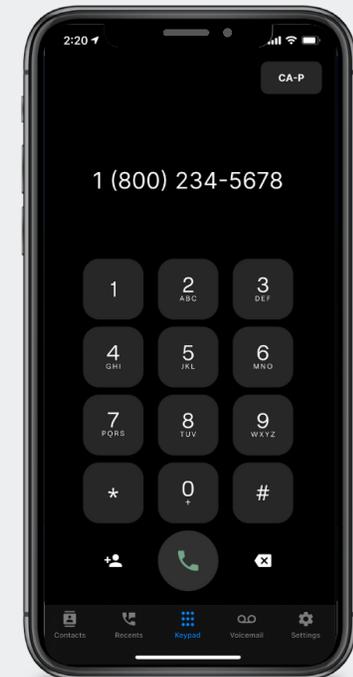
Multi-Language Support

Make and receive calls in Spanish through our best-in-class Automatic Speech Recognition (ASR) software. More languages coming soon!



Speed Dial

Press and hold a single number key on the dialpad to quickly call your most frequent contacts.



What Makes Us Special



Stenographers

Our stenographers are highly trained professionals with years of training and specialized equipment. Unlike speech recognition software, our stenographers bring human understanding to our captions and work hard to ensure you don't miss any important information in your calls. Our stenographers are also able to provide captioning of non-verbal sounds on the call, for example if someone is laughing.



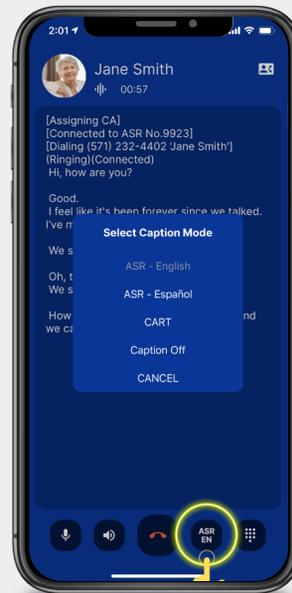
Automated Speech Recognition

If you prefer not to have a live assistant on your call, we also provide the option for captioning through best-in-class automated speech recognition (ASR) technology. InnoCaption puts you in control, allowing you to switch between these two different methods of captioning even during calls, depending on your accessibility needs and the nature of your call. ASR caption mode supports Spanish captioning in addition to English.

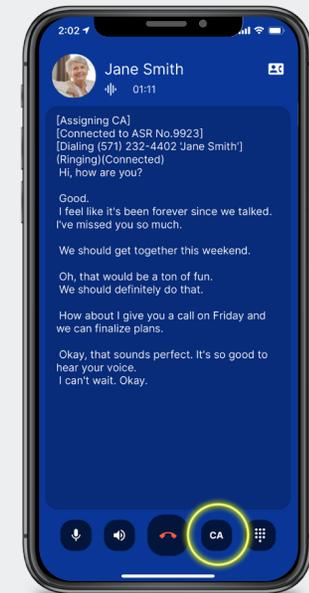
How to Switch Caption Modes During a Call



STEP 1 You can select the captioning mode before any call by clicking on the top right button. You can select between English ASR mode, Spanish ASR mode, CART Priority mode, or CART Only mode.



STEP 2 During a live call, tap the caption mode button on the bottom which displays your current caption mode. Tap the caption mode which you would like to switch to.



STEP 3 Caption mode is changed.



How To Get Started With InnoCaption

1. Download



2. Register

[View Help Center](#)

3. Login and place a Call

How To Make Your First Call Using InnoCaption

1. Open the InnoCaption app
2. Click on the Keypad icon on the bottom of the screen and dial the desired number
3. Click on the green phone icon to make your call



Innocaption App lifesaver after Hurricane Delta

by Cajunland - Oct 12, 2020

I started using Innocaption about a month ago. It has been great! They answer immediately and their captioning is quick and accurate. The Hurricane Delta 75mph winds split a cedar tree in half which continued to slowly lean towards the house and a busy street and several large limbs and branches from other trees were broken as well. It became urgent to remove the cedar tree asap. With no electricity to use my caption home phone, the Innocaption app service was a lifesaver in being able to contact tree companies. Thankfully, the tree was removed 1 ½ days later. Without Innocaption, I would have had to wait 3 days to use my phone when my power was finally restored!! Thanks InnoCaption!



Our Mission

At InnoCaption, our mission is to offer the best telecommunications accessibility solution to the deaf and hard of hearing. It's a mission based on our own personal experience and passion. Our leadership team has always focused on putting the accessibility needs of our users first and enabling our users to drive our innovation. If there is ever anything you think we can do to improve your experience while using the InnoCaption app, please do not hesitate to reach out to us!

Contact Us

Presentations/Marketing Materials? marketing@innocaption.com

Regulatory Questions? regulatory@innocaption.com

Help Troubleshooting? support@innocaption.com



Quick Reference Guide

- [Who is eligible for this service and how is it free of charge?](#)
- [How do I sign up with InnoCaption and get started with captioned calls?](#)
- [Can I continue to use my regular phone number instead of my InnoCaption number?](#)
- [What are the different caption modes and how do I switch between them?](#)
- [How to see captions on a desktop or laptop computer screen using DeskView](#)
- [How to forward call audio to a landline phone](#)
- [Troubleshooting tips](#)

FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP captioned telephone service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No cost is passed along to the InnoCaption user for using the service. InnoCaption is only available in the United States.

Calling 911 from a landline is the most reliable method of reaching emergency response personnel.

