



Australian Government

Department of Communications and the Arts

Workplace Technology Solutions



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1. Which workplace technology option is right for you?

This document provides an overview of smart technology solutions for captioning in the following scenarios.


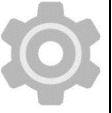
	Private calls in the office	Microsoft Teams meetings	Conversations	Private calls at home and on the go
Prefer to speak?	✓	✓	✓	✓
Like to read captions or text?	✓	✓	✓	✓
Need bigger print?	✓		✓	
Make a call on the move?		✓		✓
Equipment?	Internet + computer	Internet + SMART device or computer	Internet + SMART device	Internet + SMART device

2. Downloading Applications

Updating your Device Software



You will need to ensure your software is up to date in order to download applications (apps) from either the App store (for iPhones and iPads) or the Google Play store (for Android devices).

Please note that due to the diversity of Android devices, the below instructions provide generic advice and may differ depending on your Android device.

Step number	For Apple Devices	For Android Devices
1	Go to the settings app on your iPhone or iPad. 	Go to the settings app on your Android device. 
2	Scroll to General , then tap Software Update .	Select About Device and tap Check for Updates
3	If an update is required, tap Download and Install	If an update is available, an Update button will appear. Tap it and click Install Now .

Downloading Apps: Step-by-Step Instructions

To use the App store or Google Play store, you'll need either an Apple ID (for Apple devices) or a Google ID (for Android devices). These ID's includes the email addresses and passwords you used when you first set up your Apple or Android device. If you haven't used the App store or Google Play store before, you need to sign up.

Step number	For Apple Devices	For Android Devices
1	Open the App Store . 	Open the Google Play Store . 
2	Search for the app by tapping on the magnifying glass symbol and enter the name of the app you are searching for by the onscreen keyboard.	Search for the app by tapping on the magnifying glass symbol and enter the name of the app you are searching for by the onscreen keyboard.
3	Tap the Get button. Next, enter your Apple ID password when asked. The app will then start to download. When it has finished downloading, you can press the Home button, and you will be able to see the new app on your home screen.	Tap Install . Next, enter your Google ID password when asked. The app will then start to download. When it has finished downloading, you can press the Home button, and you will be able to see the new app on your home screen.

3.I want to caption private phone calls and voice messages in the office

What equipment is needed?

Hardware	Software
Computer ¹	Platform for making and receiving calls and listening to voice messages.
	Live transcription software (we recommend Otter.ai)
	Web browser to support the transcription software ²
	Audio router to enable private calls ³

Initial set up for captioning: Otter.ai




Step number	Instruction
1	Download an audio router to enable transcription without speaker mode, following these instructions for PC or Mac to configure audio input
2	Create an Otter.ai account
3	As a one-time setup for Web only, click OK when your browser asks you to give Otter access to the microphone
4	Add custom vocabulary (i.e. acronyms, jargon, and unique name spellings), by going to Otter Settings > Manage vocabulary (only available on Otter.ai Premium or Teams).

¹ Optional hardware includes headphones (if hearing is required), and/or a landline device that can integrate with your computer and calling platforms (i.e. [polycom](#))

² Otter.ai is supported by Chrome, Firefox, Edge or Safari

³ VoiceMeeter (PC) or Sunflower (Mac)

Making and receiving a private captioned call

Step number	Instruction
1	Open Otter.ai on your web browser
2	Tap the blue microphone button  in the mobile app or click the blue “Start recording” button in the web app to begin recording immediately
3	Use your platform to make or receive your phone or video call, or listen to a voicemail
4	To finish recording, select the stop button ( or )
5	Your newly created conversation will save to the My Conversations tab by default, delete conversation from bin to remove transcription record

How much will it cost?

- A free Otter.ai account includes 600 free minutes a month, with a maximum of 40 minutes per transcription / call.
- Otter.ai premium is \$8.33USD/month, and includes 6000 minutes a month, with a maximum of 4 hours per transcription / call.

More information

- These apps convert conversations into text. Unlike the captioned services provided through the National Relay Service, the captions delivered through these apps are automated using AI, and are not corrected by a human operator
- Otter.ai is one of many transcription technologies available. You will need to work with your IT Department to integrate Otter.ai with your specific workplace systems and processes
- Go to the website <https://otter.ai/starter-guide?article=generateNotes> for instructions on how to use Otter.ai
- Deleting the recording of your conversation and emptying your trash will remove all transcription records. Otter.ai data is stored via Amazon Web Services (used for COVIDSafe app) in the US. They are members of the Privacy Shield which governs processing of EU Citizen data and are compliant with the General Data Protection Regulation.

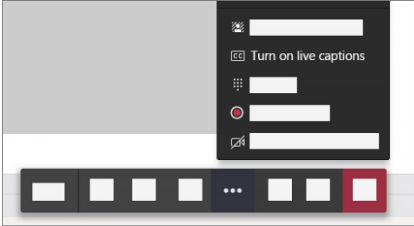
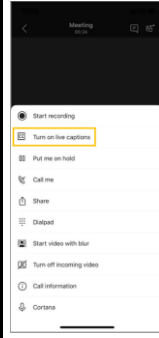
4. I want to caption virtual Microsoft Teams meeting



What equipment is needed?

Hardware	Software
Computer ⁴ or smartphone / tablet	Microsoft Teams

Turning on captions for Teams Meetings

Step number	Instructions for desktop	Instructions for mobile
1	<p>To use live captions in a meeting, go to your meeting controls and select More options > Turn on live captions (preview).</p> 	<p>In the meeting controls, select More options > Turn on live captions.</p> 
2	<p>To stop using live captions, go to the meeting controls and select More options > Turn off live captions (preview).</p>	

More information

- Captioning for Microsoft Teams direct dial phone calls is not yet available

⁴ Optional hardware includes headphones (if hearing is required), and/or a landline device that can integrate with your computer and Microsoft Teams (i.e. [polycom](https://www.polycom.com))



5. I want to caption conversations; over loudspeaker, in person, and on the go



What equipment is needed?




Hardware	Software
Smartphone or tablet	Recommended software includes Live Transcribe (Android) or Otter.ai (ios or Android)

Initial set up

Step number	Instructions for Live Transcribe (Android)	Instructions for Otter.ai (iOs)
1	Download the Live Transcribe app, following the Google Play app instructions 	Download the Otter.ai app, following the App Store instructions 
2	If your conversations often include uncommon words or phrases, add custom words by tapping settings > custom words > add words	Make sure you are connected to the internet. (Only for Otter Premium): If your conversations often include uncommon words or phrases, add custom words by tapping settings > manage vocabulary > add words
3	To change the text size, go the settings > use the slider.	

Captioning a conversation

Step number	Instructions for Live Transcribe (Android)	Instructions for Otter.ai (iOs)
1	Make sure you are connected to the internet	

Step number	Instructions for Live Transcribe (Android)	Instructions for Otter.ai (iOs)
2	Tap the Live Transcribe app 	Tap the Otter.ai app and tap the blue microphone button to record 
3	Hold your device microphone near the person or sound that you want to capture. The microphone is usually located at the bottom of your device	
4	Type a response instead of speaking. While Live Transcribe is running, tap Type. Enter text using the on-screen keyboard. To return to full-screen, tap Back.	To finish recording, select the stop button  .
5	Choose to save transcriptions for three days. Saved transcriptions will stay locally on your device for three days, so you can copy and paste them elsewhere. (By default, transcriptions are not saved.) To delete transcription history, go to more settings > delete history.	Your newly created conversation will save to the My Conversations tab by default. Delete the recording of your conversation and emptying your trash will remove all records of the transcription.

More information

- Live Transcribe: All audio and transcriptions are processed on the device and are never stored by or sent to Google.
- Otter.ai: Delete the recording of your conversation and emptying your trash will remove all transcription records. Otter.ai data is stored via Amazon Web Services in the US. They are members of the Privacy Shield which governs processing of EU Citizen data and are compliant with the General Data Protection Regulation.

How much will it cost?

- Live Transcribe is free to use
- A free Otter.ai account includes 600 free minutes a month, with a maximum of 40 minutes per transcription / call. Otter.ai premium is \$8.33USD/month, and includes 6000 minutes a month, with a maximum of 4 hours per transcription / call.


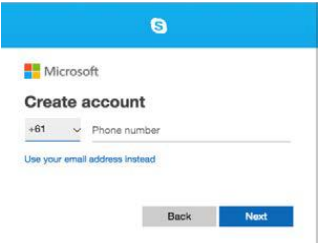
6.I want to caption private phone calls at home or on the go



What Equipment is Needed?



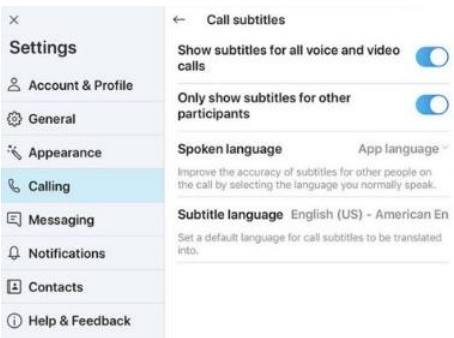
Hardware	Software
Computer, tablet or smartphone ⁵	Skype app or website, and Skype account, purchase Skype credit

Signing into Skype


Step number	Instruction
1	<p>For mobiles and tablets, download the Skype app from the App or Google Play store (see page 5 for instructions)</p> <p>For desktop, download Skype on: https://www.skype.com/en/get-skype/</p> 
2	<p>Open Skype and click Create new account</p> <p>Follow the prompts to create a new account including entering your email or mobile, creating a password and verifying your account.</p> 
3	<p>Sign into Skype.</p> <p>Once you have created a Skype account, open Skype and click Skype name, email or phone. Enter your Skype name, email or phone and select Sign in. Enter your password and select the arrow to continue.</p>




⁵ Optional hardware includes headphones (if hearing is required)

Setting up Skype

Step number	Instruction
1	<p>Add contacts.</p> <ul style="list-style-type: none"> • Select  People, groups & messages. • In the Search field, type the name, Skype name or email of the person you want to chat with. • Select your contact from the search results and you will be taken to a conversation window. <p>Type a message and select the Send  button. They will automatically be added to your contact list. However, you will only be able to send them up to 10 messages and images will be blurred until they accept your request.</p>
2	<p>Enable live captions and subtitles as the default for all Skype calls</p> <ul style="list-style-type: none"> • Select your profile picture. • Select Settings. • Select Calling. • Select Call subtitles. <p>Toggle on Show subtitles for all voice and video calls. Toggle Only Show subtitles for other participants on if you only want to see subtitles for other participants and not for yourself.</p> 

Step-by-Step Instructions: Making a Call

Step number	Instruction
1	<p>Open Skype on your device and go to your Contacts  list.</p>

Step number	Instruction
2	Select the contact you want to call, and then select the audio  or video  button. If the person has more than one number saved, you can select the number you want to call from a drop-down list
3	Wait for the other person to pick up.
4	You can chat for as long as you want. When you are ready to end the call, click the red end call  button to hang up.

Go to the website <https://support.skype.com/en/fag/FA10613/how-do-i-make-a-call-in-skype> for more information and assistance on how to make calls in Skype.




How much will it cost?

- Skype is free to download, and calls are free to other Skype account users using the internet.
- You will need a Skype number and Skype credit or subscription to make calls to regular landline and mobile phone numbers. A Skype subscription is \$9.90 a month for 300 minutes to all Australian landlines and mobiles. International subscriptions are also available, with the most popular choice being \$10 for 260 minutes. More information can be found here: <https://www.skype.com/en/international-calls/Australia>

Help and more information



- Go to the website www.skype.com/en/ to download Skype to your device and for help with using Skype.
- Go to the website www.beconnected.esafety.gov.au/topic-library/essentials/connecting-to-others/how-to-use-skype for instructions on how to use Skype

Step-by-Step Instructions: Answering a Call

Step number	Instruction
1	Select the Call  button to answer the call as an audio call or select the Video  button to answer with video.
2	Select the End call  button to decline if you don't want to answer. If you are offline and you have Voice Messaging activated, the caller will be able to leave a message, or you can set up call forwarding to another number.

Go to the website <https://support.skype.com/en/faq/FA34859/how-do-i-answer-a-skype-call> for more information and assistance on how to answer calls in Skype.

Step-by-Step Instructions: Skype Voice Messaging

Step number	Instruction
1	Sign into your account. In the Manage Features section, selecting Call forwarding
3	Select the button  to enable call forwarding  and then select how many seconds to forward calls
4	Select Voice messaging , then Confirm
5	To listen to the voice message, you will see a notification in your recent conversations list. Click the contact's name in the Recent list, then in the conversation window, click the Play button next to the message.