



Hearing the Doctor — Captions and Clear Audio on a Video Visit

Captions and Clear Audio on a Video Visit

————— An Extended Guide · No. 1765 —————

Tech Made Simple. Service Made Personal.

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SUMMARY

The 60-Second Version

If you read one page first, make it this one. The goal is simple: before the visit starts, make sure you can hear the doctor clearly and read along if you want to. You have three tools, and you can use all three at once — turn the volume up and test it, put in headphones or earbuds (or use your hearing aids), and switch on live captions so the words print on the screen as they're spoken.

- Turn the volume all the way up a few minutes early and test it with any video, so you're not fiddling once the doctor appears.
- Headphones, earbuds, or Bluetooth hearing aids put the sound right at your ears and cut out the room.
- Live captions show the spoken words as text — on iPhone, iPad, and most Android phones, and inside some video-call apps.
- Captions are a big help but not perfect. For anything that matters — a medicine, a dose, a date — read it back or ask them to type it.

WATCH OUT

This is information about the technology, not medical advice. I help you hear and follow the visit. Your doctor and nurse handle your health. If you miss something important, always ask them to repeat it or type it — and if you ever feel truly unwell, call your doctor, or 911 in an emergency.

THE BASICS

1. Why a Video Visit Is Harder to Hear

It isn't your ears — the deck is stacked.

Plenty of people who manage fine in person struggle on a video visit, and it's worth knowing why, because it isn't a sign your hearing got worse overnight. A small phone or tablet speaker is no match for a person sitting across from you. The sound is thin, the volume is limited, and there's no face-to-face loudness to lean on.

On top of that, the doctor's microphone, your internet, and the little speaker all add their own fuzziness. You lose the natural clarity of a real voice in a real room. And you can't lean in or cup an ear the way you would across a kitchen table — the doctor is a few inches tall on a screen.

GOOD TO KNOW

The fix is almost never "listen harder." It's getting the sound closer to your ears and putting the words on the screen. Both are easy, and this guide walks you through each one.

FIRST MOVE

2. Turn It Up and Test It — Before the Visit

The single most common fix, and the easiest.

The most common reason people can't hear a visit is the plainest one: the volume was never turned up. Phones and tablets have a volume control on the side — the rocker or the two buttons. Press the top one several times until it's at the top. Do this a few minutes before the visit, not in a panic once it starts.

- 1 Press the upper volume button on the side until the on-screen bar is all the way full.
- 2 Play any video or song for a few seconds to hear how loud that really is.
- 3 Make sure the phone isn't on silent — check for a mute switch on an iPhone's side, or a mute setting on Android.
- 4 If it's still too quiet at full volume, that's your cue to reach for headphones or hearing aids.

TIP

There are two different volumes on a phone — the ringer and the media sound. A visit uses the media sound. If pressing the buttons during a video changes it, you're adjusting the right one.

CLARITY

3. Headphones and Earbuds Beat the Speaker

Sound at your ears, with the room shut out.

The single biggest jump in clarity comes from putting the sound right at your ears instead of letting it fight its way across the room. Any headphones help — the big ones that cover your ears, the wired earbuds that plug in, or wireless ones. They cut the room noise and deliver the doctor's voice straight to you.

- Over-the-ear headphones are often the most comfortable and the easiest to get loud enough.
- Wired earbuds or headphones just plug in — nothing to pair, nothing to charge.
- Wireless earbuds need to be charged and connected once, but then they're tidy and simple.

- Whatever you use, you control the volume right at your ears, which usually gets you louder than the speaker alone.

TIP

If you have a drawer of old wired earbuds, dig them out for your next visit. The simplest wired pair, plugged straight in, beats a fancy speaker across the room every time — and there's nothing to set up.

THE WORDS

4. What Live Captions Actually Are

The spoken words, printed on your screen as they're said.

Live captions are your phone or tablet listening to whatever is playing and printing the words on the screen, a second or two behind the voice. You've seen captions on a TV show; this is the same idea, except your device makes them on the fly for any sound — including a video visit.

The beauty of it is that you don't need the doctor or the clinic to turn anything on. Your own device does the work. That means captions can appear even in a video-call app that has no caption button of its own. You read along while you listen, and the two together make it far easier to follow.

GOOD TO KNOW

Live captions are made right on your device, not by a person transcribing you. That's good for privacy, and it's why they work with any app — but it's also why they aren't perfect, which we'll come back to.

IPHONE & IPAD

5. Turning On Live Captions on an iPhone or iPad

Tucked in Settings, under Accessibility.

Apple calls the feature Live Captions, and it lives in Settings. On recent iPhones and iPads you turn it on once and then it's ready whenever you need it. The first time you switch it on, the device downloads a little language file, so be connected to the internet and give it a minute.

- 1 Open Settings — the gray gear icon.
- 2 Tap Accessibility.

- 3 Scroll to the Hearing section and tap Live Captions.
- 4 Turn on Live Captions. On some versions it may still say "Beta" next to the name.
- 5 Start your visit; a caption box appears on the screen with the words as they're spoken.

GOOD TO KNOW

Live Captions on Apple devices currently works in English, and needs a fairly recent model — roughly an iPhone 11 or newer, and newer iPads. If you don't see it in the menu, your device may be a little too old for it; headphones and hearing aids still work regardless.

IPHONE & IPAD

6. Making the iPhone Captions Easy to Read

Bigger text, and a quick on-off switch.

Once Live Captions is on, you can make the caption box far easier on the eyes. In the same Live Captions settings screen, there's an Appearance option that lets you bump up the text size and change the colors, so you're not squinting at tiny gray words during the visit.

- Tap Appearance under Live Captions to set a larger font and higher-contrast colors.
- You can drag the caption box around the screen and expand it if it's covering the doctor's face.
- To turn captions on and off quickly, add them to the Accessibility Shortcut so a triple-press of the side button flips them.

TIP

Set the text a notch larger than you think you need. During a real visit you'll be glancing between the doctor's face and the words, and bigger text means less squinting and less missed.

ANDROID

7. Turning On Live Caption on an Android Phone

The name and menu wording vary by brand.

Most Android phones have a similar feature, usually called Live Caption. The catch is that Android phones are made by many different companies, so the exact wording and the menu path vary. On a Google Pixel it's one place; on a Samsung it's another; on other brands it may differ again. The idea is the same everywhere — find it once and you're set.

- 1 Open Settings and tap Accessibility.

- 2 Look for Live Caption (on a Samsung, look under "Hearing enhancements" instead of plain Accessibility).
- 3 Turn Live Caption on.
- 4 A fast shortcut on many phones: press a volume button, then tap the little caption icon that appears under the volume slider.

WATCH OUT

Not every Android brand includes Live Caption, and some only caption media, not live calls. If you can't find it, don't assume you did something wrong — your phone may simply not have it. Headphones or hearing aids are your fallback, and they work on every phone.

IN THE APP

8. Captions Built Into the Video-Call App

Some portals and apps have their own caption button.

Separate from your phone's captions, some of the apps clinics use for video visits have a caption button right inside the call. If the visit runs through a well-known video app, look for a button labeled CC, "Captions," or "Show subtitles," often in a menu marked with three dots or under "More."

- Look along the bottom row of buttons during the call, or in a "More" or three-dot menu.
- A button marked CC or "Captions" turns the app's own captions on.
- If the app has them, they're often a touch more accurate than the phone's, because the app hears the audio directly.

GOOD TO KNOW

Many clinic portals don't have their own caption button at all. That's exactly why the phone's own Live Captions matters — it works no matter which app the clinic uses, with nothing for them to switch on.

HEARING AIDS

9. Sending the Doctor's Voice to Your Hearing Aids

The clearest option of all, if you wear them.

If you wear modern hearing aids, you may be able to send the visit's sound straight into them over Bluetooth — no speaker, no earbuds, the doctor's voice arriving already tuned to your hearing. Many hearing aids made in the last several years can pair with a phone or tablet this way, the same as a wireless headphone would.

Once your aids are paired, the visit's sound plays through them automatically. You hear the doctor inside your own hearing aids, adjusted the way your audiologist set them up, which is usually clearer than any speaker could ever be.

TIP

Pairing hearing aids to a phone is the kind of one-time setup that's fiddly the first time and trivial afterward. If it's giving you trouble, your audiologist or I can set it up with you once, and then it just works.

HEARING AIDS

10. Pairing and Checking Your Aids First

A quick check so there's no surprise mid-visit.

Streaming to hearing aids leans on a Bluetooth connection, and like any connection it's worth a quick check before the visit rather than discovering a problem once the doctor is on the line. A minute of testing saves a scramble.

- 1 Make sure your hearing aids have fresh batteries or a full charge.
- 2 Check they're connected — many phones list them in the Bluetooth settings, and the hearing aid's own app shows the connection too.
- 3 Play a short video and confirm the sound is coming through the aids, not the phone's speaker.
- 4 If the sound is in the speaker instead, tap the audio or Bluetooth button to switch it to the hearing aids.

GOOD TO KNOW

Some hearing aids pair fully only with newer phones. If yours won't stream, you haven't done anything wrong — a wired headphone or your phone's own captions will still carry you through the visit.

EARBUDS

11. Hearing-Assist Earbuds and Compatible Earbuds

A middle ground if you don't wear hearing aids.

You don't need prescription hearing aids to get some of the same benefit. A number of ordinary wireless earbuds now include hearing-help features that can boost quiet voices and dampen background noise. Some newer earbuds even have a built-in hearing aid mode you turn on in their settings.

- Earbuds with a "conversation" or "hearing" mode can lift a soft voice above room noise.
- Because they seal your ears, even plain earbuds already block out much of the room.
- You set the volume right at your ears, independent of the phone's speaker.
- They pair once over Bluetooth, the same as hearing aids do.

WATCH OUT

I can help you set up and use earbuds with a hearing feature, but whether they're right for your hearing is a question for a doctor or audiologist. They aren't a substitute for a hearing exam if you're straining to hear more than just video visits.

SEE TO HEAR

12. Position Yourself So You Can See the Doctor's Face

Watching the lips fills in what the ears miss.

Here's something most people don't realize: you hear better when you can see the speaker's mouth. We all read lips to some degree without knowing it, and a clear view of the doctor's face does real work in helping you follow along. So set the screen up for a good look.

- Prop the phone or tablet on a stand at eye level, not flat on the table, so you see the doctor straight on.
- Sit facing a window or a lamp so the doctor's picture is well lit on your end — and ask them to do the same if they're dim.
- Make the doctor's picture as large as the app allows, so their face isn't a postage stamp.
- Keep the caption box off to the side so it isn't covering their mouth.

TIP

A cheap tablet stand, or even a stack of books, turns a wobbly hand-held visit into a steady, face-level one. Your neck and your ears will both thank you.

QUIET

13. Quietening the Room Around You

Less background noise means a clearer voice.

Background noise is the enemy of a clear visit. The television across the room, a running dishwasher, a fan — each one makes the doctor's voice harder to pick out, and it muddies the captions too, because your device is trying to turn sound into words and the extra noise confuses it.

- Turn off the TV, radio, and any fan or appliance you can before the visit.
- Close the door and the windows to shut out traffic and yard noise.
- Pick a small, soft room if you can — carpet and curtains soak up echo better than a bare kitchen.
- Let others in the house know you're on a visit so they keep it down for a few minutes.

GOOD TO KNOW

A quiet room helps your captions as much as your ears. The clearer the sound reaching your device, the better the words it prints — noise is what makes captions go wrong.

BE HEARD

14. Making Sure the Doctor Can Hear You, Too

Clear sound runs both directions.

Hearing is only half the conversation. If the doctor can't hear you clearly, you'll end up repeating yourself and losing time. The microphone matters just as much as the speaker, and a few habits make your end come through crisp.

- Speak toward the phone or tablet, not off to the side.
- If you're using headphones or earbuds with a microphone, speak normally — the mic is usually near your mouth or on the earbud.
- Don't cover the bottom of the phone with your hand; the microphone is often there.
- If they say you're breaking up, it's usually your internet — move closer to your Wi-Fi router.

TIP

If you ever can't get your microphone working, you can still talk to the doctor the old-fashioned way — on a regular phone call — while watching the video. Ask the office if that's an option; it often is.

ASK FOR IT

15. Asking the Doctor to Slow Down and Type Key Points

A simple request that changes everything.

Doctors want you to understand them, and most are glad to help if you tell them what you need. There's no shame in saying so at the start of the visit — it's the single most useful thing you can do, and it takes one sentence.

GOOD TO KNOW

"My hearing isn't great, so I'm using captions on my screen. Could you speak a little slowly and face the camera? And would you type the important things — medicine names and doses — into the portal so I have them in writing?"

That last part is the quiet hero of this whole guide. When the doctor types a medicine name, a dose, or a follow-up date into the portal message or the after-visit summary, you have it in clear writing, with no chance of a caption getting it wrong. Ask for the important things in writing every time.

A HELPER

16. Having a Family Member on the Call

A second set of ears is never a bad idea.

There's nothing wrong with having a trusted family member or friend on the visit with you. A second set of ears catches what you miss, can jot down instructions, and can gently ask the doctor to repeat something without you feeling you're slowing things down.

- Someone sitting beside you can lean in, listen, and write down the key points.
- Many video apps also let a family member join the call from their own phone, even from across town — ask the office how.
- Agree beforehand on who's listening for what: you watch the doctor, they take notes.
- The doctor will usually ask your okay before talking in front of someone; just say it's fine.

TIP

If a relative joins from their own home, have them keep their microphone muted unless they're speaking. It keeps the doctor's voice — and your captions — clean.

THE CATCH

17. Captions Help — but They Aren't Perfect

Trust them for the gist, confirm the details.

Live captions are wonderful for following the flow of a conversation, but they make mistakes — especially with medicine names, numbers, and anything said quickly or over background noise. A caption might turn a drug name into a similar-sounding word, or drop a decimal point in a dose. For the gist, trust them. For the details that matter, don't rely on them alone.

- Read back anything important: "So that's ten milligrams, once a day — did I get that right?"
- Ask the doctor to spell a medicine name, or to type it into the portal.
- Check the after-visit summary in your portal; the written version is the one to trust.
- If a caption and your ears disagree, ask — don't guess.

WATCH OUT

Never act on a medicine or a dose you only saw in a caption. Captions can get a number or a name wrong. Confirm it out loud and get it in writing before you change anything about your medicines — and ask your doctor, not me, about the health part.

PRACTICE

18. Do a Test Call Before the Real One

Join early and shake out the sound.

The worst time to discover your volume is off or your captions won't start is the moment the doctor appears. So give it a dry run. Most visit apps let you join a few minutes early, and many have a "test" page where you can check your sound and picture before anyone's waiting on you.

- 1 Join the visit five or ten minutes early if the app lets you.
- 2 Confirm the doctor's picture and your own appear, and that your picture isn't muted.
- 3 Play a short video first to confirm your volume, headphones, or hearing aids are working.
- 4 Turn your captions on so the box is ready before the doctor joins.

TIP

Some portals have a "test your device" or "check hardware" link you can use any day, not just at visit time. Run it the day before so the visit itself holds no surprises.

FIX-IT

19. When You Still Can't Hear Anything

A calm checklist before you give up.

If the doctor's lips are moving and you're getting nothing, don't panic — it's almost always a simple setting, not a broken visit. Work down this short list and you'll usually find it in under a minute.

- 1 Check the volume is actually up — press the top volume button several times.
- 2 Make sure the phone isn't on silent or mute.

- 3 If you're on headphones or hearing aids, confirm the sound is set to go there and not to the speaker.
- 4 Look for a muted-speaker icon in the call and tap it to turn sound back on.
- 5 Hang up and rejoin — a fresh connection clears most glitches.

GOOD TO KNOW

If none of that works, you don't have to lose the visit. Message the office or call the number they gave you — many visits can switch to a plain phone call on the spot, and you can still watch the screen.

SILENCE

20. If the Visit Goes Suddenly Quiet

Telling a dropped connection from a hearing problem.

Sometimes the sound vanishes mid-visit, and it's hard to know whether it's your ears, your device, or the connection. A quick look at the screen usually tells you. If the doctor's picture has frozen or gone, it's the internet, not you. If they're still moving and talking, the trouble is on your sound side.

- Frozen picture: wait a few seconds, then rejoin — it's the connection.
- Moving picture, no sound: check your volume, mute, and whether sound is going to your headphones or aids.
- Captions still scrolling but you hear nothing: your sound output slipped — tap the audio button to pick the right one.
- When in doubt, say "I've lost your sound" so the doctor knows to pause.

TIP

It's perfectly fine to tell the doctor you can't hear and to ask them to hold on. They'd far rather pause for ten seconds than have you miss half the visit out of politeness.

WHICH SCREEN

21. Phone, Tablet, or Computer — Which to Use

A bigger screen and louder speaker usually win.

If you have a choice of devices, the bigger one is usually the kinder one for a video visit. A tablet or a laptop gives you a larger view of the doctor's face, a bigger caption box, and often a louder, fuller speaker than a phone. But use whatever you're most comfortable with — a device you know beats a better one you don't.

- A tablet is often the sweet spot: big screen, easy to prop up, and it takes captions and headphones just like a phone.
- A laptop or desktop works well too, especially with headphones plugged in.
- A phone is the most portable and always has your hearing aids paired — fine when it's what you've got.
- Whatever you pick, practice on that exact device so visit day holds no surprises.

GOOD TO KNOW

Live captions work on iPads the same way they do on iPhones, and on many Android tablets too. So choosing the bigger screen rarely costs you the captions.

AUDIO-ONLY

22. When the Visit Is Just a Phone Call

Captions can help there too.

Not every telehealth visit is video. Medicare allows audio-only visits in defined cases, and sometimes a plain phone call is simpler. The good news is you're not out of luck on captions — many phones can caption a regular phone call, printing the other person's words on your screen as you talk.

- On a Google Pixel and some other Android phones, Live Caption can caption phone calls; look for a "Caption calls" setting.
- The other person is usually told that captions are on — that's normal and expected.
- Hold the phone so you can both hear it and read the screen, or use the speaker with captions on.
- Hearing aids and headphones work on a plain call too, the same as on a video visit.

WATCH OUT

Call captioning isn't on every phone, and the wording differs by brand. If yours doesn't have it, the speakerphone plus your hearing aids is a solid fallback for a phone visit.

APPEARANCE

23. Setting Up the Caption Box So It Works for You

Size, place, and color — worth a minute.

A caption box you can barely read is only half a help. Both Apple and Android let you adjust how the captions look, and it's worth doing once so the words are large, high-contrast, and out of the way of the doctor's face.

- Make the text as large as you comfortably can without filling the whole screen.
- Choose high-contrast colors — light text on a dark box is easiest for most eyes.
- Drag the box to the bottom or side so it isn't over the doctor's mouth.
- If the box is too small to read more than a few words, expand it so you see a full sentence at a time.

TIP

Reading glasses on, captions large, doctor's face in view — that's the setup that lets your eyes and ears work together. Spend the minute to get it right before the visit starts.

AFTER

24. After the Visit — Getting It in Writing

The written summary is the one to trust.

No matter how well you heard the visit, the surest record is the written one. After almost every visit, a summary lands in your patient portal — often called the after-visit summary or visit notes — listing what was discussed, any medicine changes, and the next steps. That's where you confirm anything a caption may have garbled.

- Open your portal after the visit and read the after-visit summary.
- Check the medicine list and any new instructions against what you thought you heard.
- If something's missing or doesn't match, send a portal message and ask.
- Print or save the summary if it helps you remember.

GOOD TO KNOW

If you asked the doctor to type the important things during the visit, this is where they'll show up. The written summary turns "I think they said" into "here it is in black and white."

QUESTIONS

25. Common Worries, Answered

The things people actually ask me.

"Will the doctor know I'm using captions?" On a video visit, usually not — the captions are made on your device alone. On a captioned phone call, the other person is often told. Either way, there's nothing to be embarrassed about.

"Do captions cost anything?" No. Live captions are built into the phone or tablet for free. You just turn them on.

"Can I use captions and hearing aids at the same time?" Absolutely — many people do. You listen through your aids and read along on the screen, and the two together are better than either alone.

"What if I still miss something important?" Say so, right then. Ask the doctor to repeat it, spell it, or type it into the portal. That's always the right move.

MYTHS

26. A Few Myths, Cleared Up

What captions and streaming are — and aren't.

"Captions mean someone is listening to my visit." No. Your device makes the captions by itself; no person is transcribing your appointment.

"I need a special app or a subscription." No. Live captions and hearing-aid streaming are built into modern phones and tablets at no cost.

"Captions are always right." No — that's the one myth worth repeating. They're a strong helper, not a court reporter. Confirm the details that matter.

"If I can't hear, I can't do a video visit." Not true at all. Between louder sound, hearing aids, captions, and a helper, a video visit can be easier to follow than an in-person one.

A DAY

27. A Video Visit, Start to Finish

What the whole thing looks like when it's set up right.

Here's how a well-prepared visit actually goes. Ten minutes before, you prop the tablet on its stand at eye level, turn the volume up, pop in your hearing aids, and play a few seconds of a video to be sure the sound's streaming. You switch on the captions and the box appears at the bottom of the screen, nice and large.

The doctor joins. You say up front that your hearing isn't great, you're using captions, and could they face the camera and type the important bits into the portal. The visit flows: you hear them through your aids and read along on the screen. When they name a new medicine, you read it back to be sure. Afterward, you open the portal, find the written summary, and everything lines up. No guessing, no missed instructions.

GOOD TO KNOW

None of that took any special skill — just a few minutes of setup and one honest sentence to the doctor. That's the whole method, and it works.

FOR THE HELPER

28. A Note for the Family Helper

If you're setting this up for a parent.

If you're the adult child or spouse helping with this, the kindest thing you can do is set it up once, carefully, so your parent can run it on their own on a normal day. Get the captions turned on, the hearing aids paired, and the volume habits in place now, when there's no doctor waiting.

- Turn on Live Captions and set the text large while you're there, so it's ready whenever they need it.
- Pair their hearing aids or earbuds and show them how to confirm the sound is going there.
- Write a simple card: "Turn volume up. Put in hearing aids. Captions are already on. Join early."
- Offer to join the first real visit from your own phone as a second set of ears.

TIP

Practice a test call together once before the first real visit. Ten minutes of rehearsal when nothing's on the line builds the confidence that makes the real visit calm.

SAFETY

29. When Hearing the Visit Isn't Enough

The technology is a helper, not a lifeline.

All the captions and clear sound in the world are for a scheduled, non-urgent visit. They are not for an emergency. If something is truly wrong — chest pain, trouble breathing, signs of a stroke, a bad fall — you don't wait for a video visit or fiddle with settings. You call 911.

WATCH OUT

And this bears repeating: I help you hear and follow the visit. I can't tell you what any of it means for your health. When something's unclear or worrying, the person to ask is your doctor or nurse. For an emergency, it's 911 — every time.

CONFIDENCE

30. You Don't Have to Nod Along

Asking again is your right, not an imposition.

Many people with some hearing loss have a lifetime habit of nodding along and hoping they got it. On a medical visit, that habit can cost you. It is always, always okay to say "I didn't catch that" — as many times as it takes. The doctor would much rather repeat themselves than have you leave unsure.

- "Could you say that once more, a little slower?" is a perfect sentence. Use it freely.
- Ask them to spell any name you're not sure of.
- If the captions and your ears disagree, read the caption back and ask which is right.
- Repeat the plan back at the end: "So I'm doing this, and you'll call me when the results are in."

GOOD TO KNOW

A visit where you asked three questions and got it all is a success. A visit where you stayed quiet and left confused is the one to avoid. Speak up — that's what the time is for.

KEEP IT READY

31. Keeping Everything Ready for Next Time

Set it once, and the next visit is easy.

The reassuring part is that most of this is a one-time setup. Once Live Captions is switched on, it stays on and ready. Once your hearing aids are paired, they reconnect on their own. The work is mostly in the first visit; after that, you're just turning up the volume and joining early.

- Leave Live Captions turned on in Settings — it does nothing until there's sound to caption.
- Keep your hearing aids or earbuds charged and near your visit spot.
- Keep a tablet stand or a propping spot by your chair.
- Jot your clinic's tech-help number somewhere handy for the day something acts up.

WATCH OUT

Pick one chair or corner as your "visit spot" — good light, quiet, your stand and earbuds right there. Having a set place means you're never hunting for gear while the doctor waits.

PRIVACY

32. Captions and Your Privacy

Where the words go, and where they don't.

It's fair to wonder whether turning on captions sends your private medical conversation off somewhere. On modern phones and tablets, live captions are made right on the device itself — the sound is turned into words on your own phone, not shipped off to be read by a company or a stranger.

- Live captions on recent iPhones, iPads, and Pixel phones are generated on the device, which is good for privacy.
- The captions aren't saved as a transcript unless you deliberately set that up.
- On a captioned phone call, the other person is usually notified the captions are on.
- If you ever want the words saved, a trusted helper taking notes is simpler and fully in your control.

GOOD TO KNOW

Because captions happen on your own device, they work even with no caption button in the clinic's app — and your visit stays as private as any call on your phone.

ONE AT A TIME

33. Don't Try to Learn It All at Once

Pick the one change that helps most.

If this guide feels like a lot, take a breath — you don't need every trick in it. Most people get the biggest jump from just one or two changes. Start with whichever fits you, get comfortable, and add another only if you still need it.

- Wear hearing aids? Start with streaming the visit into them — that alone may be enough.
- Don't wear aids? Start with headphones or earbuds, turned up at your ears.
- Still missing words? Add live captions on top.
- Still unsure? Add a family helper and ask the doctor to type the key points.

TIP

The best setup is the one you'll actually use. A single wired earbud you trust beats a clever system you find fussy. Simple and reliable wins.

GET HELP

34. Let's Set It Up Together Once

The first time is the only hard time.

Every part of this — turning on captions, pairing hearing aids, finding the right volume, running a test call — is the kind of thing that's fiddly the first time and simple forever after. That first time is exactly what I'm here for. We sit down together, set it all up on your own device, and run a practice call so you know it works.

After that, you've got it. The captions stay on, the hearing aids reconnect themselves, and your visit spot is ready. You spend your appointments listening to your doctor instead of wrestling with the volume — which is the whole point.

GOOD TO KNOW

There's no such thing as a silly question about this. If a menu looks different on your phone, or a word on the screen isn't what this guide says, that's normal — phones vary. We'll find it together.

YOU'RE NOT ALONE

35. You Don't Have to Do This Alone

A friendly, patient person is one call away.

I hope this guide made hearing your video visits feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and don't worry about memorizing anything. Nobody expects you to.

When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. A first visit is a flat ninety-nine dollars, and for the parts that don't need me on-site I can often help right on your screen for less. Every visit comes with a 30-day, come-back-free guarantee.

I'm a patient tech helper — not a doctor, nurse, or your insurance company — so I stick to the technology: the apps, the logins, the cameras, the gadgets and getting them talking to each other. Anything about your health, your medicines, or what a number means, I'll always point you back to your doctor or nurse.

GOOD TO KNOW

When you call, I answer — or Sophie, my friendly AI helper, takes a message so nothing gets lost. Sophie isn't a runaround; she's just making sure I call you back.

TIP

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County, with 30+ years of patient, plain-English tech help. If you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

CHEAT SHEET

Everyday Cheat Sheet

Keep this by the chair where you take your visits.

- A few minutes early: turn the volume all the way up and test it with a video.
- Put in headphones or earbuds, or stream the sound to your hearing aids.
- Turn on Live Captions — iPhone/iPad: Settings > Accessibility > Hearing > Live Captions; Android: Settings > Accessibility > Live Caption (Samsung: under Hearing enhancements).
- Prop the screen at eye level so you can see the doctor's face, and quiet the room.
- Tell the doctor up front: speak slowly, face the camera, and type the important things into the portal.
- Captions help but aren't perfect — read back any medicine, dose, or date, and check the written after-visit summary.
- Truly unwell? Don't fiddle with settings — call your doctor, or 911 in an emergency.

AT A GLANCE

A Picture to Follow Along

Getting Your Sound Ready

A few minutes before the visit, so there's no scramble.

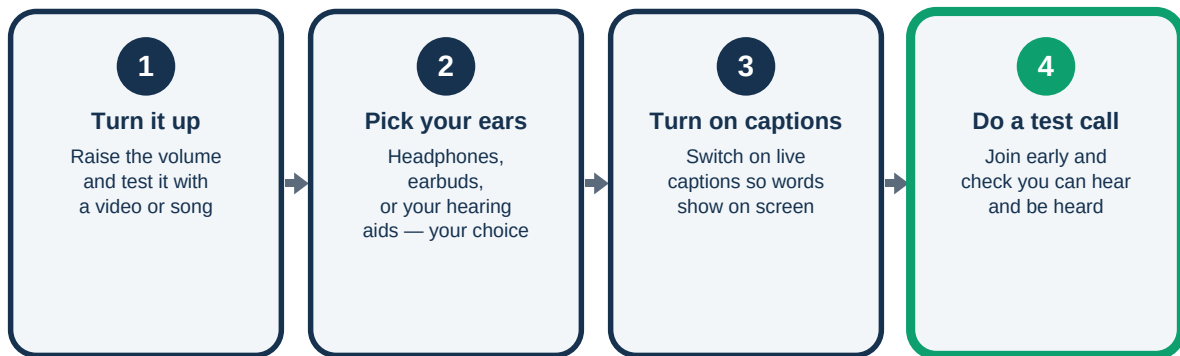


Illustration - a schematic, not to scale. Your setup may differ.

AT A GLANCE

A Second Look

Three Ways to Hear Better

Mix and match — captions work alongside any of these.

	What it is	Best when
Headphones	Sound right at your ears	Noisy room, or privacy
Hearing aids	Audio streamed straight in	You already wear them
Live captions	Words printed on screen	You want to read along

Illustration - a schematic, not to scale. Your setup may differ.

BEFORE YOU GO

A Note From Bill

A quick note from Bill. I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results.



HOW I CAN HELP

Your Visit — and My Promise

In-home visit — \$99 flat for your first visit. No contracts and no surprise charges, and a 30-day follow-up is included.

Remote Support — \$49 for a screen-share session. I only connect with your permission, you watch the whole time, and you can end anytime. If I can't fix it over the screen-share, I refund the \$49 — and if it turns out you need me in person, that \$49 goes toward your visit. It's included free for Support Plan members (\$39/mo).

GOOD TO KNOW

My promise — If you're not 100% satisfied with your visit, I'll come back at no charge, or refund the full \$99. No questions, no awkwardness. That's how I'd want to be treated.

Call or text **(330) 200-8042** · Book a visit: billshometech.com/book · bill@billshometech.com

This free guide is for general information only — not professional advice, and no substitute for your device's own manual. Any prices or outside products mentioned can change; please confirm current details before you buy. Please use your own good judgment and follow it at your own risk — for anything involving electricity, gas, water, or heights, stop and call a licensed professional. Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that results. © 2026 Bill's Home Tech, LLC.