

HAAA LA CHAPTER.

October 24, 2020.

(Captioner is standing by for the meeting to begin)

>> TIM: One thing to note, I can always edit the video too, I could always cut it out.

I'm not a video editor, but at least I know how to pull things out of there. So that's something we can do as well.

>> MATT: Perfect. Cristina does regulatory and it's not that we don't answer those questions, we usually wait until the session is done being recorded.

And then we go and answer the questions.

(Standing by for the meeting to begin).

>> At the end, if you want, I can also e-mail you the PDF of the presentation as well, Sharon.

>> SHARON: I think you did, I think we have it.

>> MATT: I already did? Awesome. Okay.

>> SHARON: Okay. Are you okay, are you okay if we post that after?

>> MATT: Yeah, absolutely. It is going to change, I will tell you that right now, we're actually working on redesign of the PowerPoint, but once that gets done, I will share the latest one with you.

>> SHARON: Terrific. I think that's a helpful for a lot of us just trying to hear, even if we're reading, and listen, we don't always get everything the first time.

So I think having the visual going forward in addition to what we're recording and transcript would be great.

So should I record to the cloud or my computer? Tim?

Our IT whiz here.

>> TIM: I wouldn't say that. But I normally do it to the computer.

Because it's going right to the computer. You're not dependent on the cloud and so forth.

>> SHARON: Terrific.

>> TIM: The only thing is we want to make sure people are aware that it's going to be recorded.

And then we'll just have to make sure everyone is muted once we start the meeting, I guess.

>> SHARON: Okay, which I think we should do now.  
We're at a little after 10 and we have 19 people.  
Let's get to the magic number of 20.

>> TIM: I think we'll get there.

The big thing though is going to be --

>> SHARON: Mitzi, it's good to see you. It's  
been a long time. It's good to see your mug.

>> MITZI: I'm never comfortable being on camera.  
It's taken me a while.

>> Hi!

>> SHARON: Well, if you get too uncomfortable you  
could go off video. It's good to see you.

>> I may slip into the other room to get breakfast.

>> Same here!

>> SHARON: I think we'll get started because now  
that we're starting for 20, 20 won't happen for a  
while. Good morning, everybody, I'm Sharon Swerdlow  
as many of you know and the President of the LA chapter  
of HLAA.

I'm very happy to see your faces. I'm sorry I  
missed the meeting last month, which I heard was a  
really terrific and informative rap session.

Today I am thrilled to introduce our guest  
speakers,.

Matt Goncalves. Am I pronouncing it correctly?

>> MATT: Goncalves.

>> SHARON: And Christina Duarte, from  
InnoCaption k which is a fantastic app that we all  
could learn more about using and they have a lot of  
new features that I think will help all of us.

A quick bio, Cristina is the director of  
regulatory affairs and in-house council for the  
parent corporation Mesmo doing business as  
InnoCaption, of note, she's the daughter of two  
individuals with hearing loss.

So clearly has a lot of experience dealing with  
folks like us.

Matt Gonsalves is the marketing director for  
InnoCaption and he's been with the company since  
2016. I had the good fortune of meeting him early  
on in his career with InnoCaption.

Without further ado, we'll have Matt and Cristina  
start with their presentation, which they'll tell you  
they would like to have interactive.

So Q & A can be incorporated into the presentation.

Take it away.

>> MATT: Hi, everybody. First all, thanks for having us, great seeing you again, Sharon. I think we talked about before everybody joined, we are going to go through our PowerPoint, but I know we're going to be throwing a lot of information your way (Dog barking) if anybody has any questions, send it in the chat.

There's a function too you can raise your hand. We don't mind being interrupted.

Let us know if you need us to clarify anything. That being said, my name is Matt, I'm marketing director for InnoCaption.

>> CRISTINA: My name is Cristina, I am director of regulatory affairs.

We are married, we live in the same household, I did not travel here just for this presentation we are not violating any CDC guidelines.

I did not travel here just for this presentation.

>> MATT: Let's start off with what is InnoCaption? InnoCaption is an app you can download on your cell phone or on your tablet.

And we provide realtime captioning either through stenographers or through ASR.

It is one of the latest features that we've recently rolled out and we'll go over that later on during the PowerPoint. InnoCaption is funded by the FCC which means if you have a hearing loss you can download and use it for free as much as you would like.

>> CRISTINA: As Matt just alluded to, the individuals who are qualified to use the InnoCaption app are individuals with hearing loss who need captions to understand their phone calls.

In the United States.

We get a lot of people abroad asking us how they can get the technology.

But because we're funded by the telecommunications Relay Services fund, it is limited to individuals in the United States.

Oh, I got ahead of myself. As I say we are funded by the telecommunications services fund.

>> MATT: Now, the way -- go ahead, Sharon.

>> SHARON: Quick question.

When I first downloaded the app, several years ago, there was no sort of proof of hearing loss as

one needs if they're getting a caption phone. Is that still the case or are there any hoops you need to go through to get the app?

>> CRISTINA: Yeah, sorry, I see you trying to raise my hand. My hand is warm but you're taking the armrest.

>> MATT: Go ahead.

>> CRISTINA: So you are able to self-certify. We don't require a third party certification right now because that's what the FCC is requiring.

They are having rulemaking proceedings trying to see if it's better to have an audiologist certify an individual's need for the device.

We advocate against that because we think it's important for the community to be able to certify for themselves because there are a lot of individuals who haven't gone to an audiologist to have an audiogram but they know they have difficulty hearing on the phone.

So to answer your question directly, no, you still self-certify. There's the potential for that to change in the future, but if it does, we will give our users ample notice to provide the information they need.

>> MATT: Does that answer your question?

Okay.

So let's go over how InnoCaption works.

Once you download and activate the app, it will be on your phone.

If you want to make an outgoing call, just open your phone, click on the InnoCaption app, the app syncs to the contacts already on your phone, so when you open the app, you'll be looking at the InnoCaption keypad so you can either use the keypad to enter the number or just click on contacts, find the person you're trying to call, hit call, that call goes automatically to the phone of the person you're trying to reach out.

What that means is that there's no call handoff.

So the person answers the call without knowing that you're using InnoCaption.

Now, like Sharon said, she's known us since 2016. In the beginning when you downloaded InnoCaption, you were forced to give out your InnoCaption number.

The InnoCaption number is given to you at the end

of the registration process.

The number is going to match the area code of your original cell phone number but the ending is different.

So what was happening in the beginning, a lot of people were using InnoCaption to make outgoing calls, but the people that they were calling wouldn't recognize the number because they would see their InnoCaption number and not their original cell phone number.

We recently launched InnoCaption plus, it's not recently anymore, I keep saying recently.

(laughter).

It's almost a year ago.

>> CRISTINA: It was way over a year ago.

We just did a presentation where he said it was a couple months ago. I guess with the pandemic his timeline is merging together.

>> MATT: Yeah, about a year and a half ago we launched it. InnoCaption plus, you can change what the number shows on the person's caller ID. So with this new feature, you can select between your InnoCaption number or your cell phone number, or you can block the number from showing on the person's caller ID.

So for example, if you select your cell phone number to show on the caller ID, when you open the InnoCaption app and you place an outgoing call, that person now sees your regular cell phone number so they'll just assume that you're calling them from your regular cell phone number.

>> CRISTINA: For anybody that has not used the InnoCaption app yet I know this can sound a little daunting especially if you're not very familiar with your smartphone features, but it is very easy and seamless, we have step by step guides to set it up.

>> MATT: We also have a video we'll be showing later on of how to actually make an outgoing call.

For incoming calls, the way it works, if you want to receive a call through the InnoCaption app, there are two ways.

You can give out your InnoCaption number so the person can call that number and the call goes directly to your InnoCaption app.

Or, since we launched InnoCaption Plus, you can

also set up call forwarding to your regular number.

What that means is if you set up call forwarding, then anytime someone calls you on your regular cell phone number, that call is sent to your InnoCaption number.

So if you set up call forwarding and you set up to show your cell phone number when you make an outgoing call, then there's no need to give out the InnoCaption number any longer.

>> CRISTINA: I want to take a quick look, I was going to look at the chat but I guess the button went away for me to do that.

Can somebody look at the chat and let me know if people are asking questions that we should answer?

Because we can't see it right now.

>> SANDY: Yes, there are for comments, four questions.

>> CRISTINA: Should we take those at the end after the presentation?

>> SANDY: Let's see. Is there a way to get a different area code? I've moved several times since getting my phone. That's one.

>> MATT: I will answer that question.

Yes.

If you send us an e-mail to our support team requesting a number change, they'll be able to provide you with a new area code. No problem there.

>> SANDY: Okay. Another, somebody asked about, is it available in other countries? Cristina, you've already addressed that.

It is not available in other countries because, and then do you want to repeat why?

>> CRISTINA: Yes. Because we're funded by the Telecommunications Relay Services Fund.

With that being said, if you are traveling abroad temporarily, we can normally unlock your phone for you to be able to make those calls.

You just need to let us know your travel plans, and we can get that set up for you.

But we are only available in English.

So the calls you're making abroad need to be in English.

>> SANDY: Excellent. Thank you.

The last question is, what is compatibility with What's App, Viber, Telegram?

>> CRISTINA: Sure. So we're compatible with other systems that require a 10-digit number to call into.

If you end up having issues, just e-mail our support team. I can't make a blanket statement that we're compatible with everything, but generally speaking if there's hey ten digit number, we should be compatible with that. Support will know a lot more about that.

>> SANDY: Here is another question that just came in, and let me know if you want me to stop.

Do we need to upgrade the InnoCaption app for changes made like showing our cell phone number and not InnoCaption number?

>> MATT: That's actually a great question.

If you still have the origin caption app, then yes -- the original InnoCaption app, then yes, we are strongly encouraging to migrate to InnoCaption Plus. Android, just go on the play store and search InnoCaption.

You should be able to find the page where you can update the app.

Same process on the Apple Store.

>> CRISTINA: Just to be clear, because the original InnoCaption app is no longer in the store, it no longer says Plus.

So all you do is delete your app after saving any transmits you need, go to the Google or Apple Store, download the InnoCaption app there and you'll have all updated features.

>> MATT: One thing to stress, deleting your apps, go into your recent calls and save the transcripts on their phones.

Because if you lose your transcripts, unfortunately, there's no way for us to retrieve them.

But there is a function in the app where you can upload all the transcripts to the cloud once you download and activate the latest app, then you can retrieve those transcripts from the cloud.

Again, any questions about that, just e-mail us and we'll provide you the step by step on how to do it.

>> CRISTINA: Okay.

I see more questions coming in the chat but I'm

thinking we'll continue with the presentation.

Then at the end when we can minimize this presentation, we'll go back and get the rest of the questions.

>> SANDY: Great.

>> CRISTINA: When it comes to 911 and emergency calls, you're able to place emergency calls from your InnoCaption app. With that being said, we always encourage you if you have a landline available and aren't sure where you are to call through the landline because land lines have fixed locations with them.

And they don't have the same connection issues that people can have on everyday cell phones, not only the InnoCaption app.

So it's always safer to call 911 using a landline.

With that being said, if you call 911 using your InnoCaption app, you're transferred to our emergency relay center where they'll ask you for your location, your name, and your call back number.

We provide them with your InnoCaption number even if you have call forwarding set up because we think it's better to be connected directly and quickly to your InnoCaption app if they have to call you back.

>> One sec. (Speaking in background).

>> CRISTINA: In any event, if you are not able to tell where you are, you can click any keypad to get your XY coordinates for them.

Limitations with cellular technology, if you're in a building, they'll be able to tell where you are within 500 feet this way, but they won't know what floor you're on or what apartment number you're in.

Once you get to our emergency relay center and you provide that information, they transfer you to your local 911 center.

If you get disconnected at your local 911 center they'll make the decision based on their experience whether to call you back or not.

>> MATT: I think the best way to think about the InnoCaption app, it's sort of like -- Sandy, were you going say something?

>> SANDY: No.

>> CRISTINA: Before we get into the features, why don't we show the video about how it works?

>> MATT: Okay, about about how it works?

>> CRISTINA: We just recorded the video.

>> Today I'll go ahead and I'll go ahead and open the app and two options when I place my call. I can either dial in the number which is what I'm going to do or look at the bottom of the screen, the middle button that says contacts and my contacts from the phone are actually synched to the InnoCaption app.

So I'm going to call my husband.

See when he's going to come home. I hit the green button to call.

I'll put it on speakerphone.

(Phone ringing).

>> Hello?

>> Hi, babe, it's me.

>> Hey, what's up?

>> I was just calling to see when you're going to be home because I wanted to get a start on dinner if it's going to be soon.

>> Well, perfect dialing, I am about to leave. I think I'll be home in about 20 minutes.

>> Okay. Awesome.

Did you have a good workout?

>> Yes, I did.

But now I'm starving.

>> Well, aren't you lucky that I fixed dinner then? I've had the chicken cook being in the Crock-Pot all day. So would you prefer rice or pasta with it?

>> Let's go with rice for tonight.

>> Okay. That sounds good.

So I'll put it on in about ten-minute then, which will give you enough time to shower and then dinner will be ready.

>> Yeah, sounds good.

Is there anything that you need me to pick up and bring back with me?

>> I don't think so. I think I'm all set with everything I need.

>> Okay. Text me if anything changes.

>> Okay. Sounds good. Drive safe, I love you.

>> Okay, bye.

>> Bye.

Bye.

I'll hang up and we have a five star rating system that you --

(Video ended).

>> MATT: So that was basically how you make an

outgoing call. What I was going to say before that is the easiest way to think of InnoCaption, it's sort of like having a phone inside of your phone.

What that means is that our engineers, they're always trying to think of ways to implement new features that any hearing person would have access to on their regular phones.

So if you decide to give InnoCaption a try and you see that there's something missing there, let us know.

E-mail us, we love giving feedback to our engineers, they love working on new features.

And without the feedback that we've received since 2016, none of these features that you're looking at on your screen right now would exist.

So when we first launched, there was no ability to create a customized voicemail greeting.

But it's one of the things that we kept hearing from our users because people were calling them on their InnoCaption app and reaching their voice mailboxes but because it was a generic voicemail message, they didn't know if they had reached the right person.

So now, you can create your own voicemail greeting.

Like we mentioned before, there's call forwarding capability, you can change the number that shows on the caller ID.

And InnoCaption is also compatible on Android tablets and iPads as well.

>> CRISTINA: Before we move on, our development is user focused, our CEO is bilateral cochlear implant user and relies on the app every day for his work, he's the co-CEO of InnoCaption and has another business that does accessible technology and for both of those, he relies on the app for his access.

An example of something we implemented that we would have never thought of if it wouldn't have been for our users is the ability for users to block their number.

We have a number of doctors who are hard-of-hearing who use our service.

And we heard from them that they wanted the ability like their hearing peers to block the number before calling patients.

And that is how we develop the caller ID blocking feature.

>> MATT: The other feature is that you will find in the InnoCaption app like we talked about, there is caption voicemail.

So if someone calls you on your InnoCaption number or if you have call forwarding and someone calls you, you don't want to answer it, you can let that call go to voicemail, you can access your InnoCaption voicemail and you get the call, the transcript of that voicemail anytime you need it.

We already talked about this, but it's worth mentioning again, it does sync to the contacts already on your phone, so you can use the keypad or go into the contacts within the InnoCaption app to call the person you're trying to reach out.

There is no need to log in. Some people think that every time they open the InnoCaption app they'll have to log in before making that call. That's not the case.

The only time you're going to be asked to log in is the very first time that you activate the app.

And the log-in process, all you have to do is enter the cell phone number that you registered with and the password that you've created during the registration process.

Assignment of a ten-digit number, that's what we call the InnoCaption number.

Even with InnoCaption plus, you're still going to be given your InnoCaption number but now we give U the choice of whether you want to use your InnoCaption number or if you want to stick to your regular cell phone number.

>> CRISTINA: Before you move on, I have users ask me all the time, well, why would I want to use the InnoCaption number? We advise people to enable call forwarding if they need captions on you on all of their calls.

Our users range from people who need captions on some of their calls to people that need them on some of them, and others if there's an accent that the person with hearing loss doesn't quite get. If you're a person who doesn't need it on all your calls, we recommend changing your caller ID to show up your regular phone number. Don't set up call forwarding,

have your calls in normally without captions and the minimum it you realize that particular speaker is somebody you need captions for, just say I'm sorry, we have a poor connection, let me call you right back. You call back with the InnoCaption app and because it shows your regular cell phone number, you don't have to tell them that you needed captions for their voice.

And just so you guys know, as a hearing person, I have to do that all the time on my cell phone.

Tell somebody I have to call them back, because the connection is terrible.

So people won't think anything of it.

3459 Matt and I know we keep talking about call forwarding and oh, go ahead, Sandy.

>> SANDY: Yeah, there's a question.

Is the app supposed to automatically detect whether you are using speakerphone or have a headset plugged in?

It seems like it always does the opposite thing I need.

>> CRISTINA: That's a great question.

It depends on the settings on your phone.

So you can set up, I'm an iPhone user, so I will talk about iPhone, and if we need to talk about Android, I'm going to have to connect with you after and get support involved.

But for my phone, if I set it up in accessibility settings to do automatic speakerphone, it actually doesn't, even if I'm in the car and I want to connect to Bluetooth, it will always go to that automatic speakerphone.

So the short answer is, it depends on the settings. And if you connect with us after, we can figure out what settings we need to get it set up for you.

So it uses the one that you need.

>> SANDY: Okay, thank you, that was from Teri.

There's a question from Tim Browning. Are you able to format the captions output? For example, each time someone replies to your voice, a new line is presented so it's easier to read?

Or perhaps increase the font size?

>> CRISTINA: Really quick, that's a great question.

>> MATT: Yeah, and a great suggestion as well.

You can customize the font, Tim, you can change the font size, change the color of the background.

But the format of the transcript, no, you cannot.

It is what it is right now.

But saying this, I think it's the first time ever that we've heard someone bring this up.

And like we said, as soon as we're done in this meeting, we're going to shoot up an e-mail to our engineers and see if this is something that we can look into.

>> CRISTINA: And fun fact.

One of our dyslexic users actually asked us about a dyslexic font. Hopefully in our new app update we'll have it on the app. But right now we haven't talked about DeskView yet, we have the dyslexic font already available for our users to choose on DeskView.

>> MATT: Tim, if you want to change the fonts, all you have to do is open the InnoCaption app and go to settings and it will be in that page.

If you need any support or anything, let us know. We'll send you a step by step on how to do it.

>> SANDY: Let me sneak in, one more question.

>> MATT: Yeah, keep them coming.

>> SANDY: From Leslie, have you considered supplementing the audio with a video option so that one can listen and read lips, similar to Facebook Messenger?

>> CRISTINA: Oh, my God, that is our dream and our goal. We have had people ask us for that for a while.

So my answer is twofold.

Our engineers are trying to figure out how we could possibly make that happen.

But also, once we do, we have to get funding from the FCC.

And I don't want to make it sound like that would be incredibly difficult, because generally speaking the consumer and governmental affairs bureau and the commissioners when they hear from the community what they want, they'll find a way to make it happen.

But the issue right now is within the text of the law, Internet Protocol Captioned Telephone Service is for people who can speak but have trouble hearing on the phone.

So traditionally, that's just the captions.

We're going to have to show them that the community wants it and find a way to fit it into our funding. Under the definition.

(Echo) I'm hearing a little bit of an echo from myself. Is anyone else hearing it?

>> MATT: It's gone.

>> CRISTINA: It did.

>> MATT: It's gone.

>> CRISTINA: It did end? Okay.

>> MATT: Any other questions, Sandy? Keep them coming. We don't mind being interrupted.

>> CRISTINA: Sandy, you're muted.

>> SANDY: No more questions. There are a couple of comments about location and so on.

But I'm not going to get into the particulars of that.

>> MATT: Okay.

>> CRISTINA: I'm happy at the end to look at some of those with location and we can have a deeper conversation about that.

>> SANDY: All right. Thank you.

>> MATT: So this slide is essentially talking about how to set up call forwarding if you need captioning on all of your calls and also how to set up your caller ID.

The one thing about call forwarding is that it changes based on what your carrier is.

>> CRISTINA: And your phone.

>> MATT: And your phone.

So if you have Android with T-Mobile it might be one way, but if you have an iPhone with T-Mobile, it's a different way.

So if you do want to set up call forwarding and you're not sure on how to do it, I'll say it again, e-mail us any questions you have, any issues you have, let us know, we'll be more than happy to provide you with a step by step on how to do it.

>> CRISTINA: Also if you're one of those people that is hesitant to contact support, I'm personally one of those people, you can also Google your phone that you have.

In call forwarding. It will tell you how to set it up.

So InnoCaption caption mode selection.

This is the feature that I am probably the most proud of that we have.

Back in 2016, we started getting requests from users to start looking into automatic speech recognition.

And while many of you probably know what that is, I always get questions on what it is.

So it's essentially a computerized text.

And there is no live captioning agent involved.

As many of you know, we're the only captioning provider that uses stenographers for our captions.

So we get users ask us all the time, why move to ASR? But we have a lot of users who actually requested that, they didn't want us to move away from stenographers, which we are not, I want to emphasize, we always have stenographers in our business plan, but we incorporated automatic speech recognition as an option for those who want it, to optimize their accessibility.

So back in 2016 when we started testing internally, our CEO started using ASR on all his calls because Joe doesn't want to release a feature to the rest of the community that he feels like doesn't work.

So after using it for a while, the one test case that really sticks out to me is he was calling an airline.

And in the beginning of his phone call, it was connected to an automated system, press 1 for this, press 2 for that.

And automatic speech recognition works really well with those systems. Computers understand computers.

But, then he was transferred after a significant hold to a representative whose speech wasn't processed well with automatic speech recognition.

It rendered the captions useless, and he had to hang up and place his call again.

First of all, that's incredibly frustrating after having to be on hold, and he realized in that moment it would be awesome if instead of hanging up he was able to just press a button to transfer seamlessly over to a stenographer, and he told our engineers that's what he wanted. At the time it wasn't technologically feasible, and he was like, well, you guys mean yet.

Keep trying please.

And they ended up figuring it out. So now we are the only provider that enables our users prior to each call to select whether or not they want to start with stenographers or automatic speech recognition, and then in the middle of each call, as those accessibility needs change, switch over.

Automatic speech recognition captions are great for clear speakers, when the connection is good.

They are garbage for children.

Children don't have regular patterns in their voices as they're learning to speak, so a computer just doesn't get them.

My voice is processed really well. Our CEO's voice doesn't process very well.

So it's all about education and learning, and we feel like giving our users actual control over it to figure out what meets their own needs is really best practice.

And we're really proud of it.

>> MATT: It's not something that you need to set up every time you make a call. If you're someone that wants all of your calls to be done through our ASR engine, then you can just leave it up as ASR.

If you want a stenographer, you can click on where it says ASR on your keypad and it will bring up this menu that you see with the caption modes, you can select CA only and then every time you make a call, you get a stenographer for all of those calls.

>> CRISTINA: With that being said, we do recommend that users use the CA priority option especially now during the pandemic.

With the pandemic, we've received increased call volumes beyond any of our projections prior to the pandemic.

And every once in a while, more frequently during the pandemic, we get these surges wherefor a couple minutes there won't be a CA available.

If you have CA priority your call will start with ASR and then immediately as soon as a CART provider becomes available, it will switch over.

So that is what I recommend people doing, because again, during a pandemic, with these surges, if you have CA only and a call comes through, it will go to voicemail if you have it selected so you never want

ASR.

We still have users who choose to do that and that's completely okay. Sandy? I saw that you had your hand up.

>> SANDY: Yes.

From Marlana Peoples regarding this subject, ASR is needed for healthcare workers or in health insurance.

My employer will not allow captioning due to HIPAA.

>> CRISTINA: Actually, I have a slide on this. And I'm happy to send you an order from the FCC that they worked with the health department and they said that telecommunications Relay Services actually abide by the privacy rule of HIPAA.

>> MATT: And again, we do have a slide that goes over HIPAA, Marlene. So if you have any questions after that, e-mail, you can e-mail Cristina, you want to give them your e-mail?

>> CRISTINA: Sure. You can do Cristina@innoCaption.com, but it's cr, without an H. So I generally tell people to do regulatory@InnoCaption.com and that will come directly to me as well.

>> MATT: Okay.

Sharon, go ahead. Or Sandy.

>> SANDY: On this subject from Teri Breyer, then I have a quick data mining question from Heather.

Teri says, how does the lag time differ between ASR and live CA? I have noticed the captions have been very slow over the last two to three months, which makes conversation difficult.

>> CRISTINA: That's a great question. So it depends a lot on your connection, and it also depends on the CA that you get.

ASR tends to be faster than CART providers, but with that being said, it also doesn't give all of the human cues, like laughing in the background, it's not as good with first names.

If you're noticing consistently with ASR and CA's it's been slower over the past three months, I would suggest that you disconnect your router and do a couple troubleshooting steps with our support team.

Because that is not normal.

>> MATT: You could also have a newer version of

InnoCaption available for you to download as well.

There are several things that can be impacting this lag that you mentioned, but you should not be experiencing it.

So again, we'll give you guys our e-mails at the end, if anybody is having any issues, let us know, if it's something quick that we can help out with, we will. If not, we'll forward it to our engineers and they'll help you guys fix anything, any issue that you're experiencing.

>> But troubleshooting like that should go to support and Justine will be able to help.

>> SANDY: Can I give you this question from Heather?

>> MATT: Yeah.

>> I'm concerned about giving InnoCaption access to my contact list.

How much data mining does InnoCaption do?

>> Oh, goodness, we don't do any.

>> MATT: Zero.

>> If you look at our privacy policy, I actually revamped it to include a really easy to follow chart that says why we ask for each permission, what it does and affirms that we don't share.

So most of the permissions you give us on your phone are actually local.

What that means is while your contacts sync locally to the app, we even if we wanted to we can't access your contacts. It doesn't upload to our server.

>> MATT: Yeah. We're also not selling anyone's information, we have no interest in doing any of that. There is no data mining going on.

The reason why I tell users to back up their transcripts before updating their app, we don't save transcripts. You'll see during the registration process there is some information we are required to ask users.

>> I have the citations to the law in that privacy law in those charts and because we are federally funded the only people we ever share information with is the Telecommunications Relay Fund administrator, which is minutes, and eventually the user registration database, which the FCC is developing right now. But we do not share your information and

we take your security confidentiality privacy very seriously and not only because the law requires us to, but as a business, we believe in keeping our user information confidential.

>> MATT: Heather, let us know if that answers your question or if you have any other concerns, we're more than happy to answer any of them.

All right. Sharon, go ahead.

>> SHARON: First of all, God bless you for not sharing our data because obviously that's a big concern and giving a contact list today which a lot of apps it's almost like you don't even know you're clicking yes and boom, you know, your whole life is given away. So thank you for that.

My question, if somebody asked, I apologize, I was tasked with leading another meeting and I was distracted the person that was going to do it, we had a glitch, so I had to accept away for a minute.

Does ASR accommodate different dialects at all?

I've had a number of medical appointments recently and I'm often speaking to someone on the phone who is at the office wearing a mask and sometimes with English not being their first language.

I'm just wondering if there's any -- I don't know, because. Intricacies of speech and tomato, tomato, there's 15 different ways to hear it.

If there's anything built into ASR that helps with that.

>> So we are the only company let me go public on record, we use Google speech recognition with our own proprietary tweaks.

Just to make sure everybody who is concerned about privacy knows, we pay to ensure that no machine learning, no data logging happens on our calls.

So there is nothing recording your calls. I know that's a big concern of ASR.

We do recommend if you start out with ASR, the minute that you realize that that speaker's voice does not work well with ASR, you can hit the button to transfer directly to a stenographer who will likely be able to process the voice better.

Just because of that human L.

But it really depends on the speech.

Because the way ASR works is if it's been trained on it, then the captions will be okay. I have noticed

since we started a couple years ago, ASR has gotten a lot better with hard of hearing speech.

It does really well with English as a second language from China.

And Korea.

But not the Philippines.

So it's very random.

And it is very -- it depends a lot on the speaker and that's why we have the in call switch.

So the minute you realize that it's not going on work well for you, just switch over and you'll be able to go to a stenographer, and you can toggle back and forth as you need to.

>> SHARON: Thank you.

>> MATT: Okay.

So onto the good stuff, if you're interested in getting InnoCaption on your phone, how do you do it?

It's a very easy process.

From the time you decide to download it to the time you decide to make your first call, it should take between five and ten minutes.

We say the first step should be going on our website. You go to InnoCaption.com, you register for the app, you get an e-mail confirm that go your registration went through -- confirm that go your registration went through.

In the e-mail you receive step by step how to download and activate the app. After registering, all you do is go in the app store if you have an iPhone, go to the play store, if you have an Android, download the InnoCaption app. When you open it up for the first time, you'll be asked to activate the app.

Like we talked about before.

All you have to do is enter the cell phone number that you registered with, the password you created during registration process.

Click on activate. And the app will be ready to make your first outgoing call or it will be ready to receive your first incoming call as well.

This is a screenshot of the first registration page.

>> I don't think that's it.

>> MATT: We also got a new website. Disregard this page. But it's something very similar.

>> Something that we implement at user request,

when the pandemic started is DeskView. We had gotten requests from users before the pandemic started saying they wanted to see the captions on their phone, but it became more of an emergency.

Once everybody was forced into a remote work environment.

What our engineers did was they made it so our users are able to call in, for example, to Zoom using the dial-in on their InnoCaption app, and then log in from our [www.innoCaption.com](http://www.innoCaption.com) in the top right-hand corner they're able to log in and the app mirrors the captions onto their desktop.

This has been wonderful for people in remote work environments but also for telehealth appointments and made the app more accessible to the low vision community because you have greater control over your captions, whether it's the font size or font itself, as I mentioned before, we were able to implement the dyslexic font on our DeskView app.

And you're also able to move the screen itself.

So depending on what your preference is, if you want the caption box to the side of the camera, on the bottom of the screen, you can move it all around.

This is our CEO.

He did this video when we launched. Please disregard the fact that the screen grabs are from our old website.

But we just really like the fact that he was the one to announce it to users so we still share the video.

>> MATT: And it is captioned already.

>> Yes.

>> MATT: That is the latest feature we launched called DeskView. The one question we get sometimes, if it's a separate download. It's not.

As long as you have the InnoCaption app installed on your phone, all you have to do to access the captions on your computer screen is to go on the InnoCaption website, click on DeskView, and the same captioning, the same transcript that you'll see on your cell phone will show simultaneously on your computer screen. Like Cristina mentioned, it's been great during the pandemic, we know a lot of our users are doing way more conference calls today than they were six months ago.

So if you do need captioning on your Zoom calls, DeskView is a great feature for that.

>> CRISTINA: Wow, you do know the pandemic has been going on for six months.

>> MATT: I can't forget that.

>> CRISTINA: Can I use InnoCaption during Zoom meetings and webinars? I put this in here because I've been getting a lot of questions from the community.

The golden rule I tell people is you can use the InnoCaption app for any call a hearing person would make.

So you can call a doctor's office, you can call into a Zoom meeting, you can call into a webinar.

Where you cannot use it is for in-person communication.

Now, that is the legal permissible use of InnoCaption.

As a practical matter, we strongly encourage the community where their employer or their organization will provide CART for them, contract with a CART provider.

There are significant differences in the accessibility you receive when you contract with a CART provider versus when you use on demand CART or automatic speech recognition.

A CART provider you contract with has context, they know what the meeting is b a lot of the time they have the presentation ahead of time.

They have the speakers. Your captions will be far more accurate with your CART provider knowing that context.

Obviously, we love our service, we think it really meets people's accessibility needs, but with on demand CART for conversations, great.

For a meeting like this, the CART provider especially until a handover situation where it's bouncing from one CART provider to another, they'll probably struggle a little bit figuring out what's going on.

So we really encourage people to optimize your accessibility, educate your employers, educate the groups that you're in.

Don't let them force on you something that may not provide you with the highest levels of accessibility.

Here is the HIPAA compliance.

As I mentioned, the FCC worked with the Department of Health and Human Services, they released a public notice clarifying that telecommunications Relay Services like InnoCaption to facilitate telephone calls between healthcare professionals and patients, when one of the parties to the call has a hearing loss, does not violate privacy rule of HIPAA.

This is the part of HIPAA that most medical centers, healthcare providers who are unfamiliar with Relay Services get really nervous.

I've heard from a lot of users who have been told by their doctors they won't disclose information to them while they're using relay.

With InnoCaption, it's not as much of an issue because there's no law. A Relay Service.

But when it comes to IP relay and video Relay Service, it becomes a little more apparent.

And users have really struggled.

So it's really important to have this out there and you guys have my e-mail, [regulatory@innoCaption.com](mailto:regulatory@innoCaption.com), I'm happy to provide you with the public notice that you can provide to your employer or your insurance company, whoever it may be, so they can have that comfort knowing that they're not making themselves liable.

>> MATT: Yeah. And that is the information that we provide to all of our users, and we have probably said it ten times and we'll say it ten times more, if anybody has any questions or if you decide to give InnoCaption a try and the first time you make a call it doesn't go out, or if you have people telling you that there's trying to call you on your InnoCaption and it's not coming through, don't give up on the app.

E-mail us at [support@innoCaption.com](mailto:support@innoCaption.com) because 90 percent of the time whenever a user has an issue, it's a simple connectivity issue that our support team can send a step by step on how to fix.

>> CRISTINA: Sure. I want to stop sharing so we can see the whole screen. I saw Sandy raised her hand. Go ahead.

>> SANDY: From March will Peoples, if we delete our current version of InnoCaption then download the current version torques we keep our current InnoCaption phone number or after download do we have

to input the original number assigned?

>> MATT: You will keep the same number.

But like I said before, before you delete the version of the app that you have now, make sure that you back up all of your transcripts and then when you download the latest app, you can then pull the transcripts from the cloud.

>> CRISTINA: Just so you guys know, people are allowed to have multiple InnoCaption apps, and we have users that do, on their personal phones and then on another device with another number for work have another InnoCaption number.

So if you register using a different ten-digit phone number, you're going to get a different InnoCaption number associated with it.

Now, if you change phones to another personal device and happen to switch your number, let us know.

Our support team can tweak it in the server so you can keep your origin caption number.

>> SANDY: Okay. One more from Tim Browning.

Any plans to have InnoCaptions integrate with Microsoft Teams or Google Meetings that don't have a call-in number?

>> CRISTINA: No, because InnoCaption is for phone calls only.

So when there's a dial-in number associated, that is a phone call and you can use InnoCaption.

You can ask the meeting host to put a dial-in for accessibility but at that point it becomes a little bit of a gray area because if hearing people aren't dialing in, the host really should be providing you with accessibility whether that is captioning or a sign language interpreter.

So in those cases, it's really important to advocate to ensure that they know that you require accessibility.

Do we have any other questions?

Now that we're just talking, feel free to unmute your microphone and ask.

Okay. It doesn't look like it.

Well, thank you guys very much.

I do want to point out, I realize that in the video, it says Joe Duarte, and my last name is also Duarte. Lucky for me, you guys already know, this is my husband, so you don't make the assumption the CEO is

my assumption. It happens all the time. It's incredibly awkward. It's actually my father.

But I had my job first, so it's not nepotism. We are a small team.

We really do, we really do focus on development based on users' needs.

So just like during this call, Tim recommended to us that when a speaker stops and starts talking again, we provides the captions on a new line.

We're going to bring that directly to engineering.

>> MATT: Yeah, we'll keep you updated on that one, Tim.

>> CRISTINA: Thank you so much for having us. We had a wonderful time. You guys have been great.

>> MATT: Yes, if anybody has any questions whatsoever, Sharon, you have my e-mail, please feel free to send me any questions whatsoever. We just got our brochures redesigned as well. Since I'm in charge of marketing, if you guys need any information on InnoCaption, let me know, I'm more than happy to put something in the mail and send it to you guys.

>> SHARON: Thank you so much, everybody.

>> TIM: Thank you. Fantastic.

>> SHARON: What a great presentation. How wonderful that you are a family business and that you're doing this with the passion of, you know, having the experience, your father having the experience of needing support and the two of you being involved to use your strengths and leverage that and provide support and we need this more than ever. I know that all of us are struggling, all of us, as if it wasn't hard enough, you know, the isolation not being able to be face to face to see people, the problems of when we do talk to people, talking through masks, and it's crippling to manufacture us.

So having you come to me is just a godsend as I know it is for many of us and those of us who know your app but haven't consistently used it I think we'll all be relying on it a lot more and the ability to do this on our desktops really very timely.

I thank you both. Matt, my humble apologies for me completely butchering your very beautiful name.

I have done it before.

My intent was between 95:00 and 10:00 to -- between 9:50 and 10:00 to ask you.

We're grateful for the work you do.

We know it's a labor of love. Thank you and we'll be in touch. And I'm sure we will have suggestions.

>> MATT: Absolutely. And again, any feedback, like I mentioned in the beginning, if you use the app and there's something missing like Tim brought up a good point, so if anybody sees anything missing, let us know, because I do like taking credit for these things. I will tell the engineers that hey, maybe we should look into this.

>> CRISTINA: No, he always gives credit where credit is due. I'll make sure.

>> SHARON: It is a huge thing having a new line. Because we often don't know breaks in conversations, and even we rely on Zoom where the speaker is highlighted.

And on Google Meet which has free captions, they're not highlighted. For those of us, the frustration of trying to see who is talking is overwhelming.

So things that are -- people take for granted if they don't struggle with this, are just, you know, really, really great innovations for us. InnoCaption is, the invasion part of your name is really what we're out for and what we're grateful for your work.

So thank you.

>> CRISTINA: Thank you. That means so much. I do see that Marlana has her hand raised. Do you have a question?

>> No. I want to thank HLAA-LA, I'm getting tongue-tied here, I want to thank the LA chapter for having this webinar.

This has been a fantastic presentation.

With great information.

On an application that I use a lot.

And I will be e-mailing you in regard to the regulatory information because -- in regard to the regulatory information because I would like to be able to use this application and use it if he tours for a lot of the meetings at that we do over the phone.

At work.

I want to be able to convince them that I'm able to use this and they can't fear any regulatory problems with HIPAA.

So thank you very much.

>> MATT: E-mail Cristina, she will fight with you to make sure that you're given the accessibility that you serve.

>> CRISTINA: It's not a fight.

I'm happy to talk to your IT people, your regulatory people to help educate them on why it's okay and they don't have to be concerned.

I've talked to a lot of people's employers and connected with them, and generally to this day, I have not had one that's walked away saying that the person couldn't use it.

Knock on wood. (Knocking).

So I'm happy to help you.

>> MATT: Can we take a picture of everybody before we go? We love sending it out.

If you do want information, more information on InnoCaption, we tell everybody the best place to go is our Facebook page. We're sending out information on a daily basis so you can follow InnoCaption on Facebook, you'll be on top of all these little changes that are happening, if not weekly, then monthly.

With that being said, let's take a picture so we can put it on our Facebook page.

>> CRISTINA: If anybody does not want to be captured, just turn off your camera. But we'll give you guys a countdown.

>> SHARON: There's 27 people. Cuff get everybody on one screenshot?

>> MATT: Yeah, you'll see it on our page later.

>> SHARON: All right. You'll have to tell me how you do that.

>> MATT: It's definitely not everybody, but we've got four, eight --

>> CRISTINA: We can see everybody on camera because we have eight participants who are --

>> MATT: Right. We'll do a countdown. Three, two, one.

Got it.

>> CRISTINA: Maybe one more, just in case.

>> MATT: One more, just in case.

Three, two, one.

Got it.

Again, thank you guys so much. Sharon, thank you for setting this up. I know things are up in the air,

but as soon as we're able to travel again, we would love to do another one in person.

In the meantime, if anybody has any questions, if you need brochures or if you need anything, send me an e-mail, I'll be more than happy to help with anything.

>> CRISTINA: And just in case, regulatory -- I am putting my e-mail, Marlena, for you in here in the chat.

>> MATT: I will send mine too if anybody needs it. All right.

>> SHARON: Wonderful. Thank you guys, thank you so much.

>> MATT: Thank you guys. Have a great day.

>> SHARON: Definitely be in touch.

>> MATT: Everybody have a great weekend.

>> You too.

>> You too.

>> Bye.

>> SHARON: Wow, I thought that was phenomenal information and I can't wait to start practicing again, all these tips and tools are so handy at this time.

There are days my brain is just exploding from trying to hear people that I just can't understand.

I'll turn this over to Tim in just a minute.

I briefly want to mention next month we'll be having our meeting on the fourth Saturday of the month, I'll have to look up the date. Allison Freeman, one of our own, who is a psychotherapist, will be leading us in preparing for the holidays, tips for preparing for the holidays.

And we'll have sort of a combination presentation and rap session so we can discuss, the holidays are obviously going to be very different this year.

And less in-person.

But we decided since communication is still challenging on all these levels, that she would be a good person to talk to us through her own experience and give us some of her tips for navigating whatever the holidays are going to look like this year and hopefully help us do it with as little stress as possible.

We have some other things coming up, I'll turn it over to Tim who will get us going with some of the

things he's been in contact with you about.

>> TIM: Hi. Good morning, everyone, thanks again for coming and spending an hour with us on your Saturday morning. Really the only thing I wanted to bring up was the chapter elections.

Not the general election, but the chapter election, steering committee and so forth.

This is not a political battle. It's coming up.

We're going to do this by e-mail.

So in the coming week, all of you on our e-mail list will get an e-mail from the chapter, so please read it.

We're just reaching out to people to find people that may like to participate in various chapter activities, to be helping to find meeting planners, you know, meeting topics and find people to present.

To be Zoom help.

Social media, website.

Small or big tasks, whatever people feel comfortable doing. So we'll send that out.

We'll also be doing steering committee election, so if you are interested, please reply back to that e-mail, or you can reach us, maybe someone can put that in the chat, info@hlaa-la.org.

That's our e-mail address, so you can also reach us that way.

A week after that e-mail when we hear back from people, we'll then send out an e-mail to individuals that are HLAAs members, paid members, to vote on the steering committee members.

Whether existing or people that would like to join.

So we're just going to try to do it by e-mail because doing it this way is pretty difficult, especially when we want to welcome other people from other chapters to join us too.

So just keep on the lookout for that. When you get the e-mail I appreciate if you open it up and have a read, any questions that you like to join us in doing, just reply back and just let us know. That's about it, I think.

>> Diane: I have a question, Tim. It's Diane. Sharon said the next meeting is on the fourth Saturday, which I know is traditional, but in November we usually do the third Saturday because

of Thanksgiving weekend.

Are you changing that?

>> SHARON: We'll change it to the 21st.

>> TIM: Yeah, that used to be a potluck when we were all meeting. You're more than welcome to do a potluck, you'll just have to eat it at your place. But I'm always hungry, so if you want to send in your food, just mail it on in, make sure it's not spoiled or anything like that, a little bit more on the healthy side. Please have your own potluck.

>> Diane: We'll have a rap session and everybody can show up a dish and eat it in front of the camera and pretend we're sharing.

>> TIM: There you go, that's a great idea! Keep your mouth shut, though.

>> SANDY: I have a question.

I noticed today I think it's the San Diego chapter, they also have their meeting on the fourth Saturday of the month, and they were presenting something that I thought was so interesting today, and I mean, I think it's -- I was wondering if there's any way that we could switch our meeting permanently to the third Saturday so that we could also take advantage of theirs.

What do you think about that?

>> Diane: I have a comment.

I think the San Diego chapter is one that Toni is working with chapters to put their presentations up on the HLAA California YouTube channel, because a lot of chapters have overlapping date.

So if you can't make one of their meeting, it would probably show up on the YouTube channel, you could watch it later.

>> SANDY: Okay, that's fine, then we'll just keep things.

>> Heather: Because I'm working on the board of trustees, I know that that's something that we're trying to institutionalize, so that there would be some kind of a log-in for everybody so that you could access the meetings and recordings of meetings that you've missed.

We'll have to work out all the in's and out's of that.

Another thing we can do, I know that Toni is heading up the chapter leaders group, and there has

been, I know I did talk to her a couple weeks ago, like that we should be maybe coordinating some of this.

Like I'm not really sure why San Diego decided to do their meetings at the same time as ours, because we've been doing ours on this time for a very long time.

And they're a fairly new chapter. So there could be some coordination behind the scenes, I don't know.

But that's a really good point and thank you for bringing it up. I will definitely bring it up at the board of trustees meeting tomorrow.

>> Diane: San Diego has been meeting for a while and a lot of the chapters are have in-person meetings they have been having overlapping times and dates, because things are so different now with the pandemic, and if we foresee it going on through next year, there might have to be some talk, bring it up at the board meeting about, you know, chapters slightly shifting their dates and times to not overlap right now. That's something you can bring up tomorrow too.

>> TIM: I forgot, I have one other thing. I knew I was for getting something. Survey. Thank you for those of you who did our chapter survey. We're going on review the results.

And I would imagine after the elections and we have individuals who maybe can join us for certain roles and committees, we'll probably all get together to review those, and use that information to help plan for the future, for 2021.

So we take that feedback pretty seriously, so it's really going to help us to plan, to meet your need and so forth. The survey is now closed, but if you did want to do it, or if you have further ideas, please send to that e-mail at [info@hlaa-la.org](mailto:info@hlaa-la.org), we'll review that information sometime in the coming weeks.

>> Teri, did you to want introduce your friend?  
You're muted.

You have to unmute.

Teri, you're muted.

>> Oh, I was hitting the space button. I thought that would unmute me.

She had to run off for a minute, she's coming back.

I don't know if we have more going on or if we're

ending things.

>> SHARON: Okay.

I want to just reiterate what Tim has been talking about and Sandy has been talking about. Both the survey is really for all of us, we're really trying to find out what beam want. The world has changed dramatically.

-- what people want.

We really want to keep the cohesiveness of the LA chapter while also as Heather was saying there are a lot of statewide events and we want to be able to fold into some of that as well but also keep our connections and our relationships because I think we have a very special and unique and diverse group. We want to know what you guys want, what you want to hear, what you want to see.

If it's a different day, if it's smaller breakout groups, cochlear implant groups, we want this to be for all of us and for all of us to benefit.

So please fill out and give us your thoughts and desires and what you would like to see going forward in this world until we can once again get together. And I want to just reiterate with regards to elections that we can use some very specific help with things.

If you would like to be on the steering committee or just too any particular thing, whether it's posting on Facebook, writing up a summary of a meeting, doing a save the date, I mean, there are a million, responding to inquiries, there are a million little things that we could use some, you know, a few good people to help out.

Not very time-consuming, but, you know, a little built would go a long way for us right now.

So please think about what your strengths are and how you might be able to contribute on really a basis with a lot of flexibility with getting things done.

We would love to hear from you.

>> Teri: My friend is back, I wanted to quickly introduce Cynthia, who lives in Israel.

>> Diane: Really, she's here?

>> Teri: Childhood friend. We were at nursery school together when we were three and four years old or something like that.

Actually, Cynthia's mom is friends with Diane Gross so we have this other connection too.

>> Cynthia: Hi. Thank you for inviting me.  
>> Diane: Hi!  
>> TIM: Hi.  
(Sharon speaking language other than English).  
>> Thank you.  
>> SHARON: Wonderful to have you. What time is it?  
It's 9:00 at night?  
>> Cynthia: Yes. Ten after 9:00.  
>> SHARON: Okay. I have a lot of family and I'm always for getting if it's ten or nine hours, so we're about to go through daylight-savings again.  
>> Cynthia: We are change our clocks this evening, yes.  
>> SHARON: So tomorrow it will be 9:00.  
>> Diane: It's good to see you, Cynthia.  
>> Good to see you too, Diane.  
>> SHARON: Very nice to have you. Please join us. Zoom links the world in a way that face to face while we're losing a lot of connection of the face to face, it also gives us the opportunity meet new people and have them join us and share their perspectives and so forth, so that's a really good thing. I want to thank Lori for pitching in and doing a great job with captioning.  
It's really a godsend for us.  
And we're very, very grateful to have you. So thank you, Lori.  
>> Thank you.  
>> SHARON: Does anybody have anything else they would like to add or share before we tune off?  
>> Diane: I just miss seeing people in person. But I'm hoping we can get together and do that soon.  
>> SHARON: I hope so too. It's going to have to be at a new location, we put a lot of effort into getting into Children's Hospital, I don't think that will ever be an option for us again.  
>> Diane: Oh.  
>> SHARON: Yeah, Children's Hospital is not going to want a group of -- not going to do any nonessential events anytime soon.  
So anyway, if anybody has any thoughts, down the road, when we will be able to resume face to face for venues that might be amenable to our group, keep it

in the back of your head, or, you know, let us know. At some point we're going to have to start that search again.

But I'm quite sure, we had a spectacular, you know, we were a week and a half away, and so close.

>> Diane: Yeah.

>> SHARON: It wasn't their fault the pandemic started but I'm sure we'll have to revisit finding a new location.

But we will. We'll figure it out.

Maybe at Heather's house.

The ultimate party house.

>> Heather: As long as you bring a bottle of wine, you can always come!

>> SHARON: No problem!

(laughter).

All right, everybody.

>> Diane: Just a little plug, I don't care who you vote for, but if you haven't voted already, please do. Make sure you do.

>> I did.

>> Cynthia: I did.

>> Diane: I'm glad you did!

>> So did my niece, she sent her ballot from Tel Aviv.

>> Wonderful.

>> SHARON: All right, everybody, have a wonderful rest of the day and weekend, be healthy, stay safe, we'll see you on the third Saturday of November.

>> Four weeks from today.

>> TIM: Bye, everyone. Bye.

>> Bye.

>> Bye.

>> Thanks.

>> Bye.

>> SHARON: Bye, Mitzi, come back. So good to have you. Miss you.

>> Bye.

>> SHARON: Bye, Georgia, I didn't hear from you. Can oh, she left. Okay, Georgia, hi. I miss you, Georgia! You were very quiet today.

Is everything okay?

You're muted. I don't know if you're trying to speak, but if you want to say something, you have to

click on the mute button.

So that we could hear you.

Okay. If you click on the mute button, then we can hear you. All the way on the bottom left.

If you click on it, there's a line. If you click on that button, then we'll be able to hear you talk.

>> The microphone with the line clue it, just click that.

-- the microphone with the line through it. Just click that.

I think Georgia works on an iPad.

>> SHARON: You're on an iPad, yes, and it's probably in a different place.

>> SANDY: Yeah, she can hear us. You can hear us bought we can't hear you.

Until you click that microphone that's got the red line going through it.

It should up on the top right. There you are.

>> Click unmute.

>> Yeah.

>> Yeah, it's on the top.

>> Yes.

>> SHARON: How are you, Georgia?

How are you doing?

>> Georgia: I'm good. Thank you. Happy to be here. I love you all. I miss you.

>> SHARON: Love you too. I missed hearing you. Usually you have lots of questions.

(laughter).

Georgia: Yes. Yes. We have to get together somehow.

>> I know. It's so great to see you, though.

>> Have to play cards or something.

>> SHARON: The hardest thing is for people with hearing loss to social distance, I mean, it's like what a cruel act of fate, to have to be six or more feet away when we already can't hear when we're one foot away.

It's really challenging for all of us.

>> SANDY: Yeah, with a mask.

>> SHARON: With a mask, yeah.

Okay. Well, I'm glad you're okay. I wanted to make sure that you're feeling well and you're in good health.

>> Georgia: I'm feeling very well. Thank you

very much. I hope all is well with you guys.

>> SANDY: Yes, all is well.

>> Georgia: I'm looking forward to the November meeting because, you know, Thanksgiving and Christmas.

You know, my family is kind of going in different directions.

So I think it will be a little lonely. So I'm feeling a little sad.

>> SHARON: I think we all are.

I think that's why Allison who is a psychotherapist, I guess I should have mentioned that for those that don't know, but I think that's why it would be really good to have -- I should have brought up her background a little bit.

Because I assumed everyone knows her, they don't.

But I think her being like one of us and having a therapeutic background, I hope that she will be able to give us some tips for lifting ourselves, our spirits up.

>> Georgia: Yeah, I'm just by myself here at home, my daughter lives not here.

So we're not sure what's happening for the holidays.

So I might end up being by myself. (Chuckling) so maybe I'll cook a turkey.

I don't know.

Do something.

>> SANDY: Maybe we'll have to have a little Zoom open house, just for a half an hour or an hour, anybody who wants to pop in.

And say, you know, I don't know, it's a thought.

>> Georgia: Yeah, maybe. Yeah, because it gets a little lonely, you know, just me by myself.

>> SANDY: Yeah.

>> SHARON: I love that, Sandy.

>> Georgia: I'm in touch with people, but still, I mean, you have a family.

I mean, you have -- Sandy has your husband. You have your husband and --

>> SHARON: I do. I do.

>> Georgia how is it going with the move?

>> SHARON: I good. We got out of the house. We're in a new place and we'll be here for a few months and they're working on the house.

I didn't think this would be doable in COVID.

But it's happening.

And I'm completely useless because my contractor whispers, and he's an older man, but he talks quietly, and he walks away from me because he sees something that's in his head.

And he's whispering with a mask.

(laughter).

>> SHARON: Many of the workers are foreign, so they have masks.

And I'm basically saying yes, and hoping that my "yes" is not going to be another \$1,000 line item.

But I'm doing the best I can and I'm surrendering between the fact of the healthcare people I need to see and the workers, it is what it is. I'm really just trying to -- it's a struggle.

But I like Sandy your idea.

And I think maybe if we did it on Thanksgiving, maybe for an hour open house in the morning.

>> Georgia: Have an hour on Thanksgiving morning if you have time, everybody can check in.

>> SANDY: Yeah.

>> Georgia: That will give me something to look forward to.

>> SANDY: And we all need things to look forward to.

We all need things to look forward to.

That's one thing that I've gotten from this pandemic is that the sameness and the sameness and the sameness can be very paralyzing.

It can be numbing.

So we have to create things to look forward to. I mean, Sharon, you've got a lot to look forward to and a lot of challenges.

But we don't all have that kind of activity or that kind of stuff.

So sometimes even if it's -- look, even if it's like joining a talk at the Getty or joining a talk at the Blachma or something like that that is online, that is there for us, there's so much that's there.

Even that is something to look forward to.

We just watched yesterday on NetFlix, My Octopus, the Teacher. Oh, my gosh.

>> SHARON: I just heard of that from someone. I've got to write it down now.

>> SANDY: Oh, my gosh! We were just spellbound by the entire hour and a half.

It is really, really beautiful.

All captioned and most of it takes place underwater.

I recommend it. The other thing we look forward to every night is the great British baking show, which we never have watched until we started season one.

>> Georgia: Oh.

>> SANDY: -- three weeks ago.

It's spectacular!

>> Georgia: What station is that?

>> It's NetFlix. It's NetFlix.

>> Oh, NetFlix, okay.

>> SHARON: I didn't know Britts were famous for baking.

>> Georgia: I'll have to check that out.

>> SANDY: Who knew?

(laughter).

But they take 12 people, they take 12 people for, I don't know, a couple weeks, and my give them challenges and every day they cut somebody, you know.

They cut somebody and they cut somebody.

But it's not a mean spirited show, it is very positive and very uplifting.

They're two come medians that host it, they put in their two cents.

But the people themselves are very, very, they're cheering for each other, the contestants, they're really so supportive. When somebody leaves they give them a big hug. I recommend that.

>> Georgia: Yeah, the Britts are very funny to begin with.

>> SANDY: Yes, they are.

>> Georgia: Just naturally very funny. Yes.

All right.

>> SHARON: You definitely need it captioned because British accents are amongst the hardest for me to hear. I'm so embarrassed how I butchered his name, totally. I didn't know that there was the little thing on the bottom.

>> Thank you for sharing that with me.

>> SHARON: I feel so ignorant and embarrassed, but what can I do?

>> SANDY: I would have done the same thing. I

would have done the same thing.

But you did ask him how to pronounce his name before we started.

And he said it, and I totally forgot it.

>> SHARON: I just freaked out, I just lost it, and I had another meeting and I have two separate Zoom accounts, two separate user ID's and passwords and I practiced with somebody else to open that meeting yesterday. But it didn't of course, you know, despite the best intentions, it didn't work.

So I was distracted trying to get Jonathan to try to log in on his computer and blah blah blah and it was like ten minutes.

It was like 15 minutes I missed of the presentation.

So I'm glad that we have the PowerPoint, we'll have it online. Sandy, your idea is brilliant.

I think that we can post something about I'll just put it out to the committee. But just say that we should do that.

Is like 11:00 a good time? I just think on Thanksgiving Day eleven to twelve people can come and go.

>> SANDY: Come and go. Come and go. What we could even do is like if you or me or whatever, we can't be there, we can have like a picture of a turkey saying, you know --

>> SHARON: Right. That's what I was thinking, some background or something cute.

Right. Right. I think it's fabulous. Fabulous.

>> SANDY: Good.

>> SHARON: I like your creativity. All right. Let's head off. Lori, thank you.

Georgia, be well.

>> Okay.

>> SHARON: Love you and miss you and Sandy, you as well. Have a good day, everyone.

>> You too.

>> Good day, everyone.

>> >> Bye.

>> Bye.

(11:25 a.m. PST)

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