



How to Use the Closed Caption feature?

Jay-Ileen (Ai) - 2025-05-30 - VSee Clinic for Providers

The **Closed Caption** feature provides text on the screen representing spoken dialogue, sound effects, and other relevant audio cues during the video call. It is mainly designed for people who are deaf or hard of hearing, but it can also help viewers in noisy environments or those who prefer reading along with the audio.

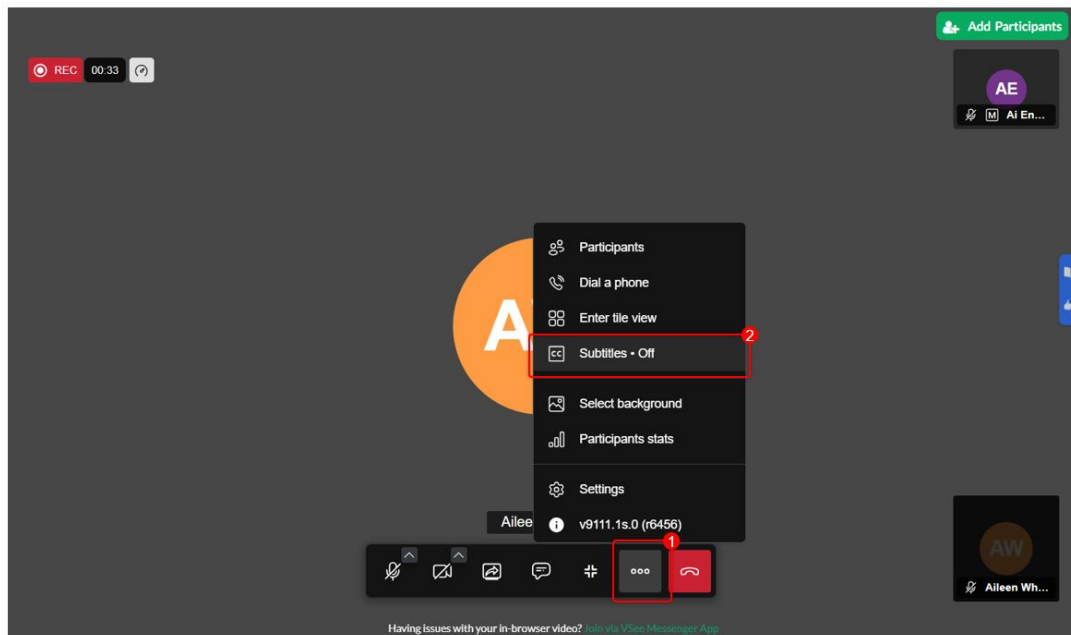
Scope and Limitations:

- Will only work:
 - on the VSee Clinic browser
 - if call is taken from the VSee Messenger In-app Clinic Dashboard (should be on the latest version of VSee Messenger)
 - if VSee Messenger was launched from the VSee Clinic browser
- Available on Basic VSee Clinic (Legacy), VSee Clinic Plus, Premium, and selected deployments on Enterprise accounts. Free versions of VSee Clinic and VSee Messenger are not included.
- Closed captions are seen as "Subtitles" on the VSee Clinic browser, but "Captions" on VSee Messenger.

Step-by-Step Guide

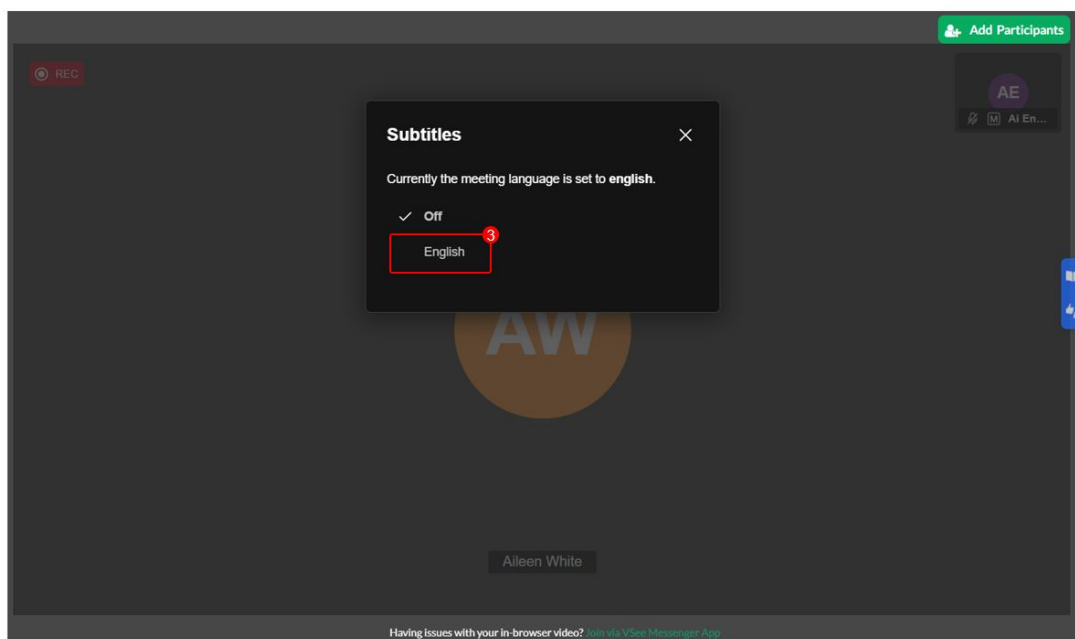
During the call, you can turn ON this feature by following these steps:

1. Hover on the video window of the patient and click the **3 dots** or the **ellipsis**.
2. Select **Subtitles** on VSee Clinic Browser (**Turn on Captions** on VSee Messenger)



1. Select **English**.

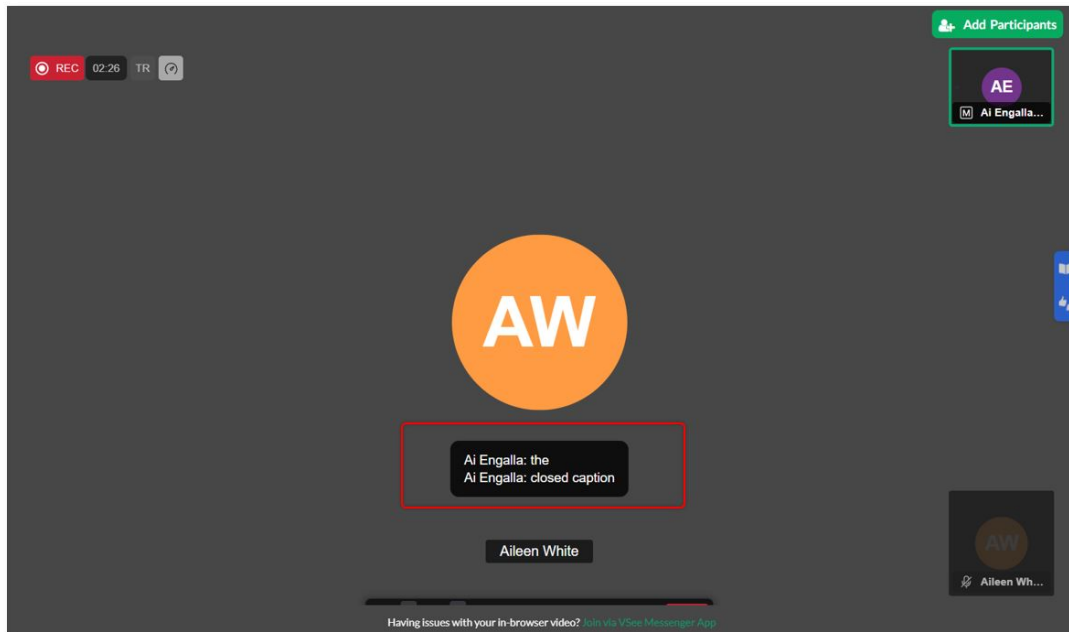
Note: Currently, the meeting language is set to English only.



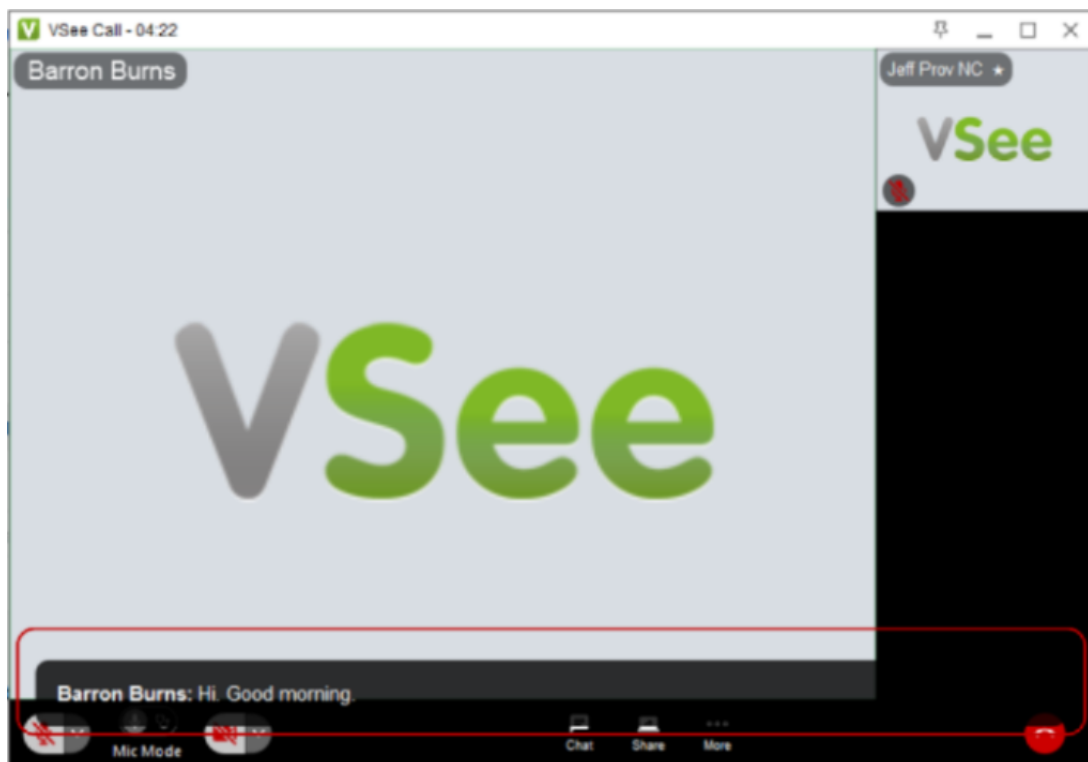
You will see the subtitles appear at the bottom center of the screen.

It will show the name of the user who is talking and the message he or she is saying.

Note: The closed captions may occasionally display incorrect words, depending on how clearly the user speaks or how the system interprets the audio.



VSee Clinic Browser view

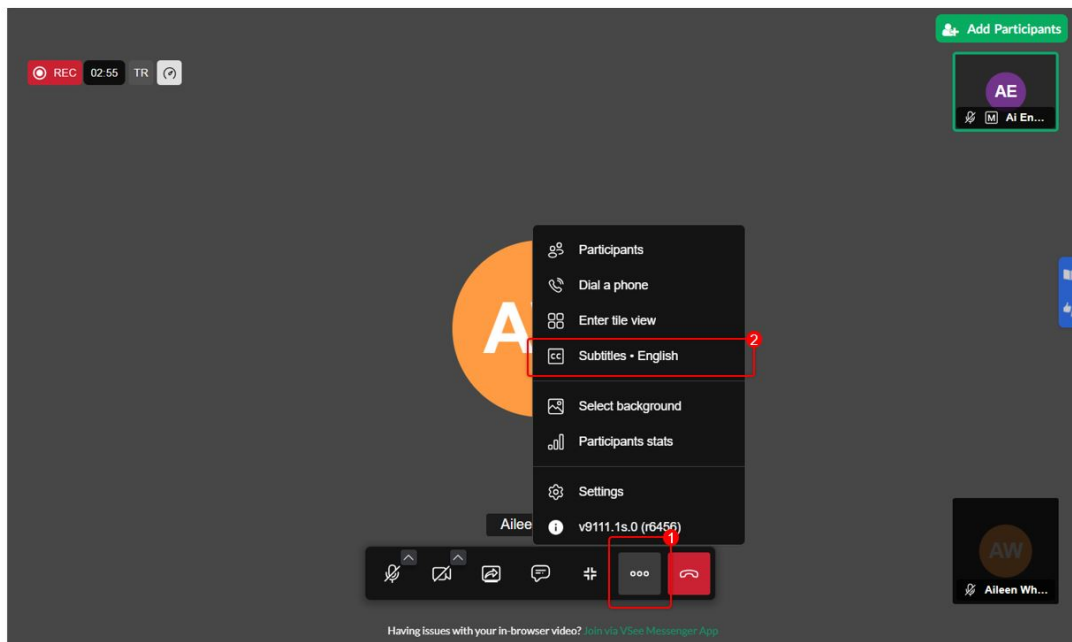


VSee Messenger view

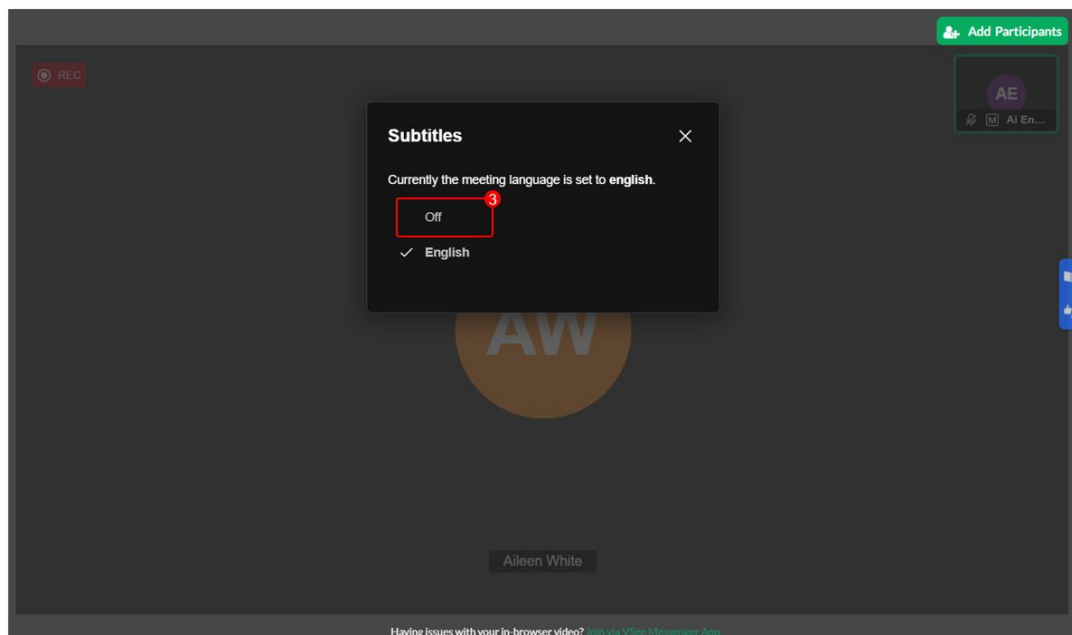
To turn OFF this feature, click on the same options;

1. Click on the **ellipsis**.
2. Select **Subtitles** on VSee Clinic Browser (**Turn off Captions** on

VSee Messenger)



1. Select **Off**.



Need more assistance? Send us an email at help@vsee.com or check out the [Help](#) section under the Profile Menu of your VSee Clinic.