



How to Use the Closed Caption feature?

Jay-Ileen (Ai) - 2025-03-10 - 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.

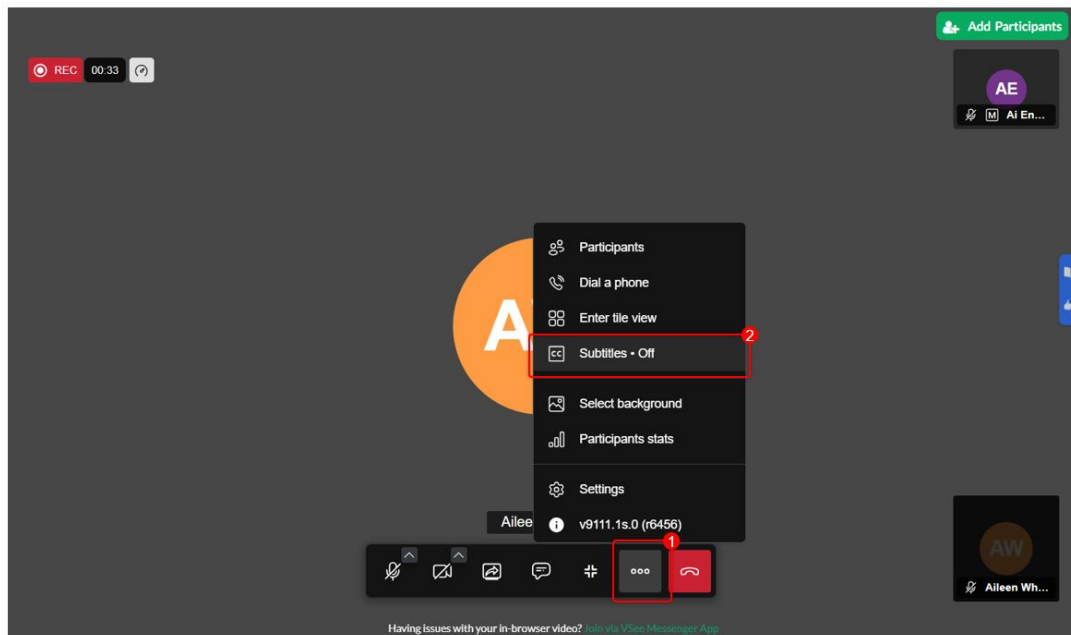
Scope and Limitations:

- Will only work on the VSee Clinic browser
- Available on Basic VSee Clinic (Legacy), VSee Clinic Plus, Premium, and selected deployment on Enterprise accounts. Free versions of Vsee Clinic and VSee Messenger are not included.
- For VSee Messenger: Closed captions will only work if VSee Messenger was launched from the VSee Clinic browser

Step-by-Step Guide

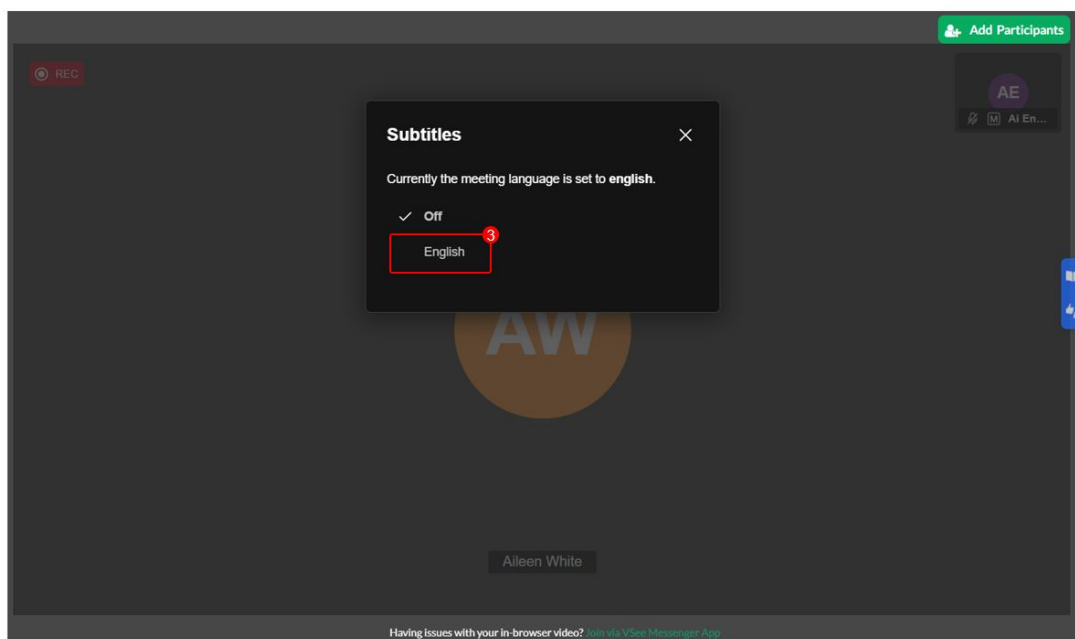
During the call, you can turn ON this feature by following these steps:

1. Hover on the video window of the patient and click the **3 dots** or the **ellipsis**.
2. Select **Subtitles**.



1. Select **English**.

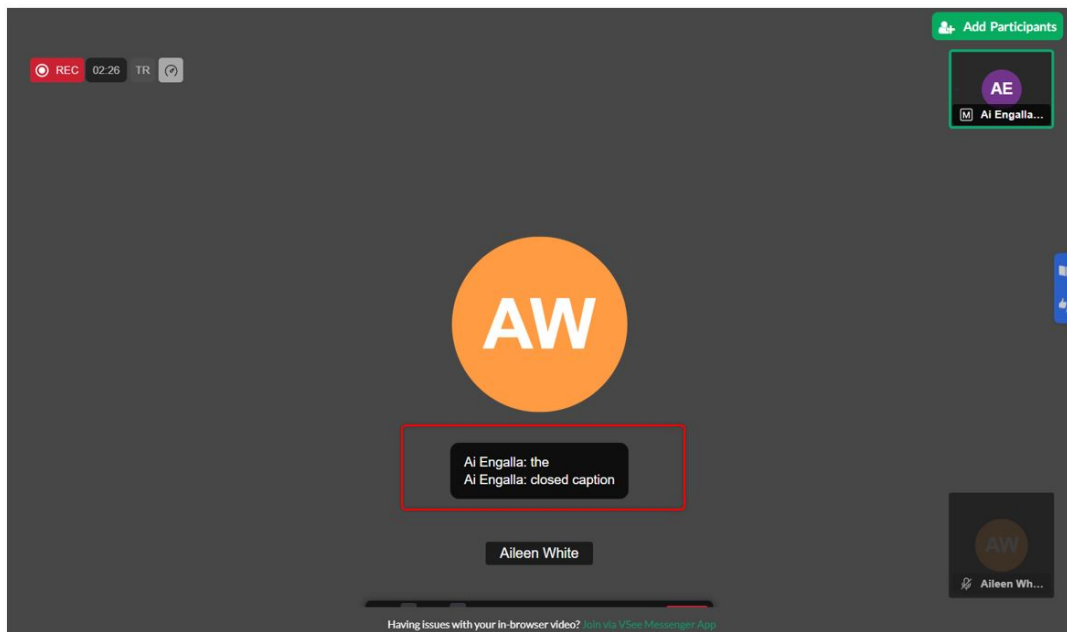
Note: Currently, the meeting language is set to English only.



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

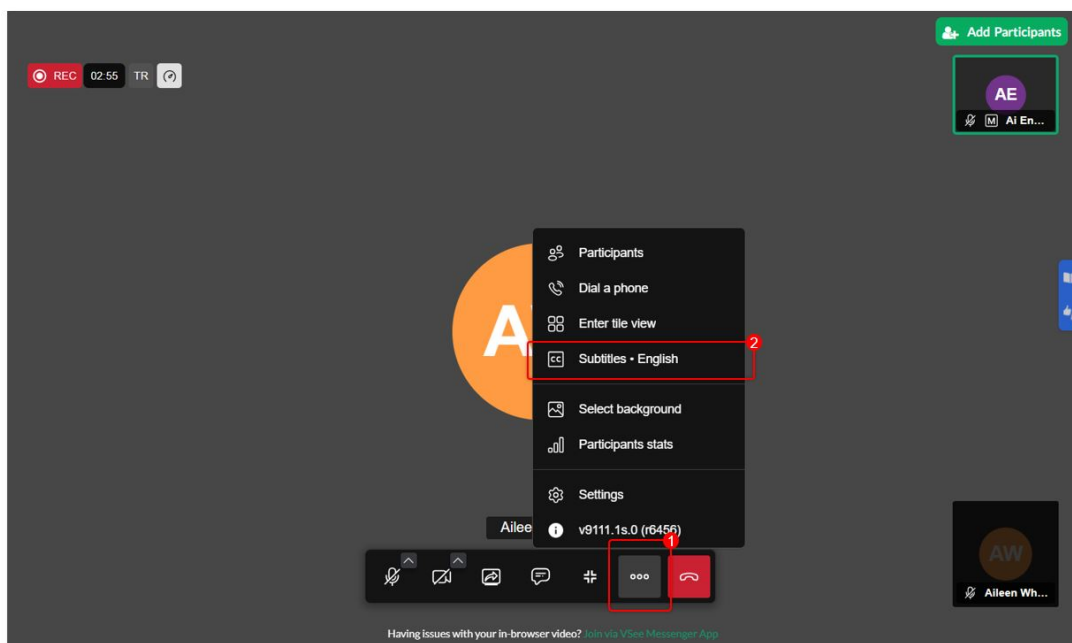
It will show the name of the user who is talking and the message he or she is saying.

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

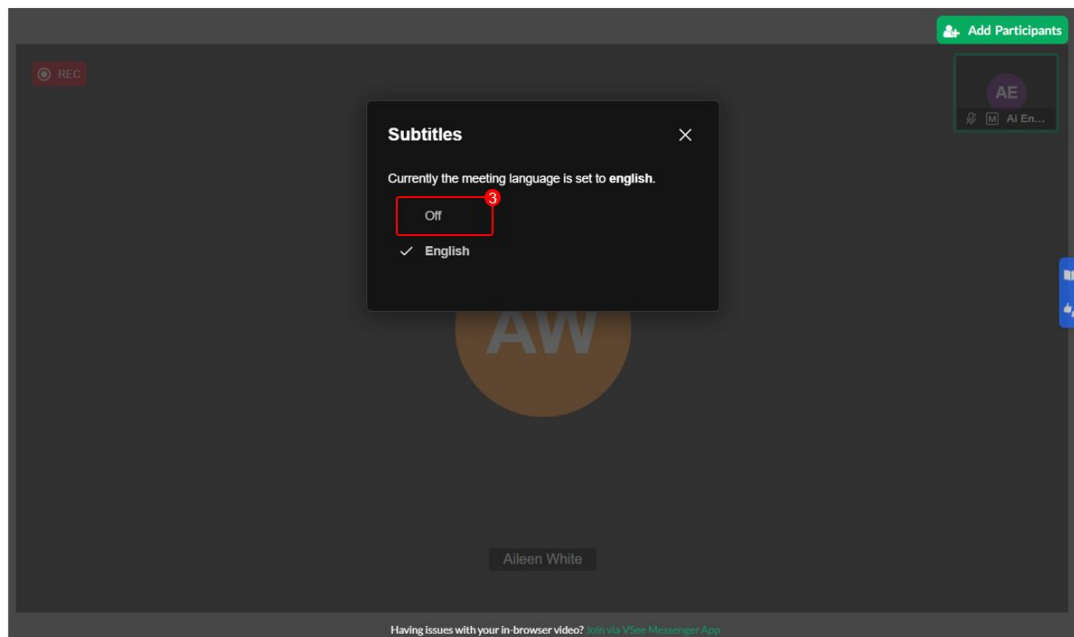


To turn OFF this feature, click on the same options;

1. Click on the **ellipsis**.
2. Select **Subtitles**.



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.