TELUS Wise

Assistive technology for hearing impairments (iOS)

Assistive technology enhances productivity and convenience by making daily tasks easier and more efficient. This tip sheet highlights some of the common built-in accessibility features on Apple (iOS) devices that may be useful for individuals living with a hearing impairment.

Tip: Before you get started, familiarize yourself with how to locate and open the Settings app on your device. It's a pre-installed app and typically has a gear icon.

Using captions in video calls

Captions provide a visual representation of the spoken words, allowing individuals living with hearing impairments to read and understand the conversation in real-time. Captions also help to overcome challenges such as background noise or poor audio quality, ensuring that important information is not missed.

How to use captions in video calls

- Open the **Settings** app
- Tap on **Accessibility**
- Tap on **Live Captions**
- Toggle the switch next to **Live Captions** to enable across all apps or toggle the switch next to **In-App Live Captions** to enable in specific apps

Note: Live Captions may not be available in all video-calling apps or on older iOS devices. If Live Captions are not supported, you can explore other options like using third-party captioning apps or requesting captioning services from the video call organizer.

Did you know? When using the toggle switch, you can quickly tell if the feature is enabled. Green means it's on and grey means it's off.

Using mono audio

Using mono audio instead of stereo audio on smartphones can provide significant benefits for those who are hearing impaired. Mono audio combines the left and right audio channels into a single channel, ensuring that all audio content is played through both speakers or headphones. This provides a more balanced and consistent audio experience, ensuring that users can hear all the important elements of a conversation or media content.

How to use mono audio

- Open the **Settings** app
- Tap on **Accessibility**
- Tap on **Audio & Visual**
- Toggle the switch next to **Mono Audio** to enable it

Adjusting device settings and enabling accessibility features can assist with capturing important elements of conversations and media content for individuals living with hearing impairments. Experiment with different settings to find what works best for you.

Are you looking for additional support?

If you're a person living with a disability, check out **telus.com/TechForGood**. Available nationwide, Tech for Good helps improve quality of life, independence and personal empowerment of people living with disabilities by offering customized recommendations and training on assistive technology for mobile devices, computers and laptops.