

# TECHNICAL BULLETIN

## VITAC’s Internet Captioning Service offers more transcript download options

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|-------------|--|
| Product     | VITAC Internet Captioning Service (ICS) Transcript Downloads |
| Bulletin #  | ICS.20   |
| Date Issued | 6 October 2019   |
| Severity    | <b>0 – Upgrade</b>   |

### Overview:

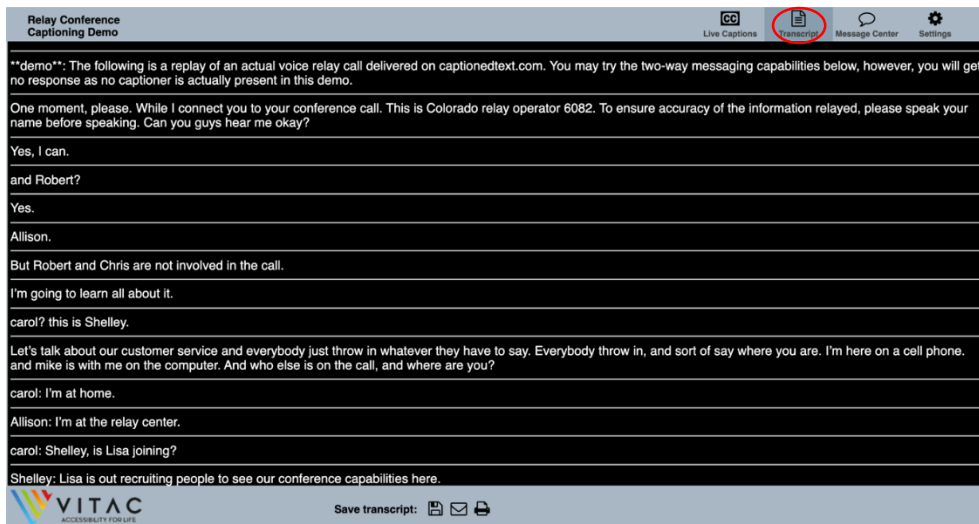
Clients wishing to download a transcript of their Internet Captioning Service (ICS) event, meeting, or webinar, can now choose from multiple download formats:

- Plain Text (.txt)
- Rich Text (.rtf)
- Word 97-2004 (.doc)
- Word Document (.docx)
- PDF

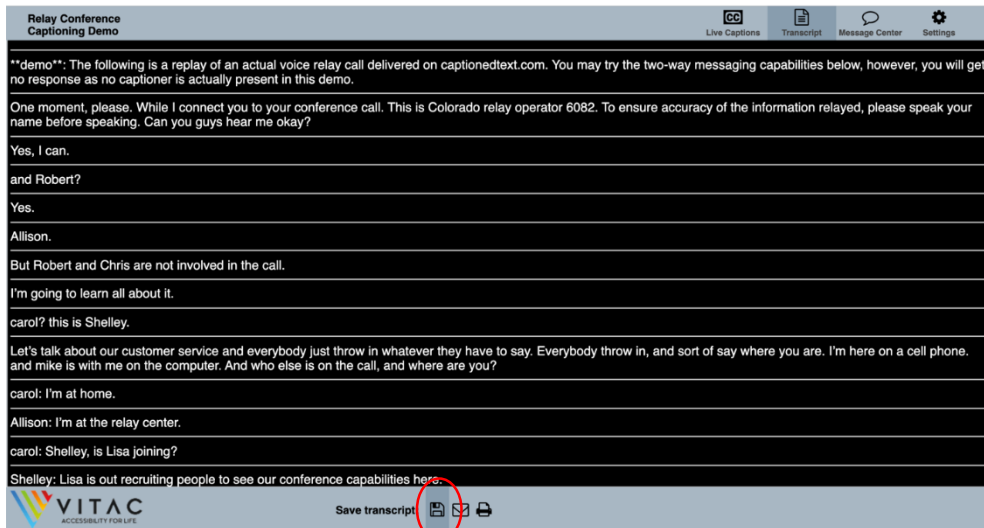
### Process:

Transcripts are accessed as they have been in the past, during or after any ICS event, by choosing the “transcript” button at the top of the screen, and then navigating to “save transcript” at the bottom. Choosing the disk icon presents the user with the new format options.

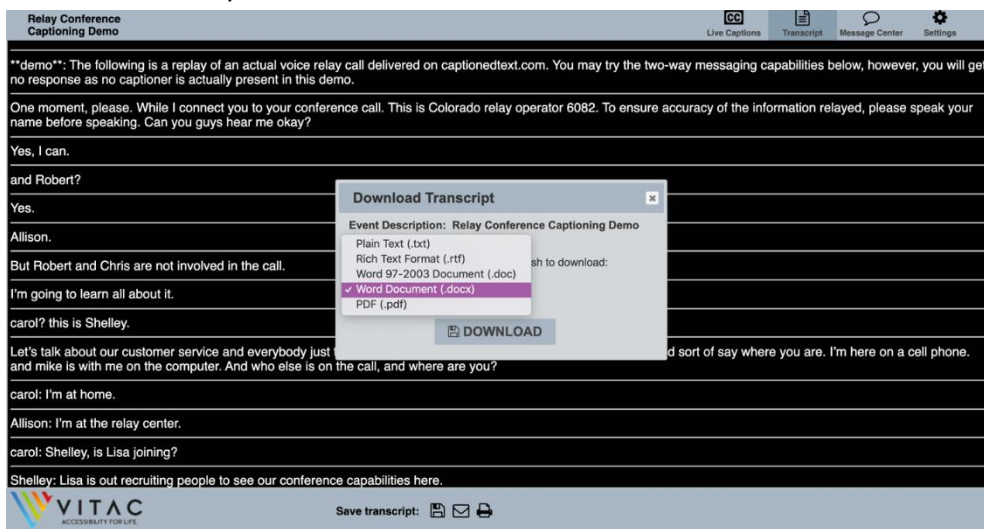
1. Select the transcript button, top right:



2. Select the disk icon at the bottom of the screen.



3. Choose the format you'd like to download.



## Contact

For more information, contact VITAC Realtime Technical Services at 1-800-590-4203 or [ccsupport@vitac.com](mailto:ccsupport@vitac.com).