Virtual Platform	Caption Support: CART/ Stream Text integration	Caption Support: ASR integration	Caption Support: Can turn on/off and customize captions	Relay Service integration via phone number	Pin sign language interpreter when video follows voice	Participant can enlarge or pin videos	Participant can see screen share and enlarged video	Has text chat and prominent visual text notices	# of videos that can be shown with good quality at the same time	Gallery view	Co-Hosting
Adobe Connect	Yes	No	PC and Mac only[1]	External[2]	No	No. Only the host can	Yes	Yes	At least 5	Yes	Yes
BlueJeans	No	No	N/A[3]	Yes	No	In speaker view only	Yes	Limited[4]	At least 6	Yes	Yes[5]
Cisco WebEx	PC and Mac only[6]	No	No	Yes	Up to one video	Yes[7]	Yes	Yes[8]	At least 6	Yes	Yes
Google Meet	No	Yes, has speaker ID[9]	On/Off: Yes, custom: No	Yes	Up to one video	Limited[10]	No screen sharing	Limited[11]	Up to 3	Limited[12]	No
GoTo Meeting	No	No	N/A	Yes	Multiple videos[13]	Yes[14]	Yes	Yes[15]	At least 6	Yes	Yes[16]
Jitsi (Hosted at meet.jit.si)	No	No	N/A	Yes	No	Yes	No	Yes[17]	At least 8	Yes	No[18]
Lifesize	No	No	N/A	Upgrade[19]	No	No	No	Limited[20]	At least 4	Yes	Yes[21]

[1] In a separate downloadable add-on; captions are shown in separate window.

[2] Requires bridging an external phone conference account separate from the videoconferencing platform provider [3] Captioning is offered as part of an open preview, contact customer service for details. https://support.bluejeans.com/s/article/BlueJeans-Events-Accessibility-Features.

[4] Chat notifications are easily overlooked: chat screen hides part of video.

[5] Via moderator passcodes.

[6] https://help.webex.com/en-us/WBX47352/How-Do-I-Enable-Closed-Captions.

[7] Only in single video view; does not work with gallery view.

[8] Visual chat notifications are easily overlooked.

[9] Does not work for "call me" phone audio, works only if participants dial in or uses computer audio.

[10] Pinning hides all other videos.

[11] Chat hides part of video.

[12] Some participants could not see more than 4 videos at the same time.

[13] Using the "Active Cameras" setting, the host hides unneeded videos. This results in a managed gallery view.

[14] A whole group of videos can be enlarged.

[15] Visual chat notifications are easily overlooked.

[16] Can assign co-organizer role.

[17] Visual chat notifications are easily overlooked.

[18] Anyone can mute or kick out anyone else.

[19] Must pay for licensing add-on for phone access.

[20] Guests cannot chat; must have a free LifeSize account. One-time meetings and passcode-protected meetings do not support chat.

[21] Can assign moderator role.

Virtual Platform	Caption Support: CART/ StreamText integration	Caption Support: ASR Integration	Caption Support: Can turn on/off and customize captions	Relay Service integration via phone number	Pin sign language interpreter when video follows voice	Participant can enlarge or pin videos	Participant can see screen share and enlarged video	Has text chat and prominent visual text notices	# of videos that can be shown with good quality at the same time	Gallery view	Co-Hosting
Microsoft Teams (Native app)	No	Limited[22]	On/Off: Yes, custom: No	Upgrade[23]	Multiple videos	Yes	No[24]	Yes	At least 5	Yes	Yes[25]
Microsoft Teams (via Zoom plugin)	Yes	Beta[26]	Yes	Upgrade[27]	Up to one video[28]	Yes	Yes[29]	Yes	At least 5[30]	Yes	Yes
Zoom	Yes	Beta[31]	Yes	Upgrade[32]	Up to one video[33]	Yes	Yes[34]	Yes	At least 5[35]	Yes	Yes

[22] Participants with some setups reported that the ASR caption option does not show. We do not know why.

[23] Must pay for licensing add-on for phone access.

[24] Can enlarge one or the other, not at the same time. Only presenters can enlarge both.

[25] Can assign moderator role.

[26] Currently requires the site manager to contact and sign an agreement with Zoom account manager.

[27] Must pay for Pro plan for phone access.

[28] Two with a dual monitor configuration.

[29] Limited on mobile devices.

[30] High quality can be maintained if the video is spotlighted.

[31] Currently requires the site manager to contact and sign an agreement with Zoom account manager.

[32] Must pay for Pro plan for phone access.

[33] Two with a dual monitor configuration.

[34] Limited on mobile devices.

[35] High quality can be maintained if the video is spotlighted.

Contributors

The matrix was developed with a consensus by deaf, hard of hearing, and DeafBlind consumer advocacy organizations and subject matter experts:

- American Association of the DeafBlind*

- Association of Late-Deafened Adults (ALDA)*

- Cerebral Palsy and Deaf Organization (CPADO)*

- Deaf in Government (DIG)

- Gallaudet University

- Gallaudet University Technology Access Program/Deaf Hard of Hearing Technology RERC

- Hearing Loss Association of America (HLAA)*

- National Association of the Deaf (NAD)*

- National Association of State Agencies of the Deaf and Hard of Hearing (NASADHH)

- National Technical Institute for the Deaf (NTID) Center on Employment

- Samuelson-Glushko Technology Law & Policy Clinic at Colorado Law(counsel to TDI)

- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)*

- Tina Childress, Deaf assistive technology expert