InnoCaption Agent Program

User's Manual for ProCAT

VER 2.1.4

InnoCaptionAgent Ver 2.1.4

2015-10-12

InnoCaption

Table of Contents

Technical support: support@innocaption.com

1. General

1.1. Scope of this Document

This document specifies the manual of InnoCaption Agent program user.

1.2. Abbreviation

CA	Captioning Agent
CU	Caption User
WCTS	Wireless Caption Telecommunication Serivce
WCTSS	WCTS System
HO	Handover(Service transfer between CA and CA)

2. Initial Setup

2.1. Network Configuration
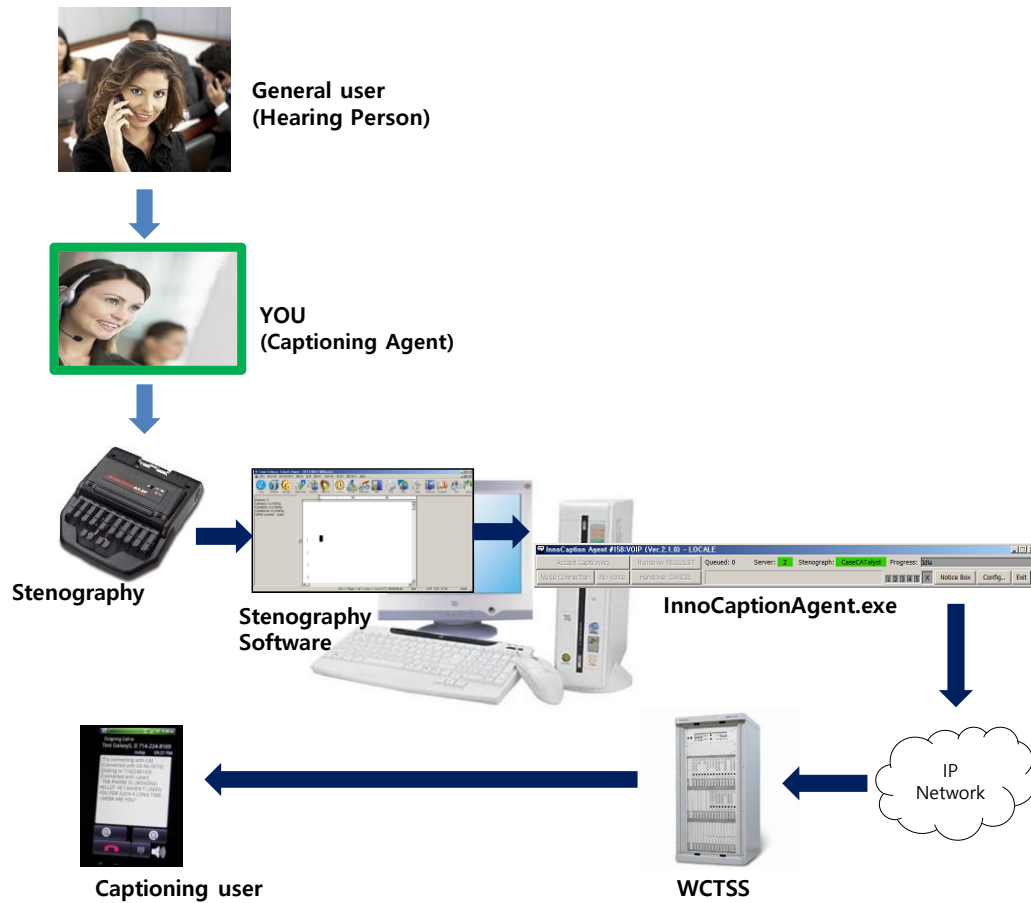
For providing stable captioning service:

✓ CA's computer must be connected with High speed internet (for best performance, using T1 or E1)

✓ CA's computer must be connected with Ethernet cable (do not use Wi-Fi)

✓ CA must use wired headset or earphone for listening the voice.(USB or Bluetooth headset is not recommendable due to unstable connectivity)

2.2. Program Installation

✓ Execute your web browser

✓ Connect to http://www.innocaption.com/download-agent/

✓ Download the latest version of **InnoCaptionAgent xxx.msi** file
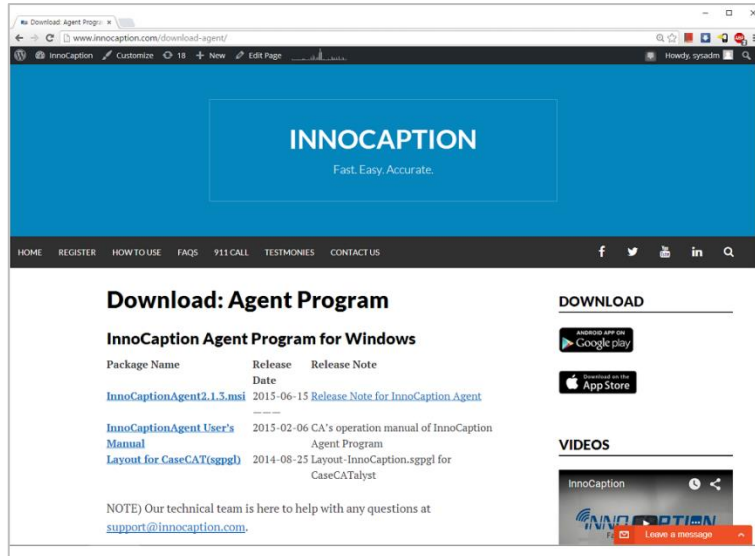
✓ Execute the install program
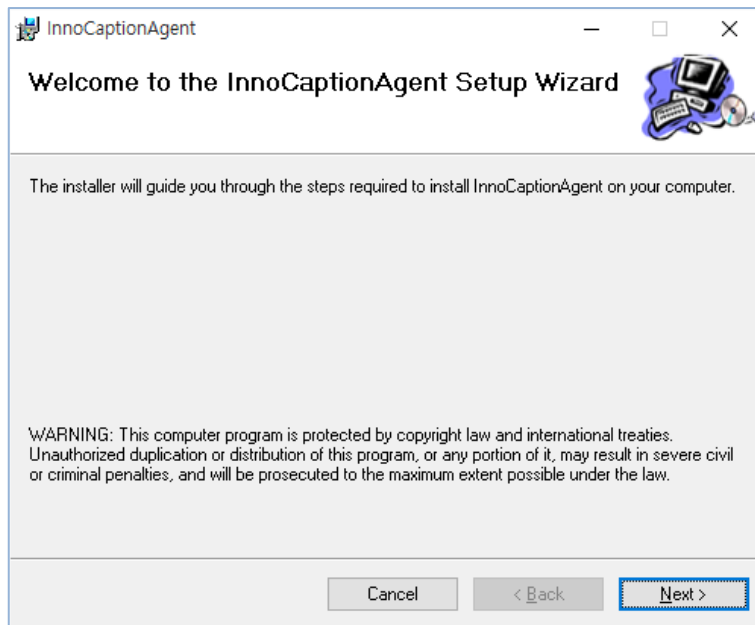
✓ Click the 'Next>' button
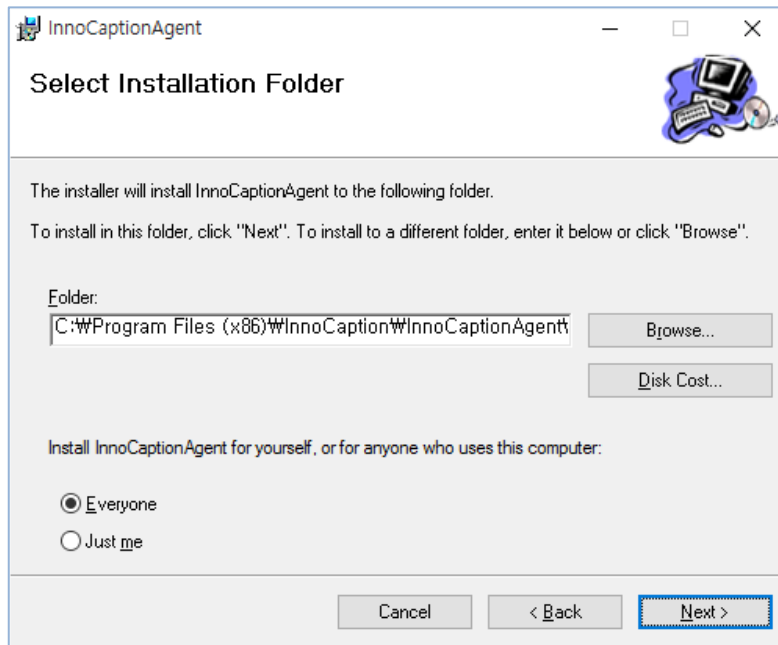
✓ Click the 'Next>' button

✓ Click 'Close' button

✓ To execute the program,

click Start > Program > InnoCaption > InnoCaption Agent
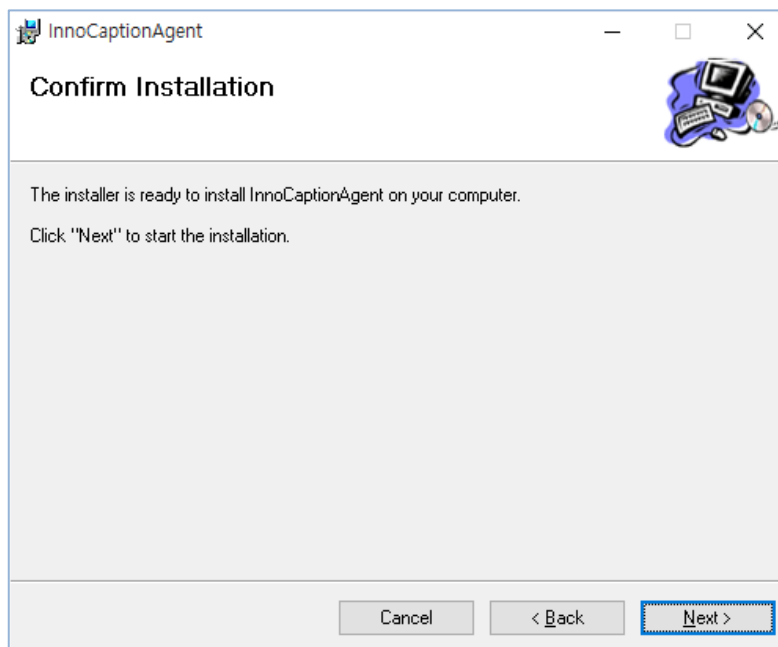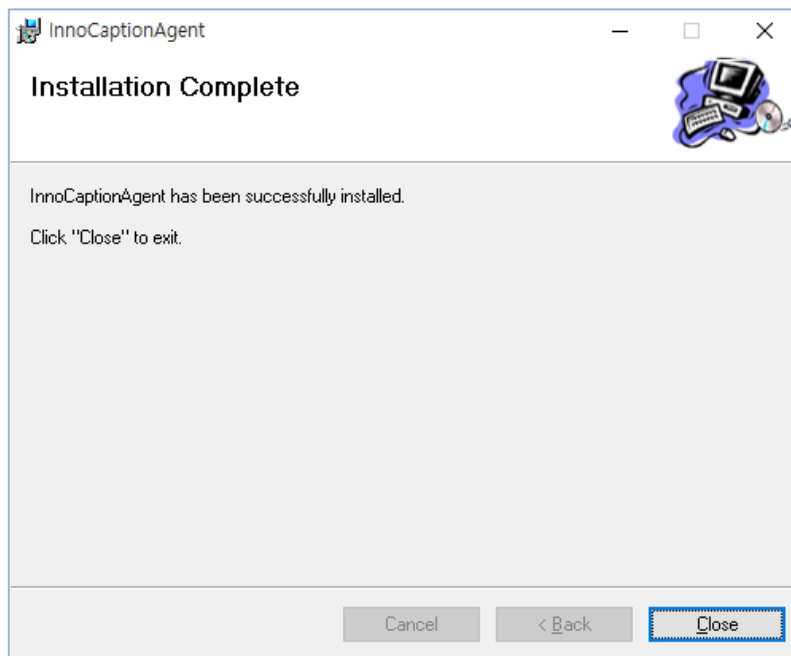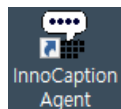
or click the InnoCaption Agent shortcut icon on the desktop

2.3. Login Procedure

✓ Execute the program

InnoCaptionAgent(Ver.2.1.4)

Login ID | |
Password | |

Before your login,
please execute your Stenography S/W.

| LOGIN | | CANCEL |

✓ Execute your Stenography software and connect with InnoCaptionAgent program using TCP/IP

Note: Refer to Chapter 3. Establish Connection with your Stenography software program

InnoCaptionAgent(Ver.2.1.4)

Login ID | |
Password | |

| LOGIN | | CANCEL |

✓ Enter your login ID & Password,   click 'Login' button.

Note: Initial password will be given

InnoCaptionAgent(Ver.2.1.4)

Login ID | your_login_id |
Password | ******* |

| LOGIN | | CANCEL |

✓ Special Log in Mode : This can be used for specific purpose as below;

● For Test/ Training

■ Login as TEST mode using #(pound) key after 'Login ID'

■ Example: james#

● For providing a specialist captioning, such as medical, technology

■ Login as SPECIALIST mode using *(star) key after 'Login ID'

■ Example: james*

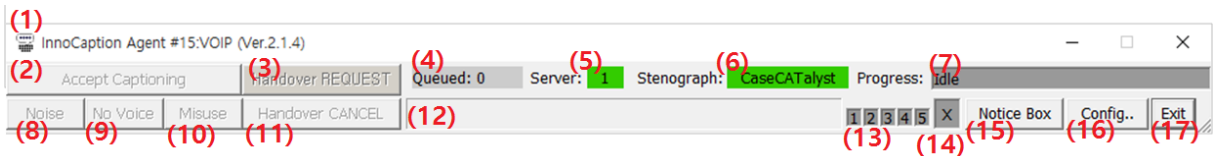**Note: CA who has logged in one of these modes will be excluded from call distribution.**

✓ Once your login is accepted, the 'Server' status will change into green color.

NOTE 2: Name of the fields.

(1) CA No. / Program Version
(2) Call Answer Button
(3) Handover Request/Action Button
(4) Queued Call Count / 911 Call Indicator
(5) Number of logged in CAs/Server Status
(6) Stenography S/W Type
(7) Call Progress Indicator
(8) Button for TX 'Nose Voice' to InnoCaption User
(9) Button for TX 'No Voice' InnoCaption User
(10) Button for TX MISUSE to InnoCaption User
(11) Handover Cancel Button
(12) Text(Captioned Data) Viewer
(13) Captioned Data TX Path Indicator
(14) Captioned Data TX Indicator/ Keep Alive Indicator
(15) Message Box(from Manager or Server)
(16) Configuration Button
(17) Exit Button

✓ Click the 'Config..' button to change login password and set the parameters.
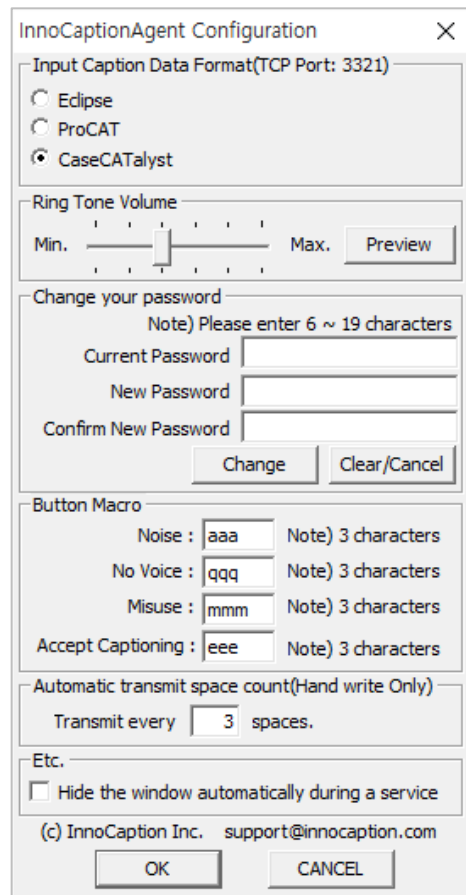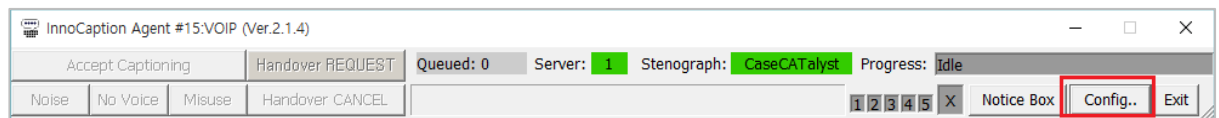
✓ Parameter setting.

- Input Caption Data Format (TCP Port is 3321) : select Stenography software program you use

  o Eclipse

  o ProCAT

  o CaseCATalyst

- Ring Tone Volume : Set value as desired

- Change your password : Personalize login password

  o Enter login password, then choose new password and confirm

- Button Macro : You can personalize MACRO keys by any 3 letters that will work best for you

- o Noise: 'aaa' sends the following message to the user caption screen.

  [Poor audio. Please ask to speak louder and clear]

- o No Voice: 'qqq' sends the following message to the user caption screen

  [No audio. Please hang up and try again]

Note) These 2 parameters notify the poor network conditions to the caption user during a call

- o Misuse: 'mmm' send the following warning messages to the caption user phone

  1st Warning   *[Warning! Your call is suspected as misuse. By law, this service cannot be used for CART or in-person transcription. If yes, please hang up immediately.]*

  2nd Warning   *[Warning! By law, this service cannot be used for CART or in-person transcription. Your call will be disconnected soon.]*

  After 2nd Warning, the call will be disconnected within 3 seconds

Note) This parameter is to prevent a caption user from misuse.

- o Accept Captioning: Macro of 'eee' from the stenography can be used to accept a call

Note) Macro of 'eee' has the same function as pressing 'Space Bar' to answer the call.

- ■ Etc.
  - o The call status window will be hidden once a caption call is established.

3. Establish Connection with your Stenography software program

3.1. Configuration Settings

    ✓ Step1: Starting Realtime job

       ■ Click 'Preferences'

       ■ Click 'Workstation' tab

       ■ Select 'CaseView by Stenograph'

       ■ 'Port assigned to counsel' is set to 'N.'

✓   Step 2: Starting Realtime job

■   In' ProCAT Preferences', click on the 'Denoto/WebCaption' tab

■   Click on 'Enable Denoto/WebCaption' connection

-   Make sure 'Internet (WebCaption)' is checked

■   IP Address: 127.0.0.1

■   Port No. 3321

NOTE: Local IP Address: is your local IP. No need to change anything.
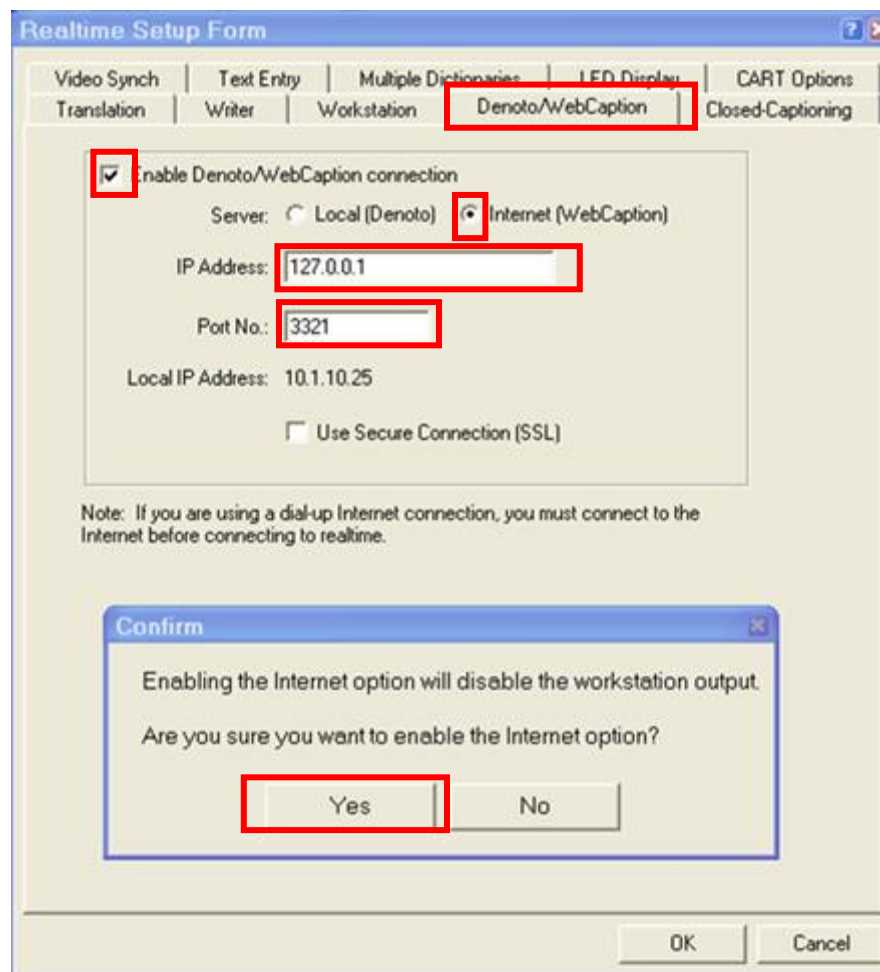
3.2. How to use ProCAT software program with the InnoCaptionAgent program

✓ Make ProCAT program ready to interconnect with the InnoCaptionAgent

✓ Click ' Config' and Confirm that 'Input InnoCaption Data Format' is set to 'ProCAT' in InnoCaption Agent Program
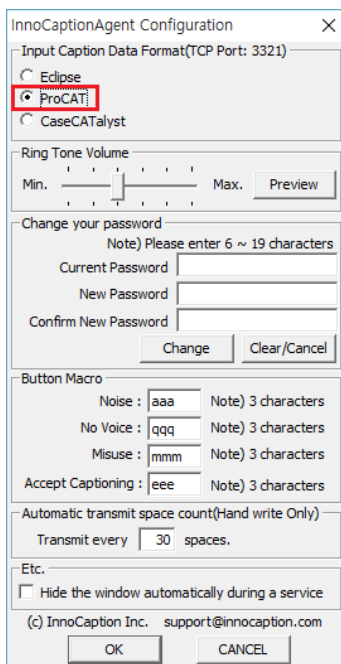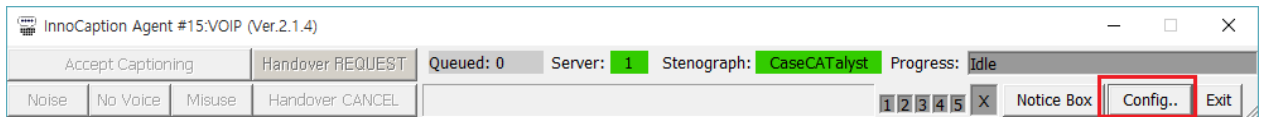
✓ Execute ProCAT for Realtime service

✓ Confirm connection state of 'InnoCaptionAgent' screen shown as below (Green color)
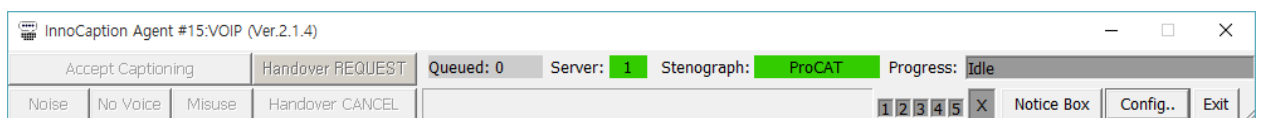
Important Warning! Please do not attempt to correct or delete the captioned text by using mouse or back space during captioning service. If you do it, it may cause scrolling or trembling text on user's phone screen.

4. Captioning service procedure

✓   When stenography is ready, the following screen is shown up(Idle/Disconnected state)

✓   When a caption user receives or places a call, the 'Progress' window changes from 'Idle' to 'Request Captioning' in yellow flashing and 'Accept Captioning' button is focused. At the same time, you will hear the 'Ring' sound for awaiting acceptance.

✓   To accept captioning for this new call, you have three options;

Press the 'Space Bar'.

or Use the macro of 'eee' to 'Accept Captioning'

or Click 'Accept Captioning' button of InnoCaption Agent program.

✓   Start captioning what is being heard immediately.
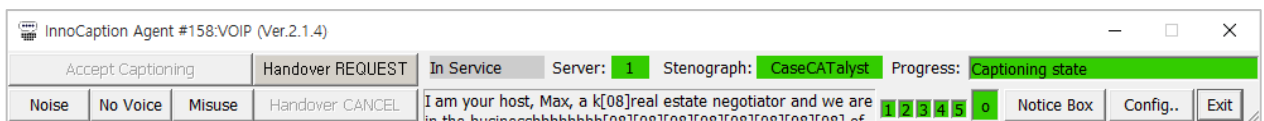
NOTE: While captioned text is being displayed in the 'Text Viewer', the 1~5 box changes to green and the size of bubble in 'Text Path Status' keep changing.

NOTE: If any interfacing issue is occurred between the Stenography and InnoCaptionAgent program, some of the numeric boxes will stay in gray color. Then you need to report the number of grayed boxes to InnoCaption CA Manager.

✓ When a call is disconnected, 'progress window' will gray out and return to an 'IDLE' state.

5. How to handle special events

5.1. 911 Call

In the event that you are serving 911 call, '911 CALL' in highlight will appear in InnoCaptionAgent program screen as below.   As all 911 calls will be connected to ECRC (Emergency Call Relay Center) first and be routed to an appropriate PSAP (Public Service Answering Point), you would not be heard any audio while the call is being transferred. Please do not use 'No Voice' or 'Noise' or 'Misuse' button and just wait.

5.2. Misuse/Abuse

When misuse, such as CART or in-person transcription, is suspected during a caption call, please click 'Misuse' button (or Macro key) . Upon clicking the button, the 1st warning message will appear on InnoCaption user's screen. If you believe misuse is continuing, click 'Misuse' button again. Then, the 2nd warning will appear on InnoCaption user's screen and   the call will be disconnected automatically within three seconds.

1st warning message : **Warning! Your call is suspected as misuse. By law, this service cannot be used for CART or in-person transcription. If yes, please hang up immediately.**

2nd warning message : **Warning! By law, this service cannot be used for CART or in-person transcription. Your call will be disconnected soon.**

5.3. Audio/Voice with Noise

When you cannot hear voice clearly due to noise, please click 'Noise' button (or Macro key). Then, the below message will appear on InnoCaption user's screen.

[Poor audio. Please ask to speak louder and clear]

5.4. No Audi/Voice

5.4.1. Unstable voice network connectivity of hearing user.

If you cannot hear any voice at all, please click 'No Voice' button (or Macro key). Then, the below message will appear on InnoCaption user's screen.

[No audio. Please hang up and try again]

5.4.2. Unstable data network(packet network) connectivity of InnoCaptionAgent program

If 'Server' status indicator is blicking in orange color or text trasmitting indicator in 'Text Path Status'changes to red color, please make trouble shooting as below;

① Click 'No Voice' button. Upon a call being disconnected, please log out from InnoCaptionAgent program immediately.

② Reboot your network modem and router.

③ Log in InnoCaptionAgent program with test mode(refer to chapter 2.3)

④ Confirm 'Server status indicator' is green color.

⑤ If it dose not resolve the issue, your modem or router might have defects. Please contact your high speed internet provider to get consultation.

⑥ Once you confirm normal status, please log out from test mode and log in into normal mode.

⑦ Start service.

6. Handover procedure

This feature can be used for CA shift changes, emergencies and technical problems. If a CA's shift is approaching to the end during captioning a call, then the CA may use 'Handover Request' feature. With this feature in place there is no need for the CA to stay longer than their shift requires unless they are asked by CA Operation manager. . With the Handover procedure in place, a CA can seamlessly transfer a call to another CA. If all CA's are busy, the request may not be taken place immediately until there is any CA available to caption.

✓ Before attempting handover a call, please make sure that there is a CA who can receive the handover procedure.

   **NOTE**: CA can start handover when the number of agent indicator displays more than 2.
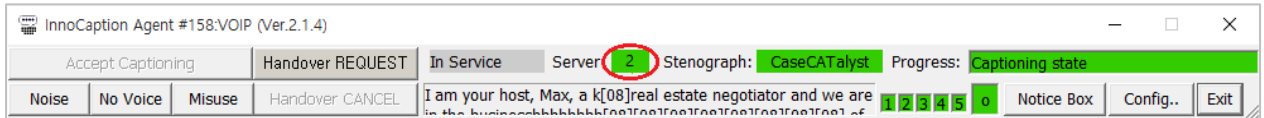
✓ Upon clicking the 'Handover REQUEST' button, the color of the button changes into yellow. The best time to do is when InnoCaption user is talking. This allows you to click the "Handover REQUEST" button at a captioning break.

   NOTE: If there is no CA available to receive the handover, the color of the button does not change.

✓ When the other CA takes the handover call, then the button changes into 'Handover ACTION' with green color.
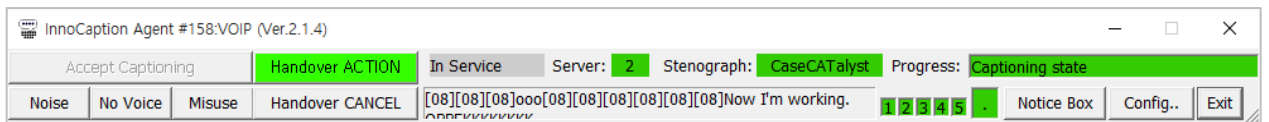
✓ During transition, both CAs will hear the same conversation and should keep captioning simultaneously to make the seamless transition. Only the original CA's caption will be live until the Handover Action is complete. This allows the new CA to seamlessly jump into the call and get ready to caption without error.

✓ To complete the handover, the original CA clicks the 'Handover ACTION' button when InnoCaption user starts talking. Then, new CA can start captioning when the hearing user starts talking back.

NOTE: CA can cancel the handover procedure using click the 'Handover CANCEL'.

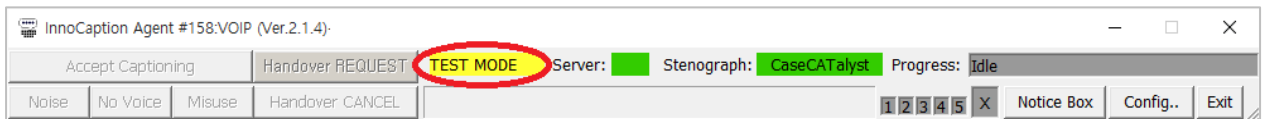✓ When the handover is successful, the current call is released from the original CA automatically.

7. Indication of InnoCaption Agent Program

7.1. CA Login Mode
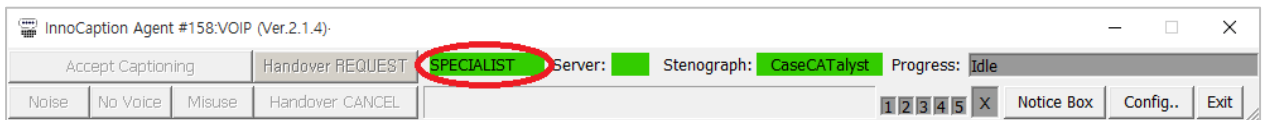
✓ Normal mode

✓ Test Mode

✓ Specialist Mode

7.2. Connection with Stenography

✓ Normal
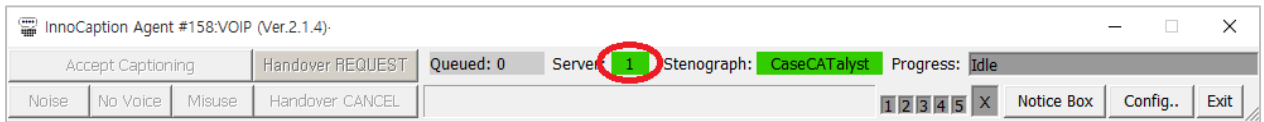

✓ Disconnected with Stenography

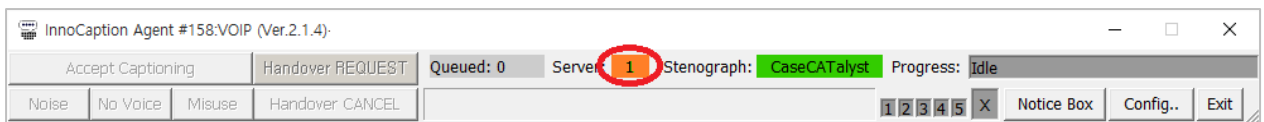   - Action of CA: Restart the stenography software program

7.3. Internet Environment

7.3.1. Idle State (No Service State)

✓ Normal : Green color

✓ Keep alive failure with system : Orange color

    -     Action of CA: Check internet connection

7.3.2. In Service State

✓ If captioning text data is reaching to the WCTS server, then the size of bubble keeps being changed. (Normal state)

✓ If Captioning text data is not reaching to WCTS server, then the size of bubble doesn't change

✓ If the indication box is in red color, it means there is no voice frame from the WCTS server.

    -     Action of CA: Click 'No Voice' button