InnoCaption Agent Program User's Manual for CASE CATalyst

VER 2.7.3

InnoCaptionAgent Ver 2.7.3

2024-09

InnoCaption



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1. General

1.1. Scope of this Document

This document specifies the manual of InnoCaption Agent program (hereafter, Agent Program).

1.2. Abbreviation

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



2. Initial Setup

2.1. Network Configuration



Requirements for captioning service:

- ✓ High speed internet
- ✓ High-quality Modem and Router
- ✓ <u>Ethernet cable</u> for internet connection (Do not use Hotspots or Wi-Fi)
- ✓ Wired headset or earphone for listening to the voice. (USB or Bluetooth headset is not recommended due to unstable connectivity)



- 2.2. Agent program Installation and Setup
- 2.2.1. Installation 'InnoCaption Agent' program
 - ✓ Open a web browser from your computer.
 - ✓ Connect to https://account.innocaption.com/download-agent/
 - ✓ Download the layout file Layout-innoCaption.sgpgl

Download: Agent Program

Package Name	Release Date	Release Note	
InnoCaptionAgent2.7.3.msi	2023-09-18	Release Note for InnoCaption Agent	
Manual for CASE CATalyst	2022-06-01	Operation manual for CASE CATalyst	
Manual for Eclipse(AccuCap)	2022-09-30	Operation manual for Eclipse(AccuCap)	
Manual for ProCAT	2018-03-20	Operation manual for ProCAT	
Layout for CASE CAT(sgpgl)	2014-08-25	Layout(sgpgl) file for CASE CATalyst	
CA-Scheduler-iPhone	2023-07-07	Operation manual for iPhone Users	
CA-Scheduler-Android	2023-07-06	Operation manual for Android Phone Users	
CA-Scheduler-Web	2024-01-23	Operation manual for Website Users	
InnoCaption CA Chat-Web	2023-07-24	InnoCaption CA Chat Website Link	

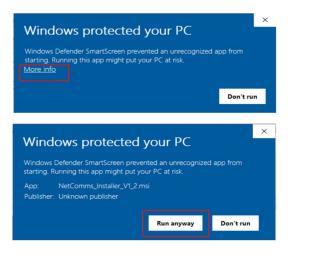
✓ Download the latest version of InnoCaptionAgent xxx.msi file.

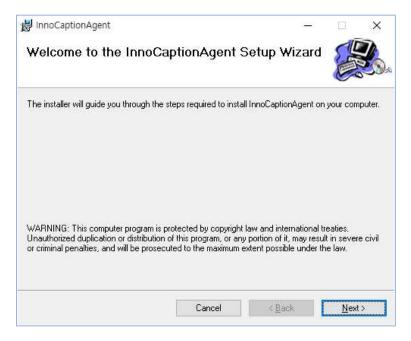
Package Na e Da e No 2023-09-18 Release Note for InnoCaption Agent InnoCaptionAgent2.7.3.msi 2022-06-01 Manual for CASE CATalyst Operation manual for CASE CATalyst Operation manual for Eclipse(AccuCap) 2022-09-30 Manual for Eclipse(AccuCap) Manual for ProCAT 2018-03-20 Operation manual for ProCAT 2014-08-25 Layout(sgpgl) file for CASE CATalyst 2023-07-07 Operation manual for iPhone Users Layout for CASE CAT(sgpgl) CA-Scheduler-iPhone 2023-07-06 Operation manual for Android Phone Users 2024-01-23 Operation manual for Website Users CA-Scheduler-Android Operation manual for Website Users CA-Scheduler-Web InnoCaption CA Chat-Web 2023-07-24 InnoCaption CA Chat Website Link

Download: Agent Program



Execute the latest InnoCaptionAgent xxx.msi file. When you run the program, you may get a warning message similar to the one below. This means that Windows did not find a digital certificate signature in the installer file. Our Agent Program is not signed with a digital certificate, so this warning is normal. Please press More Info and Run Anyway.







✓ Click Next>

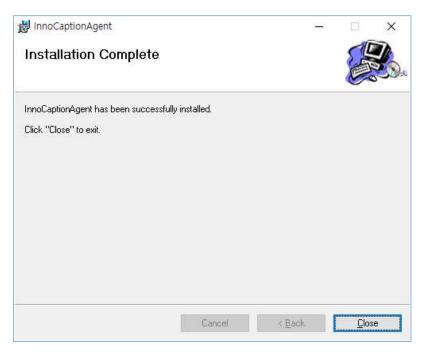
😸 InnoCaptionAgent		1 <u>000</u>	8		×
Select Installation Folder	ſ				
The installer will install InnoCaptionAgent t	o the following folder.				
To install in this folder, click "Next". To ins	stall to a different folder	, enter it below	or clic	k "Brow	se''.
<u>F</u> older:					
C:₩Program Files (x86)₩InnoC	aption₩InnoCaptior	nAgentt	B	iowse	
			Dis	sk Cost	
Install InnoCaptionAgent for yourself, or	for anyone who uses t	his computer:			
Everyone	•				
O Just me					
~ -			- 61		
	Cancel	< <u>B</u> ack		<u>N</u> ext :	>

✓ Click Next>

😸 InnoCaptionAgent	(<u>111</u>)		×
Confirm Installation			
The installer is ready to install InnoCaptionAgent on your corr	nputer.		
Click "Next" to start the installation.			
Cancel	< <u>B</u> ack	<u>N</u> ext	>



✓ Click Close

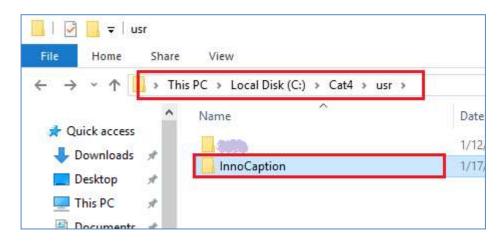


✓ Upon completion, the InnoCaption Agent shortcut icon will appear on the desktop.





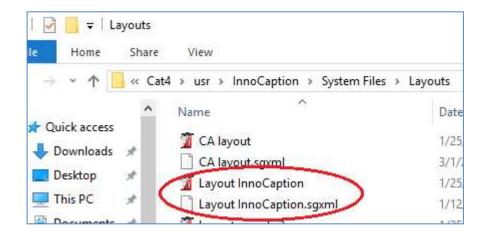
- 2.2.2. Set up Case CATalyst program.
- 2.2.2.1. Configuration Settings
 - ✓ Step 1: Create 'InnoCaption' folder as a new user.
 - Go to usr folder under Cat4.
 - Copy & paste (Please do not use New > Folder function) your existing account folder (e.g., MyJob) in the same location and rename it as InnoCaption.



✓ Step 2: Copy Layout-InnoCaption.sgpgl file (Inside Downloads folder) into Layouts folder of InnoCaption folder (...>usr>InnoCaption > System Files>Layouts)

Note: The 'Layout-innoCaption.sgpgl' file can be downloaded from

https://account.innocaption.com/download-agent/



InnoCaption

- ✓ Step 3: Launch CASE CATalyst program
- ✓ Step 4: Click InnoCaption

🔕 Case CATalyst - [User: C:\\📖] - [Manage jobs]
Eile View Jools Function Window Help
🍅 🍃 🐲 💋 🚔 👔 🗧 씨 💐 🖷 🧊 🌭 🖨 🚥 🏠 🚬
: D 🐸 🛛 (≤ ×) 🚯 D, ; : @ [5] 5] 6 (€ 10 ← · → ·) 🛡 [5] 11 ; : 🐸 🐸 🖆 (5) (2) ;
Manage jobs
InnoCaption

✓ Step 5: Click Translate

Translate		?	>
Saved Translation Options			
Load Settings Save Settings Always Load La	st Used Settings	Remember	r Setti
Steno Source Writer Output	CaseView		
Layout File: Layout InnoCaption	r Change CVNet	Passwords	
	Session Code:		G
The second secon	tional Dictionarie	10 M	
		les 🗌 Show All	Users
System Files		t prep tem Files	
<u>File:</u>	Dictionar	y Priorities	
File: reate EZ Speakers Speaker List	Dictionar	y Priorities	

■ Set as below (red circles)



- Step 6: Click **Options** on the **Translate** screen.
- Step 7: Click **Input** and set as below.

Dutput to Speche	Output to Cap	tion Ou	tput to Other D	evices	Output to	Steno	Keys
Input	Realtime	Output to	CaseView	Outp	out to ASCI	I / AN	SI
Parenthetica Delete Repe Use Smart (Use Smart P	I Text I Text I Text Drag/Drop Cxd rules Deta A = NESS: " Q = Auto By Line al + Q = Auto By eated O/A/C Quotes	iils ude Caps iils] Buld Line	✓ Igno ✓ Igno │ Igno │ Igno ✓ Squis ∧utomatic ✓ Auto ✓ With ✓ Displ ✓ Othe │ Don'i Show │ Phon │ Tran │ Time	re "and" re Commas re Periods re Word Nu sh Defined Number Co matic Numi numbercor Thousand ay 10 and erwise Displ t Convert N netic Transl slate Statis	umbers Numbers onversion oer Conver version s Separator Under as W av as Digits Vord Numb ation tics	sion s /ords	
Conflicts EZ Choice SecondChoid Auto-Conflic			EZ Spe	ers Diction akers Dictio nate User !	cea e	r Edit	•



Case CATalyst Tra	ansiate Optior	15				?	×
Output to Speche	Output to C	aption	Output to Other D	evices	Outpu	t to Stend	Keys
Input	Realtime	Out	put to CaseView	0	utput to A	SCII / AN	ISI
Writer:	Stenograph	n USB	Connecti	i Denore	144		
Auto Connec	t Last WiFi Writ	er	Comm P	ort: CO	MH		<u> </u>
Audio			Direct	t (Cable))		
Record To:		Browse.	. O Mode	m			
Current Fold	era			Call			
Codec: ADPC	A 000011- 15	Kars A		Answer			
Audio Input	M 8000HZ 13	5 MB/hr	Number	a		ġ	×
Default		1					
Auto Pause	e After 30	🔹 Sec	Realtime	10000	Live Sugg	estions	
Work Units							
Create Wor	'k Units	Sa	ve To A Different Fold	ler	With A	udio	
Every 5	Minutes					Brow	şe,
Hold Strokes							
Longest match	n plus 0 🜲	trokes					
He	eld for 1 🔹	econds					

■ Click **Realtime** and set as below.

Under Writer, please select Stenograph USB or your 'your writer model – USB' if you are using a USB cable.



- Click **Output to CaseView** and set as below.
 - Enter 127.0.0.1 in **Host** field.
 - Enter 3321 in **Port** field.
- Click Apply and then OK.

Output to Spech	ne Output to	Caption	Output to Other Devices	Output to Ster	oKeys
Input	Realtime	Out	put to CaseView (Output to ASCII / A	NSI
CaseView II C	ptions ver comm port		CaseView II & CaseView		
Comm Port:	COM4	~	Passw	ords	-3
Direct (Ca Modem Call Answ			CaseViewNet Options Server		
Number: CaseView II S Save CaseVie		~	Notifications Notify when user Notify when user Notify when user	disconnects	
Password Pro Max Marked I			CaseView II TCP/IP or 1 Host: 127.0.0 Port: 3321 User:		1
None	Clock O Elap	osed ()	Password:		



2.2.3. Set up InnoCaption Agent program.

🐨 InnoCaption	n Agent #265:VOIP (Ver	.2.7.3) (1)			×
EST MODE	(3) Answer	Handover (4) _{w/ hold} (5) _{Request} (6)	Cancel (7)	Steno S/W	(9) Notice Box (10) Config
(11) _{Pause}	12) (13) (14 Noise NoVoice	4) (15) (16) (1 D/Lang Misuse Interactive	7) (18) Record Caption Screen (for	testing)	(19) 12345 X Exit

- (1) CA No. / Program Version
- (3) Call Answer Button
- (5) Handover Request Button
- (7) Internet Quality Status / Keep Alive indicator
- (9) Notice Box (Message from Manager or Server)
- (11) Service Join/Pause Button
- (13) Button to send 'No Voice' msg to the user
- (15) Button to send 'Misuse' msg to the user
- (17) Button to send 'Recorded' msg to the user
- (19) Text Path Status Indicator / Keep Alive Indicator

- (2) # of available CAs/ Service State / 911 Call Indicator
- (4) 'With hold' Button
- (6) Handover Cancel Button
- (8) Steno Connection status/Steno Program Type
- (10) Configuration Button
- (12) Button to send 'Noise' msg to the user
- (14) Button to send 'O/Lang' msg to the user
- (16) Button to send 'Interactive' msg to the user
- (18) Caption Screen
- (20) Exit Button



2.2.3.1. How to Log In

✓ Click the InnoCaption Agent shortcut icon.

nnoCaptionAgent(Ver.	2.7.3)	
Login ID		
Password		
LOGIN	CANCEL	

✓ Enter your login ID & Password, click LOGIN.

Note: The initial password (temporary password) will be issued from the Operations Department.

nnoCaptionAgent(Ver	r.2.7.3)	
Login ID john.sn	nith	
Password *****	****	
LOGIN	CANCEL	

- \checkmark Special Login mode: This can be used for specific purposes.
 - TEST mode for Testing/Training
 - Login with # (pound) sign after your login ID (e.g. james#)
- ✓ Once logged in, the Internet field will change into green color and Click JOIN will flash yellow and red.

	Call		Har	dover -			Internet	T	Steno S/W	1	
Click 'JOIN'	An	swer	-w/	hold F	Request	Cancel			CaseCAT	Notice Box	Config
JOIN	Noise	NoVoice	0/Lang	Misuse	Interacti	ve Recorded	Caption Screen	n (f	or testing)	12345X	Exit



	Call		Ha	ndover			1	Internet	Steno S/W			
Click 'JOIN'	A	nswer	w/	hold F	Request	Cancel			CaseCAT	Notice Box	Config	
JOIN	Noise	NoVoice	0/Lang	Misuse	Interactiv	e Recorded		Caption Screen	(for testing)	12345×	Exit	

✓ Click **Config** to change your password and set the parameters.

InnoCaptionAgent Configuration X	InnoCaptionAgent Configuration
Stenography Software	Stenography Software
CaseCAT > CaseView TCP Port: 3321	CaseCAT > CaseView TCP Port: 3321
AccuCAP > ANSI CaseCAT > CaseView DigtCAT > ANSI EclipseCAT > ANSI ProCAT > PlainText StenoCAT > PlainText	Ring Tone Volume Min. Max. Preview
'Answer' button :	- Shortcut word of button 'Answer' button :
Configure of caption screen Set Font/ Color	Configure of caption screen Set Font/ Color
Change your password Note) Please enter 6 ~ 19 characters Current Password New Password Confirm New Password Change Clear/Cancel	Change your password Note) Please enter 6 ~ 19 characters Current Password New Password Confirm New Password Change Clear/Cancel
Automatic transmit space count(Hand write Only) Transmit every 16 spaces.	Automatic transmit space count(Hand write Only) Transmit every 16 spaces.
Etc. Hide the window automatically during a service Beep when the network is unstable Report Caption Text (For Test Only)	Etc. Hide the window automatically during a service Beep when the network is unstable Report Caption Text (For Test Only)
(c) InnoCaption	(c) InnoCaption
OK CANCEL	OK CANCEL

✓ Parameter setting

- ✓ Input Caption Data Format (TCP Port is 3321): select the software program type you use.
 - Eclipse
 - ProCAT
 - DigitCAT
 - CaseCAT
 - StenoCAT



- ✓ Ring Tone Volume: Set as desired.
 - To adjust the volume of the ringtone, move to the left or right. However, please note that this adjustment does not affect the call volume. To change the call volume, please use the PC volume control button.
- ✓ Answer Key
 - Please assign a specific key (macro key) for answering incoming calls. Be sure to press the OK button to save the key configuration.
- ✓ Change your password.
 - Enter your current password, then choose the new password and press Change.
 - The new password will update all four programs including the CA-Scheduler-Web, Phone App, Web Chat, and CA Agent Program.
 - ✓ "Hide the window automatically during a service."
 - If this box is checked, the InnoCaption Agent program will automatically be hidden during a live call.
 - ✓ "Beep when the network is unstable."
 - Check this box to receive sound notifications (beep sound) when the internet connection is unstable.



✓ Open your Steno program to connect with the Agent program. Once connected, then **Steno S/W** will change from red to green as below. If failed (still in red), please make sure the setting in your Steno program as described in Chapter 2.2.2. (Set up Case CATalyst)

	Call		На	ndover -			Internet	Steno S/W			
Click 'JOIN'	A	nswer	w	hold F	Request	Cancel		CaseCAT	Notice Box	Config	
JOIN	Noise	NoVoice	0/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345X	Exit	

NOTE 1: If the Agent program detects disconnection (red color as below) with your Steno program during service, it will switch into pause state automatically and the call will be released to another CA/ASR.

	Call		Han	dover-			Internet	Steno S/W		
Click 'JOIN'	A	nswer	w/ł	nold F	Request	Cancel		CaseCAT	Notice Box	Config
JOIN	Noise	NoVoice	0/Lang	Misuse	Interactive	e Recorded	Caption Screen	(for testing)	12345×	Exit

2.2.3.2. How to use CASE CATalyst program with the Agent program

- ✓ Launch CASE CATalyst program and start a new file.
- ✓ Confirm green in **Steno S/W** window.

	Call		Ha	ndover -			11	Internet Steno S/W			
Click 'JOIN'	A	nswer	w/	hold	Request	Cancel		CaseCAT	Notice Box	Config	
JOIN	Noise	NoVoice	0/Lang	Misuse	Interactiv	ve Recorde		Caption Screen (for testing)	12345×	Exit	

✓ Click **JOIN** for service ready.

	Call		Han	dover -			Internet	Steno S/W	1		
CA:1	A	nswer	w/ł	hold R	lequest	Cancel		CaseCAT	Notice Box	Config	
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Scree	en (for testing)	12345×	Exit	



3. How to start Captioning service

✓ When your steno software is ready, it will be as following screen (Idle state)

_	Call		H	ndover-			Internet	Steno S/W		
CA: 1	A	nswer		/ hold	Request	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	0/Lan	Misus	e Interacti	ve Recorded	Caption Scre	een (for testing)	12345X	Exit

✓ When there is an incoming call, **Answer** begins flashing in yellow with ring tone.

	Call		Han	dover -			Internet	Steno S/W	1	
CA: 0	A	nswer	w/	hold F	Request	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen ((for testing)	12345×	Exit

\checkmark You can accept the call in two ways.

Press the spacebar button (from your computer keyboard) or click Answer.

	Call		Han	dover			Internet	Steno S/W			
CA: 0	A		w/1	hold R	equest	Cancel		CaseCAT	Notice Box	Config	
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345 .	Exit	

✓ If there is unstable connection between the Steno program and the Agent program, some number will stay in gray. Then, please handover the call to another CA, log out, restart your modem and router, and log back in.

_	Call		Ha	ndover			ir	Internet	E ²	Steno S/W		
CA: 0	A	nswer	w/	hold F	tequest	Cancel				CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Ĩ	Caption Screen	(fo	or testing)	12(45)	Exit

 \checkmark When a call is finished, it will be as follows.

	Call		Ha	ndover -			Internet	Steno S/W	i	
CA: 1	A	nswer	w	/hold	Request	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	0/Lang	Misuse	Interactiv	e Recorded	Caption Scre	en (for testing)	12345X	Exit

Important Warning!

Please avoid using the computer mouse or backspace to correct or delete already-typed text during service, as this may cause scrolling or trembling text on the user's phone screen. You MUST KEEP the already-typed text on your stenography screen even after the call has ended.



✓ Caption Screen

To activate the caption screen, please click on the **caption screen** button. To resize the pop-up window, position the mouse cursor at any corner and follow the arrow indicator to enlarge or shrink the window size.

While the name may be **Caption Screen**, <u>it does not function as a mirroring tool from the InnoCaption user's</u> <u>device screen</u>. Hence, the font size, type, and spacing between words may vary depending on the CA's caption screen settings.

The caption screen function is applicable in the following modes.

- Test Mode (if you are not scheduled to work, please type # after your user ID)
- Pause Mode
- Live Mode

To close the caption screen pop-up window, please click on the x symbol at the top right corner.

InnoCaptionAgent Configuration X		
Stenography Software		
CaseCAT > CaseView TCP Port: 3321		
ting Tone Volume		
Min Max. Preview	Font Configuration	X Color
nortcut word of button	Text Color Screen G	lor Basic colors:
'Answer' button rr	MS Gothic 💌	11 🗸
onfigure of caption screen	Preview:	
Set Font/ Color	Hi. This is sample Te	xt.
Change your password Note) Please enter 6 ~ 19 characters Current Password New Password		
Confirm New Password Clear/Cancel	Apply Close	Custom colors:
Automatic transmit space count(Hand write Only) Transmit every 3 spaces.		
itc.		Define Custom Cold
 Hide the window automatically during a servic Beep when the network is unstable 		OK Cancel
(c) InnoCaption		
OK CANCEL		

Caption Screen Configuration

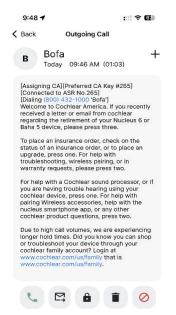
To customize the caption screen appearance, please utilize the Set Font / Color button.

This allows you to adjust the background color, text color, and size according to your preference. The default setting is a black font on a white background. Remember to press the **Apply** button after making your changes.



CA's Caption Screen InnoCaption Agent #265:VOIP (Ver.2.6.8) Steno S/W Call Handove Internet TEST MODE w/ hold Request Notice Box Cancel CaseCAT Config. Pause Noise NoVoice O/Lang Misuse Interactive Recorded Caption Screen Exit Caption Screen Welcome to Cochlear America. If you recently received a letter or email from cochlear regarding the retirement of your Nucleus 6 or Baha 5 device, please press three. To place an insurance order, check on the status of an insurance order, or to place an upgrade, press one. For help with troubleshooting, wireless pairing, or in warranty requests, please press two. For help with a Cochlear sound processor, or if you are having trouble hearing using your cochlear device, press one. For help with pairing Wireless accessories, help with the nucleus smartphone app, or any other cochlear product questions, press two. Due to high call volumes, we are experiencing longer hold times. Did you know you can shop or troubleshoot your device through your cochlear family account? Login at www.cochlear.com/us/family that is www.cochlear.com/us/family.

InnoCaption User's Screen



Following a 3-second pause, the system automatically generates a new line in the CA's caption screen (live mode) and the user's app.



4. How to handle certain types of calls.

4.1. 911 Call

When 911 appears and flashes in dark pink in the Agent program screen as below, please handle it with care. InnoCaption directly routes 911 calls to the local Public Safety Answering Point (PSAP). You do not need to contact Regulatory after every 911 call (if you have questions or feel like something is wrong with the system, please contact Regulatory).

CA:1	Call	nswer		dover nold R	equest	Cancel	[Internet	Steno S/W CaseCAT	Notice Box	Config	1
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded		Caption Screen	(for testing)	12345.	Exit	

4.2. Misuse/Abuse

When misuse, such as CART or in-person transcription, is suspected during a call, please click **Misuse**. Then, the first warning message will appear on the user's phone screen. If you are 100% sure of misuse, click **Misuse** again. Then, the CA will be disconnected from this call automatically.

Warning message: Warning! Your call is suspected of misuse. By law, this service cannot be used for CART or in-person transcription. If this is the case, please hang up immediately.

	Call		Han	dover -			Internet	Steno S/W	i .	
CA: 0	A	nswer	w/1	nold R	equest	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345.	Exit

4.3. Audio/Voice with Noise

When you cannot hear the call clearly due to background noise, you may click **Noise**. Then, the below message will appear on the user's phone screen.

[Voice with noise, please ask to speak louder]

-	Call		Han	dover -			Internet	Steno S/W		
CA: 0	A	nswer	w/ł	hold R	equest	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345.	Exit

4.4. No Audio/Voice

4.4.1. Unstable voice network connection

If you cannot hear any voice at all, please click **No Voice**. Then, the below message will appear on the user's phone screen.

[No voice]

InnoCaption

	Call		Han	dover			Interr	net	Steno S/W	1	
CA: 0	A	nswer	w/1	hold R	equest	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded		Caption Screen	(for testing)	12345.	Exit

4.4.2. Unstable data network connection of the Agent program

-	Call		Han	dover -			Internet	Steno S/W	1	
CA: 0	A	nsvier	w/ł	hold R	equest	Cancel	KA FAIL	CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)		Exit

KA Fail (Inside Internet Window)

If **Internet** is blicking in orange (and shows **KA Fail**) or the Text Path Status changes to red color, please make troubleshooting as below;

- (1) Click **No Voice**. Then, please handover the call to another CA (if all CAs are busy, press the exit button), and log out from InnoCaptionAgent program immediately.
- 2 Check the Ethernet cable connection. If needed, reboot your network modem and router.
- ③ Log in to the InnoCaptionAgent program
- (4) Check the Internet window and confirm it is in normal state
- 5 Then, click JOIN

	Call		H	ndover				Internet	1 r	Steno S/W			
Click 'JOIN'	A	nswer	W	/ hold	Request		Cancel			CaseCAT	Notice Box	Config	
JOIN	Noise	NoVoice	0/Lan	g Misus	e Interact	tive	Recorded	Caption Scree	en ((for testing)	12345×	Exit	

(6) If it dose not resolve the issue, please contact your internet provider and have them do a modem refresh.

4.5 O/Lang

4.5.1 Counterparty speaks 90 to 100% in another language

Press O/Lang once and the user will see the following message.

[Your call is in a language that our live captioner does not support. Please try our ASR caption mode for languages other than English. To switch to ASR Mode, tap the caption mode button to the right of the hang up button.]

Wait at least 30 seconds and if counterparty keeps using another language, press O/Lang once again and the system will disconnect the CA from this call.



	Call -		Han	dover-			Г	Internet	Steno S/W		
CA: 0	÷	Answer	w/ł	nold R	equest	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	ľ	Caption Screen	(for testing)	12345.	Exit

4.5.2 If the counterparty speaks about 50% in another language

Please caption the English part and write [Another Language] when the counterparty uses another language.

4.6 Interactive (For 800 customer service type calls)

If you hear an automated voice that gives the user options, press Interactive once (e.g., [Interactive] Press

1....Press 2....)

	Call		Han	dover			Internet	Steno S/W		
CA: 0	A	nswer	w/1	nold R	equest	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345.	Exit

4.7 Recorded (For 800 customer service type calls))

If the call is recorded, press Recorded once (e.g., [Recorded] Welcome to Bank of America....)

	Call		Han	dover -			Internet		Steno S/W		
CA: 0	A	nswer	w/	hold R	equest	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Scre	en	(for testing)	12345.	Exit

For voicemail/answering machine calls, you can opt to use [voicemail] or [answering machine] instead of

Recorded.



5. Handover procedure

This feature can be used for CA shift changes, emergencies, and technical problems. For example, if a CA's shift is approaching its end, the CA may use the handover function. With this feature in place, the CA can seamlessly transfer a call to another CA. If all CAs are busy, the handover function will not take place immediately and will only occur when a CA becomes available. If all CAs are busy and you need to log out immediately, please press **Exit**, and your call will be transferred to the ASR system.

✓ Before attempting handover, please make sure that the number of agent indicator displays more than one.

0	Call		Han	dover -			Internet		Steno S/W	1	
<i>2</i> (2)	A	nswer	w/ł	nold R	tequest	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Captio	n Screen (for testing)	12345.	Exit

✓ Upon clicking Request, the color of the button changes to yellow. If there is no CA available, the color will not change.

	Call		Han	dover			Internet	Steno S/W		
CA: 0	A	nswer	w/1	hold 🤇	equest	Cancel		(1,1,2,2,2,2,2,2,2,2,2,2,2,2,2,2,2,2,2,2	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345.	Exit

- ✓ Use w/hold button (If a caller is on hold) to alert the next CA if the user is on hold and the call should not be treated as a silent or abandoned call.
 - CA who gets the handover call will hear following audio message "Handover call, this call is on hold."
 - If the call is transferred from ASR, audio message will be just "Handover call" for even though the user might be on hold.

	Call		Ha	ndover			Inter	net	Steno S/W	1	
CA: 0	A	nswer	w	hold F	Request	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded		Caption Screen	(for testing)	12345	Exit

When the other CA takes the handover call, the Request button changes into Action in green color and w/hold becomes unclickable. Click Action to complete the handover.

InnoCaption



- Both CAs will hear the same conversation and should keep captioning simultaneously for a seamless transition. Only the original CA's caption will display on the phone screen until clicking Action. This procedure will allow the new CA to get ready to caption without error.
- ✓ The best time to click Action is when the InnoCaption user starts talking. Then, the new CA can start captioning when the hearing user starts talking back.

	Call		Han	dover			Г	Internet	Steno S/N	N			
CA: 0	¢.	Inswer	w/1	hold 🧲	Action	Cancel			Case	TAC	Notice Box	Config	
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	ĺ	Caption Screen	(for testing))	12345.	Exit	

NOTE: CA can cancel the handover procedure using Cancel (before Action)

-	Call		Han	dover			Internet	Steno S/W	1	
CA: 0	A	nswer	w/ł	nold ,	Action 🤇	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345	Exit

✓ When the handover is completed, the current call will automatically be released from the original CA.

	Call		Ha	ndover -			Internet	Steno S/W	1	
CA: 1	A	nswer	w/	hold F	Request	Cancel		CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	0/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	12345X	Exit



6. Indications in the Agent Program

6.1. Service State

✓ Pause Mode

\sim	Call			Han	dover				Internet		Steno S/W		
Click 'JOIN'	A	nswer		w/h	nold R	lequest	0	Cancel			CaseCAT	Notice Box	Config
JOIN	Noise	NoVoice	0/La	ang	Misuse	Interacti	ve	Recorded	Caption Scre	en ((for testing)	12345×	Exit

✓ Joined in service shift.

	Call	Handover		Internet	teno S/W		
CA: 1	Answer	w/hold Request	Cancel		CaseCAT	Notice Box	Config
Pause	Noise NoVoice O	/Lang Misuse Interactive	Recorded	Caption Screen (fo	r testing)	12345×	Exit

6.2. CA Login Mode

\checkmark Normal mode

	Call		H	andover -			Internet		Steno S/W	1	
CA:1)	A	nswer		/ hold	Request	Cancel			CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	0/Lan	g Misuse	Interactiv	Recorded	Caption Sc	reen	(for testing)	12345×	Exit

✓ Test Mode

■ Type # sign at the end of the ID section as you log in.

	Call		- FH	andover				Г	Internet	Г	Steno S/W			
TEST MODE	A	nswer		v/hold	Request		Cancel				CaseCAT	Notice Box	Config	
Pause	Noise	NoVoice	0/Lar	g Misus	e Interac	tive	Recorded	ĺ	Caption Screen	(f	or testing)	12345X	Exit	

6.3. Connection with Steno program

✓ Normal Connection state

	Call		Han	dover -			Internet		Steno S/W		
Click 'JOIN'	A	nswer	w/1	hold R	tequest	Cancel			CaseCAT	Notice Box	Config
JOIN	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Capti	on Screen	(for testing)	12345X	Exit

✓ Disconnected with Steno program: Restart the Steno program.

	Call	Handover	Internet	Steno S/W		
Click 'JOIN'	Answer	w/hold Request	Cancel	CaseCAT	Notice Box	Config
JOIN	Noise NoVoice C)/Lang Misuse Interactive	Recorded Caption Scre	een (for testing)	12345 X	Exit



6.4. Internet Environment

6.4.1. Idle State (No Service State)

✓ Normal: Green color

_	Call		Han	dover -			Internet	Steno S/W	il.	
CA: 1	A	nswer	w/1	hold F	Request	Cancel	\bigcirc	CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption S	creen	12345×	Exit

- ✓ KA (Keep Alive) failure with system: orange color.
 - The action of CA: Check the internet connection (Log out to restart modem and router)

_	Call		Han	dover			In	ternet	1 r	Steno S/W	1 .		
CA: 1	A	nswer	w/1	nold R	equest	Cancel	ς	KA FAIL	Þ	CaseCAT	Notice Box	Config	
Pause	Noise	NoVoice	0/Lang	Misuse	Interactive	Recorded		Caption Screer	n (f	or testing)	12345 X	Exit	

6.4.2. In Service State

✓ If captioning text data reaches the WCTS server, then the bubble size (dot) the black circle expands and contracts to indicate that captions are actively being sent to the user. (Normal state)

	Call		Han	dover -			ſ	Internet	Steno S/W		1		
CA: 0	A	nswer	w/ł	nold R	equest	Cancel			CaseCA	T	Notice Box	Config	
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	ľ	Caption Screen	(for testing)			Exit	

✓ If Captioning text data is not reaching to WCTS server, then the size of the bubble does not change.

	Call		Han	Handover			Internet	Steno S/W	1		
CA: 0	A	nswer	w/1	nold R	tequest	Cancel		CaseCAT	Notice Box	Config	
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen	(for testing)	1234	Exit	

- \checkmark If the indication box is in red, it means there is no voice frame from the WCTS server.
 - The action of CA: Click **No Voice**, handover the call, log out to restart your modem and router.

Call		Han	dover -			Internet	1			
CA: 0	A	nswer	w/ł	nold R	equest	Cancel	KA FAIL	CaseCAT	Notice Box	Config
Pause	Noise	NoVoice	O/Lang	Misuse	Interactive	Recorded	Caption Screen ((for testing)		Exit



- ✓ What do you do when you hear a double beeping sound?
 - Please handover your call (press the exit button if all CAs are busy), log out, and restart your modem and router.
 - When the user is not receiving captions, you will hear two consecutive beeps, and the black circle indicator will remain unchanged. Under normal circumstances, the black circle expands and contracts to indicate that captions are actively being sent to the user.
 - This enhancement was developed in response to a key concern expressed by our users, specifically regarding the absence of captions despite being able to hear the other caller's voice. This situation typically arises when there is a disconnection between the Steno software and our server, even though you can still hear the call, and words are displayed on your Steno software screen.



APPENDIX – Setting up Layout manually in Steno Program

- ✓ Step 1: Setup Layout
 - Set values of all types of 'Paragraph Style' as below.

Layout			
🌩 Paragra	ph Setup		
Par	ragraph Sty	/le:	
	aragraph S	tyle 🔽	
Default Parag			
Paragraph B	10 The 1 The		
<u>F</u> irst-li	ne Indent:	0.00	
Ŀe	eft Margin:	0.00	
Rig	ht Margin:	8.11	
Cor	ntinuation:	0.00	
Li <u>n</u> e Spacing	Single	-	
Alignment	Left	•	
Bod	y Te <u>x</u> t Fon	t	
Paragraph S	ymbol		
	Symbol:		
Symb	ol Position:	0.00	
En <u>d</u> ing Pu	inctuation:		
S	ymbol Font.		
ſ	Define <u>T</u> abs		
For searchin	ng this par	agraph is at	
Default Pa	aragraph St	tyle 💌	
Paragrapini			
Paragra	aph is n <u>u</u> mb	ered	



■ Set values of 'Page Setup' as below.

ayout		
Þ 🔿 Pag	je Setup	_
Line Nu	Position. 1.50	
F	reguency None	
	Format: 1, 2, 3	
Trans	cript Lines: 25	
	Line <u>N</u> umber Font	
Paper S	Size and Margins	1
Letter	Ci <u>ari</u> Lop Marcin: ▼ 1.00	
Width:	Height: Bottom Margin:	
8,50	11.00 10.00	
	e Characters Per Inch	1
Cha	racters Per in.:	
Timesta	Posi <u>ti</u> on: 0.50	
	Separator:	
	Eormat: 15:47:57	
	Timestamp Font	
Box	Style Position Thickness	
<u>L</u> eft	None 💌 0.00 0.000	
Right	None 💌 0.00 0.000	
Тор	None 🔽 0.00 0.000	
Bottom	None 🔽 0.00 0.000	



■ The below paragraph is a sample output.

		_
	₽	
2	The placement of the first and last line of text, line number settings,	
•	timestamps and box information, are selected in the Page Setup tab of the Modify	
-	Layout dialog. The text seen here is determined by the settings for a Default	
1	Paragraph style under the Paragraph Setup tab of the Modify Layout dialog.	
•	If I want my Questions to have a Q followed by a period as the symbol, do I put Q. in the symbol field for a Question Paragraph?	
. 2	Yes. And the same philosophy applies to your Answers. Just select the Answer	
•	Paragraph, and place either an A or A. in the symbol field. You select the	
-	placement of the Q or A, the text following the Q or A (First-line Indent), the	
1	right margin and the subsequent or wrap-around margins in that same location.	
•	By the way, you also select where you want the text to indent when you make a	
	paragraph within any style, by filling in the Continuation field.	
:	MR. COLLOQUY: Excuse me. All settings for Q's, A's, Colloquy, <u>Parentheticals</u>	
-	and other paragraph types are selected under the Paragraph Setup tab. And this is a continuation paragraph within colloguy.	
1	and this is a continuation paragraph within corroquy.	
-	BY MR. BY-TITE	
-	The text on the line above is located on a By-line Paragraph. Instead of	
:	putting in a new line to start your "by-line", you may use a By-line paragraph	
-	and take advantage of our Automatic By-Line feature in translate.	
	(Off the record, this is a Parenthetical paragraph.)	
۰ ۵	This is a New Line Paragraph. It is similar to using a <new line=""> format symbol</new>	
•	in prior versions of <u>CATalyst</u> . The placement of the left and right margins for this type of paragraph are selected under the Paragraph Setup tab of the Modify	
1	Lavout dialog.	
-	I can set my User Defined Paragraph Style 1 to be a special paragraph for	
•	certified questions. I can do this by selecting User Defined Paragraph Style 1	
. 9	and adding a *Q symbol in the Paragraph Setup tab or any symbol I wish. Or, if	
	I prefer, the paragraph can have no symbol like we have as a default for	
•	Colloquy and Parenthetical paragraphs.	
Ξ	And with so many other user defined paragraphs, such as this one which is User Defined Paragraph Style 2, you can have paragraph styles for quoted questions or	
:	anything else you may need. The end.	
-		-
	[4]	11.

