**InnoCaption Agent Program**

# User's Manual for Eclipse (AccuCap)

**VER 2.7.3**

InnoCaptionAgent Ver 2.7.3

**2024-09**

**InnoCaption**

## Table of Contents

# 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
- ✓ Ethernet cable 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. Program Installation

✓ Open a web browser on your computer.

✓ Connect to https://account.innocaption.com/download-agent/

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

**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 |

✓   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**.
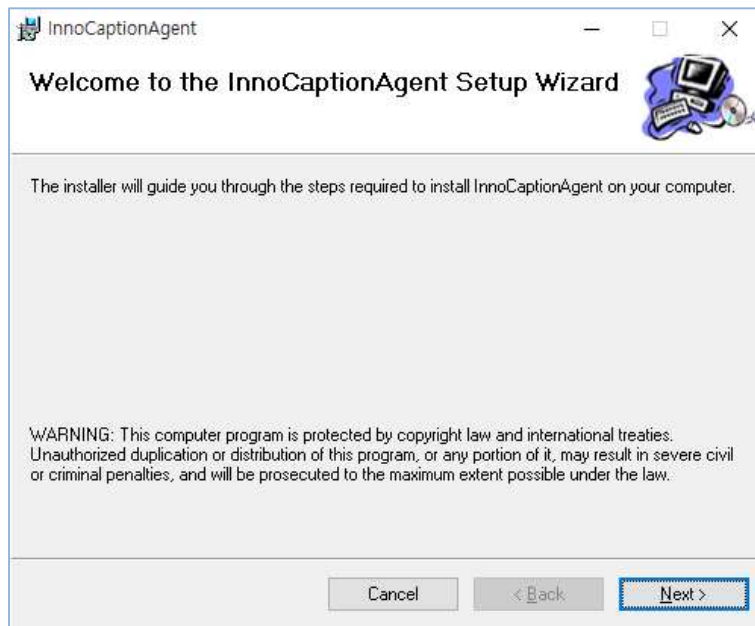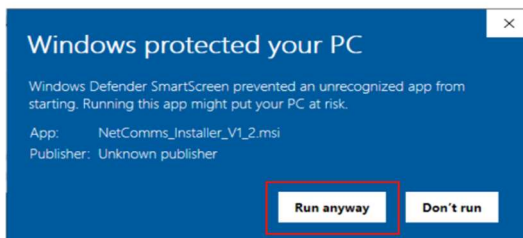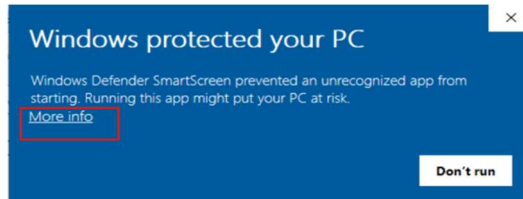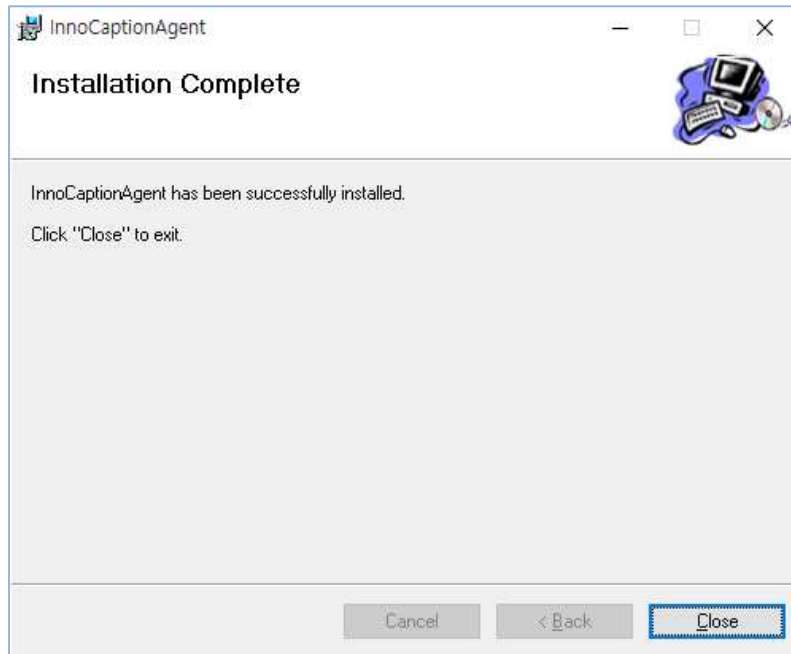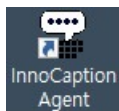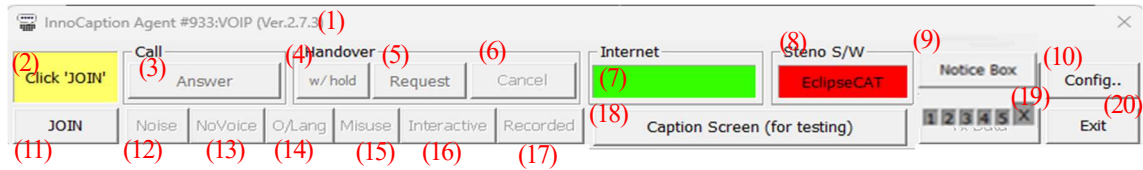
✓ Click **Next>**
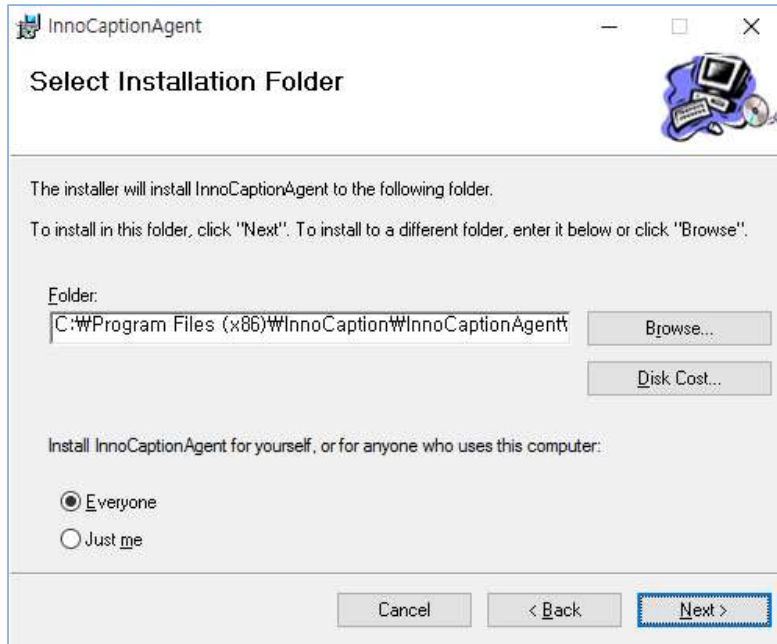


✓ Click **Next>**
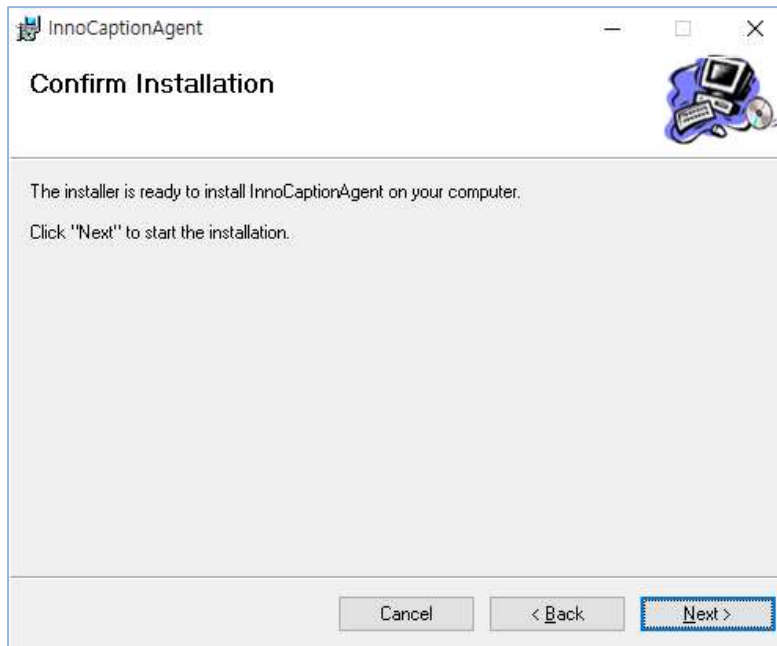
✓ Click **Close**



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

## 2.3. Name of the fields of InnoCaption Agent Program



(1) CA No. / Program Version

(2) # of available CAs/ Service State / 911 Call Indicator

(3) Call Answer Button

(4) 'With hold' Button

(5) Handover Request Button

(6) Handover Cancel Button

(7) Internet Quality Status / Keep Alive indicator

(8) Steno Connection status/Steno Program Type

(9) Notice Box (Message from Manager or Server)

(10) Configuration Button

(11) Service Join/Pause Button

(12) Button to send 'Noise' msg to the user

(13) Button to send 'No Voice' msg to the user

(14) Button to send 'O/Lang' msg to the user

(15) Button to send 'Misuse' msg to the user

(16) Button to send 'Interactive' msg to the user

(17) Button to send 'Recorded' msg to the user

(18) Caption Screen

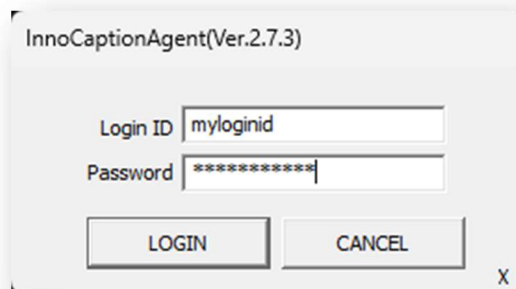(19) Text Path Status Indicator / Keep Alive Indicator

(20) Exit Button

2.4. How to Log In

✓ Click the InnoCaption Agent shortcut icon.
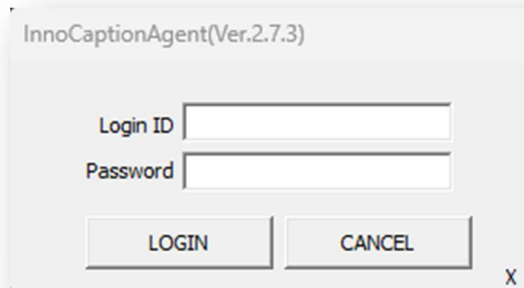


✓ Enter your login ID & Password and click **LOGIN**.

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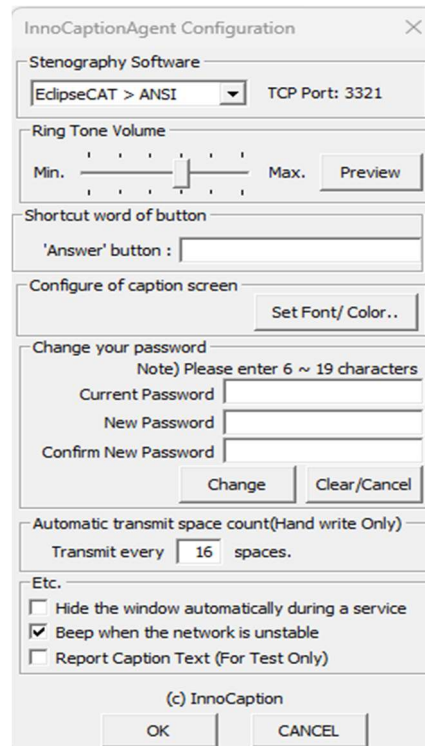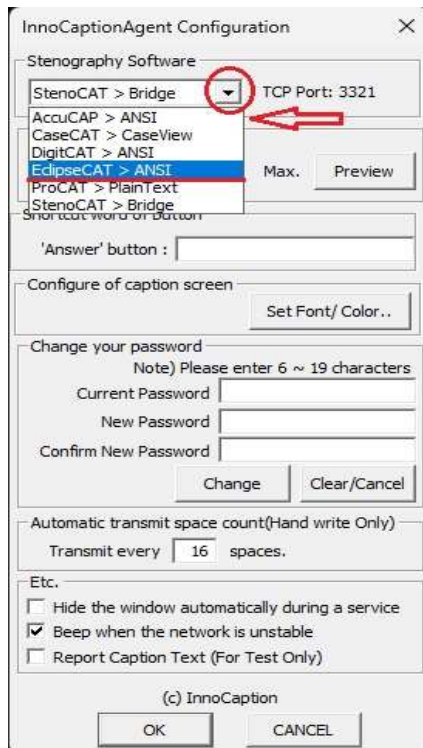


✓ Special Log in mode: This can be used for a specific purpose.

● TEST mode for Testing/Training

o Login with **#** (pound) sign after your login ID (e.g. james#)

✓ Once logged in, the **Internet** field will change into green, and **Click JOIN** will flash yellow and red.
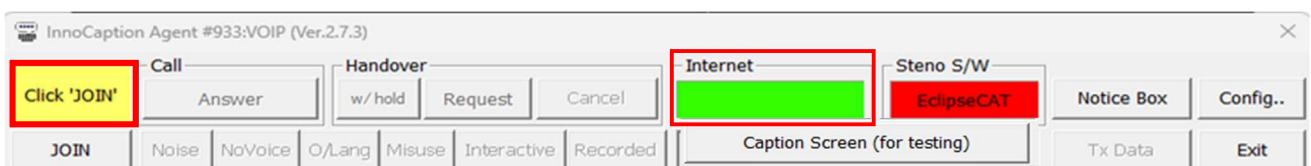
&#10003;  Click **Config** to change your password and set the parameters.
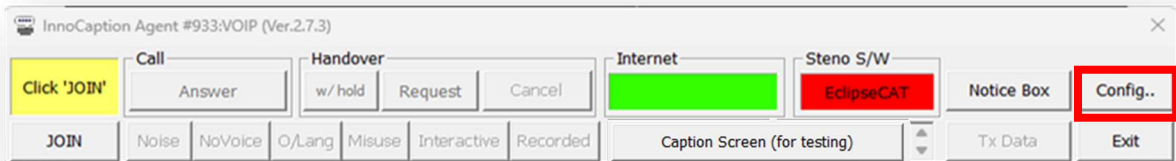




&#10003;  Parameter setting

&#9632;  Input Caption Data Format (TCP Port is 3321): select the software program you use.

o  Eclipse

o  ProCAT

o  DigitCAT

o  CaseCAT

o  StenoCAT

- ✓ Ring Tone Volume: Set as desired (This does not adjust the call volume. Please use your PC volume button)
  - 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 utilize the PC volume control button.

- ✓ Answer button
  - Please assign a specific key (macro key) for answering incoming calls. Be sure to press the OK button to save the key configuration.

- ✓ Configure of Caption Screen
  - Please see page 22.

- ✓ 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 InnoCaption 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, the **Steno S/W** window 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 3 ( Establish a Connection with your Stenography software ).
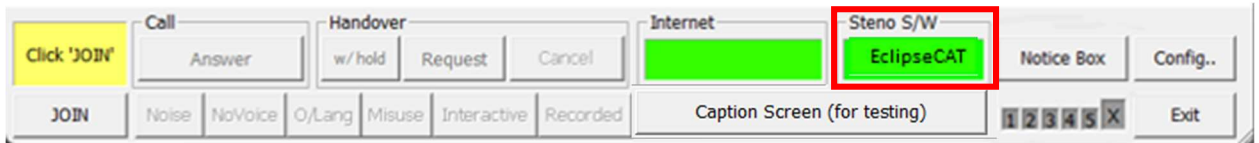


**NOTE 1**: If the Agent program detects disconnection (red color as below) with your Steno program during service, it will automatically switch into a pause state, and the call will be released to another CA/ASR.
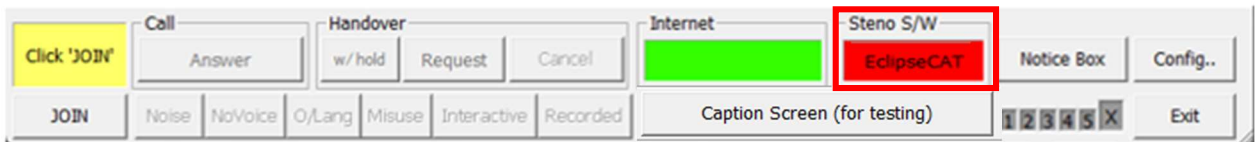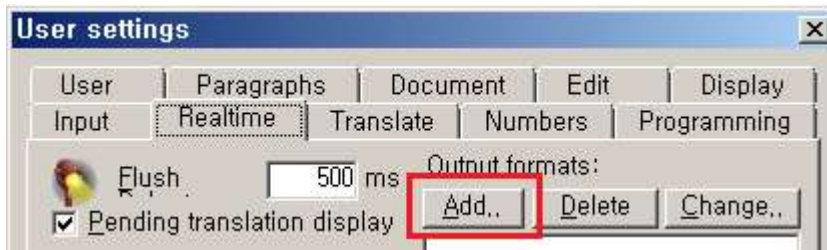
3. Establish a Connection with your Stenography software program.
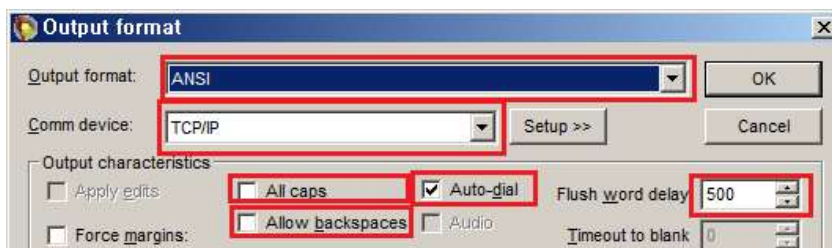
3.1. Configuration Settings

- ✓ Click **Settings**

- ✓ Make sure the **Realtime** tab is active.

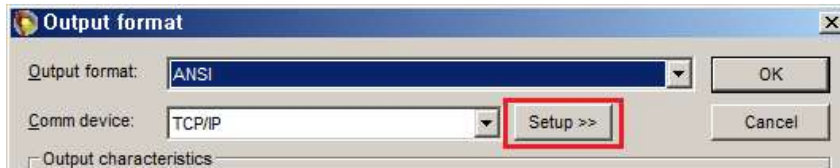- ✓ Change **Flush** value to **500** ms.
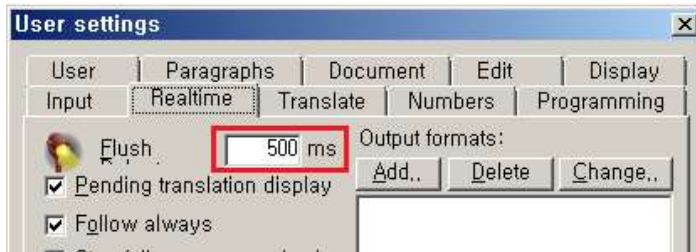


- ✓ Click **Add**. under **Output formats**.



- ✓ Confirm that the following values listed below are set accordingly:
  - ◼ **Output format** must be set to **ANSI**.
  - ◼ **Comm device** must be set to **TCP/IP**.

✓ Click **Setup>>** next to the **Comm device** menu.,

**Output format**

| Output format: | ANSI | | OK |
| Comm device: | TCP/IP | Setup >> | Cancel |

Output characteristics

✓ Enter **127.0.0.1** in the edit box, then click **OK**.

Internet address

127.0.0.1

| OK | Cancel |

✓ Enter **3321** in the next box, then click **OK** again.

Port number

3321

| OK | Cancel |

✓ In the **Output format** dialog box, click **OK**.

**Output format**

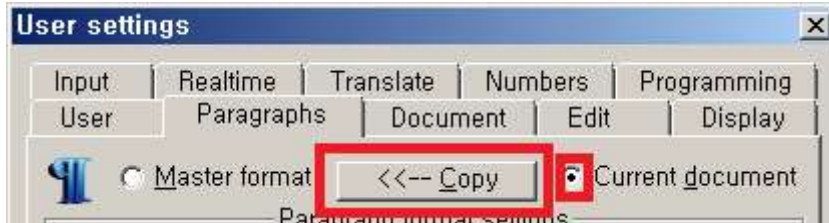| Output format: | ANSI | | OK |
| Comm device: | TCP/IP | Setup >> | Cancel |

Output characteristics

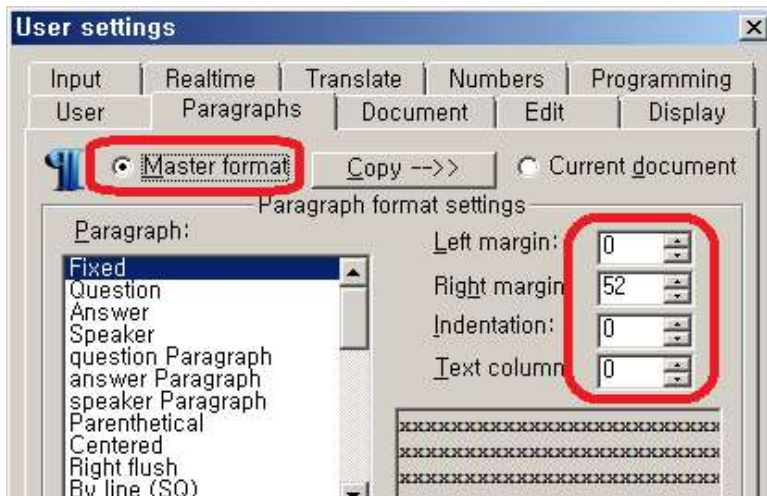✓    Confirm that your dialog box has the values shown below.
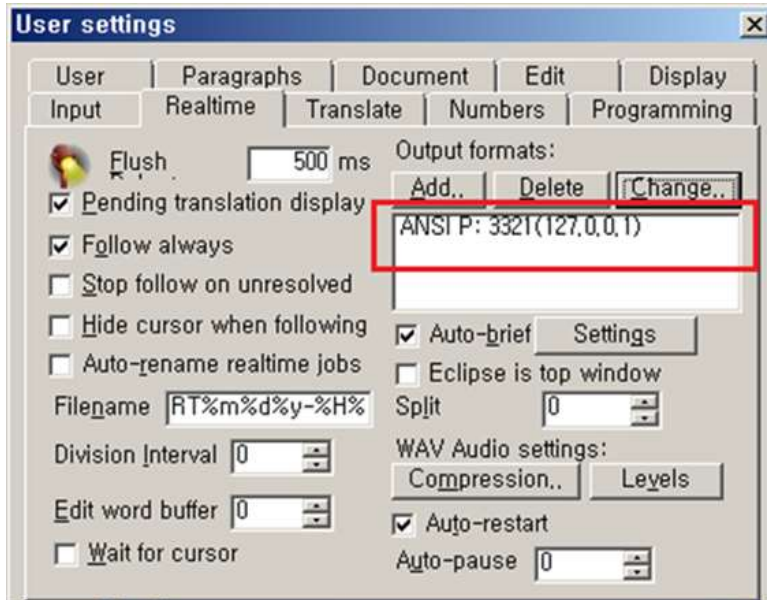


✓    Click **Paragraphs**, and set all the values as below (All paragraph types)
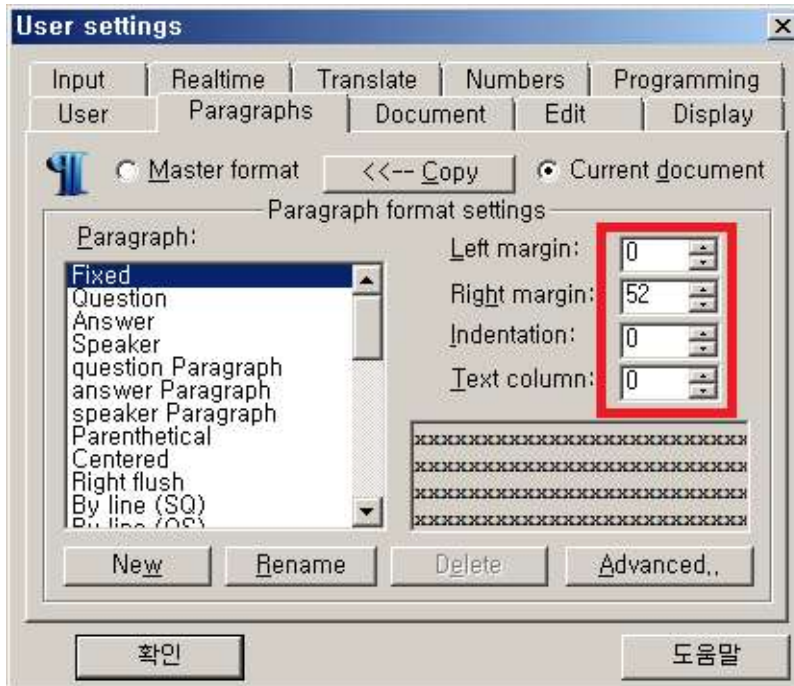
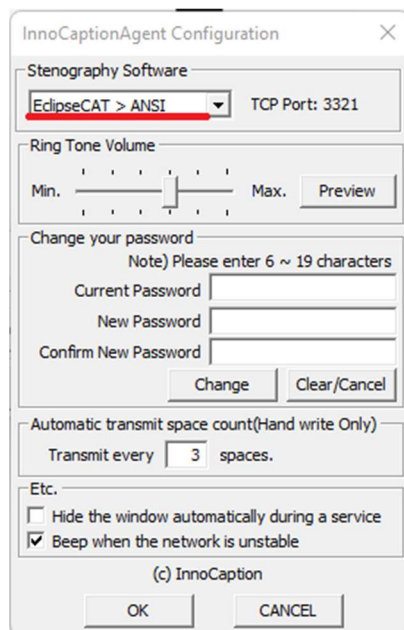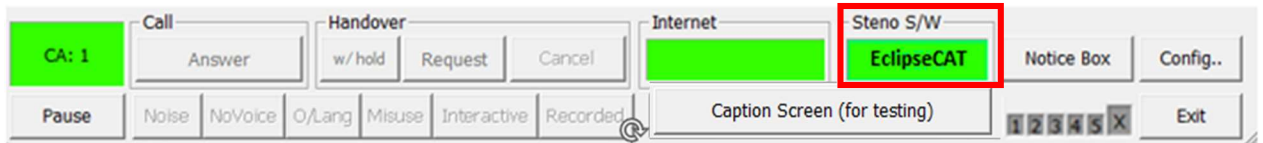✓   Click **<<— Copy** for saving under **Master format.**



✓   Click **Master format** to save the setting.

3.2. How to use Eclipse software program with the InnoCaptionAgent program

✓   Prepare the program to interconnect with the InnoCaptionAgent.

✓   Confirm that **Config.** > **Stenography Software** is set to **EclipseCAT > ANSI**.





✓   Execute Eclipse for Realtime service.

✓   Click **Realtime**

✓   Make sure the connection state of the InnoCaptionAgent screen is shown below (Green color).
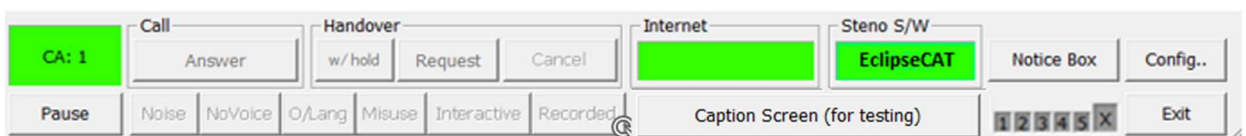
✓  Click **JOIN** to start the service. The button will change its name to **Pause.**

4. How to start Captioning service

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



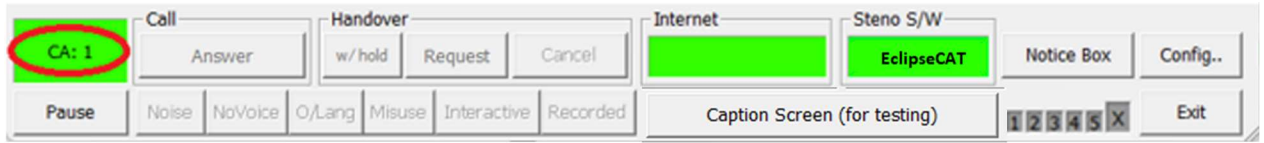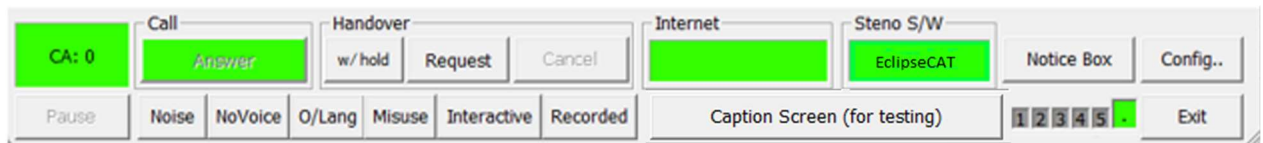✓ When there is an incoming call, **Answer** begins flashing in yellow with a ring tone.



✓ You can accept the call in two ways.

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



✓ 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.
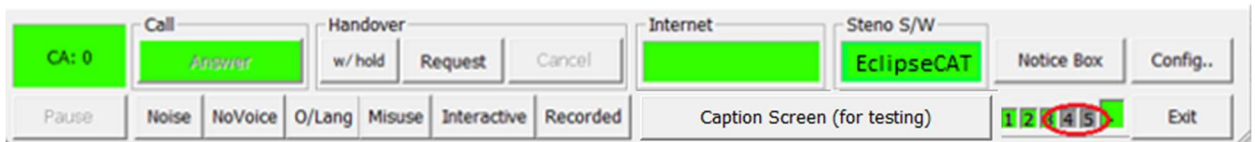


✓ When a call is finished, it will be as follows.



**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**, **it does not function as a mirroring tool from the InnoCaption user's device screen**. 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.
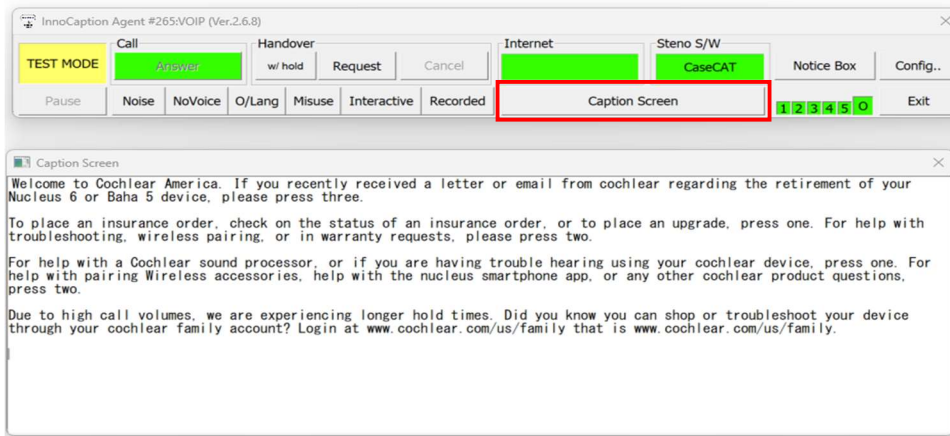


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**Caption Screen Configuration**

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

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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.

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## CA's Caption Screen



## InnoCaption User's Screen
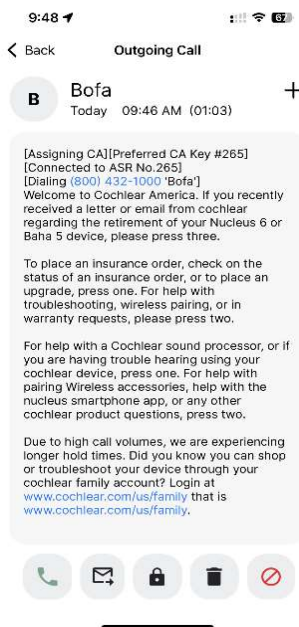


Following a 3-second pause, the system automatically generates a new line in the CA's caption screen (live mode) and the user's app.

5. How to handle special events

5.1. 911 Call

When **911** appears and flashes in dark pink on 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).
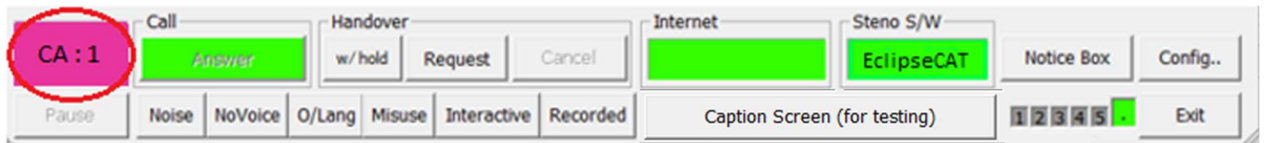


5.2. Misuse/Abuse

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.**
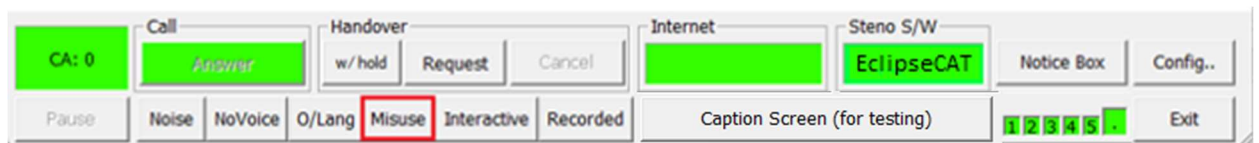


5.3. Audio/Voice with Noise

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.

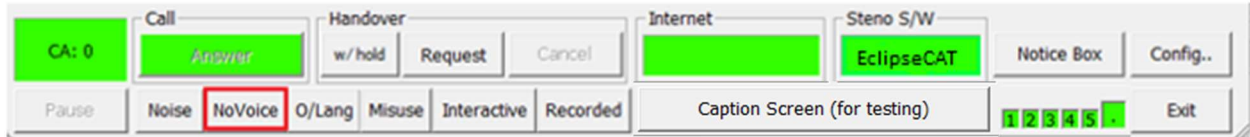*[Voice with noise, please ask to speak louder]*
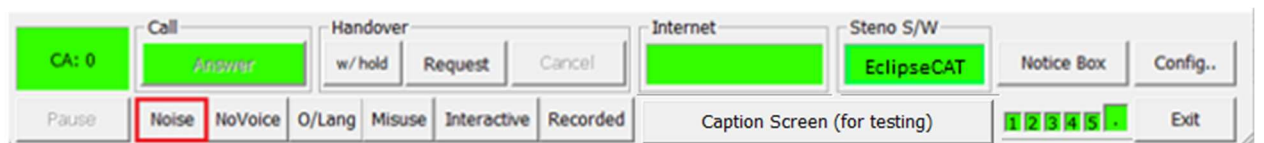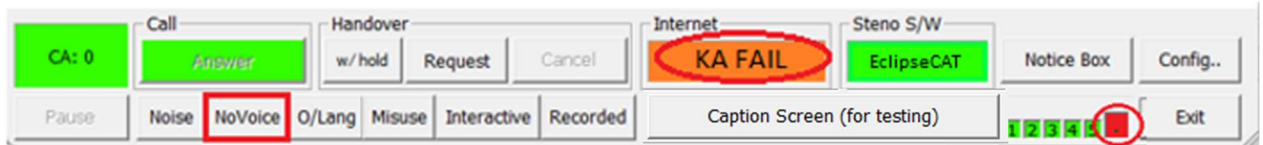


5.4. No Audio/Voice

5.4.1. Unstable voice network connection

If you cannot hear any voice at all, please click **NoVoice**. Then, the below message will appear on the user's phone screen.

*[No voice]*

### 5.4.2. Unstable data network connection of the Agent program



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 **NoVoice** Then, please handover the call to another CA (if all CAs are busy, press the exit button), and log out from the InnoCaptionAgent program immediately.

② Check the Ethernet cable connection. If needed, reboot your network modem and router.

③ Log in to the InnoCaption Agent program

④ Check the **Internet** window and confirm it is in normal state

⑤ Then, click **JOIN**.
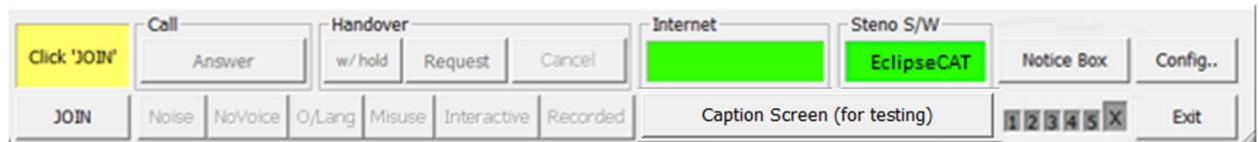


⑥ If it does not resolve the issue, please contact your internet provider and have them do a modem refresh.

### 5.5 O/Lang

### 5.5.1 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 the counterparty keeps using another language, press **O/Lang** once again, and the system will disconnect the CA from this call.
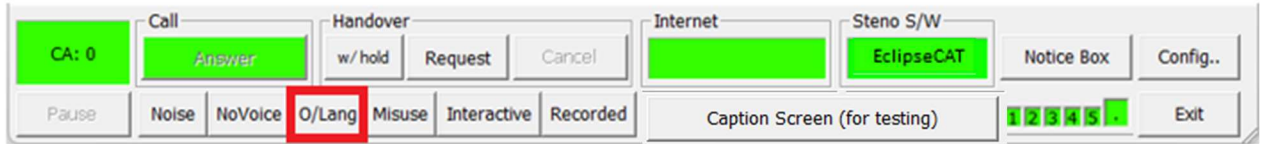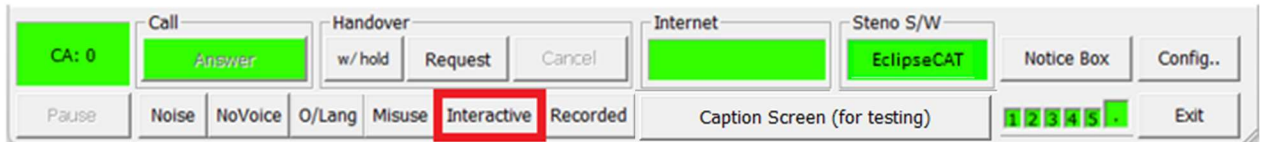
### 5.5.2 If the counterparty speaks about 50% in another language

Please caption the English part and write [Another Language] when the counterparty uses another language.
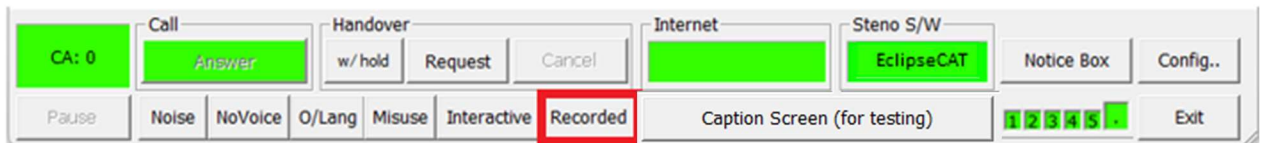
### 5.6 Interactive (For 800 customer service type calls)

If you hear an automated voice that gives the user options, press **Interactive** button once (e.g., [Interactive] Press 1….Press 2…)



### 5.7 Recorded (For 800 customer service type calls)

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



For voicemail/answering machine calls, you can opt to use [Voicemail] or [Answering machine] instead of **Recorded**.

6. 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.
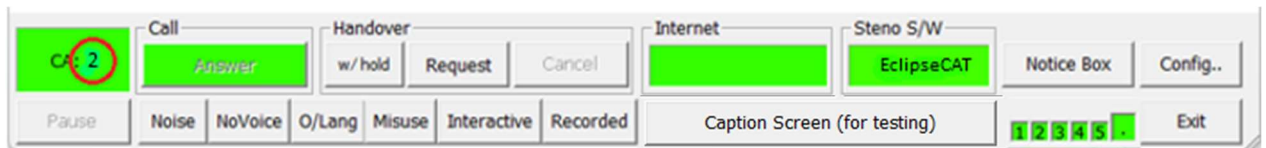


✓ Upon clicking **Request**, the color of the button changes to yellow. If there is no CA available, the color will not change.
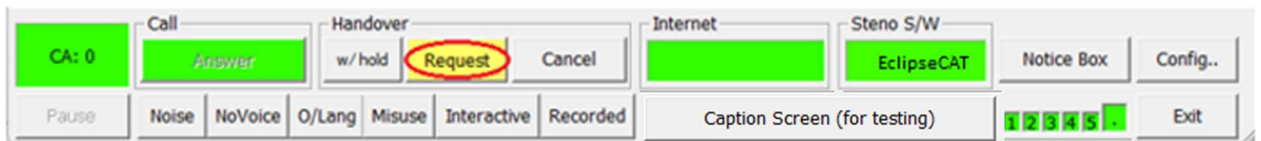


✓ Use **w/hold** (If a caller is on hold) to alert the next CA if the user is on hold, and the call should not be treated as a silent or abandoned call.
    o CA who gets the handover call will hear the following audio message "Handover call, this call is on hold."
    o If the call is transferred from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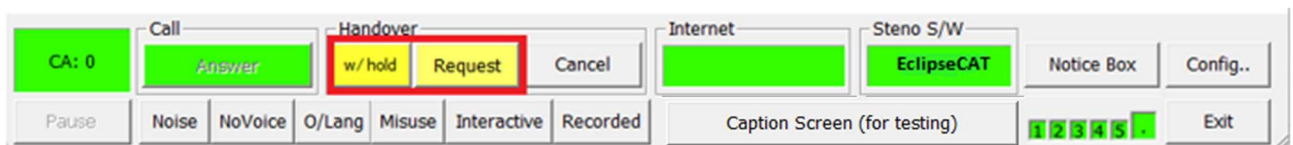


✓ When the other CA takes the handover call, **Request** changes into **Action** with green color and **w/hold** becomes unclickable. Click **Action** to complete the handover.
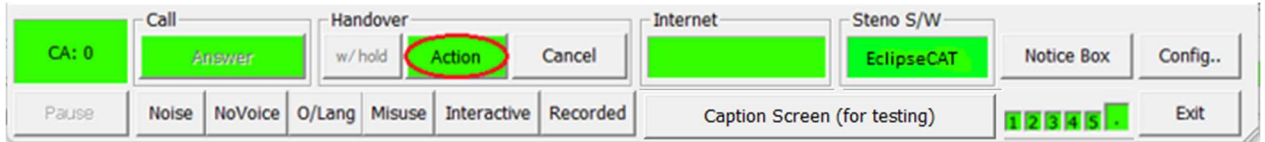
- ✓ Both CAs will hear the same conversation and should keep captioning simultaneously for a seamless transition. Only the original CA's caption will display on the phone screen until clicking **Action**. This procedure will allow the new CA to get ready to caption without error.
- ✓ The best time to click **Action** is when the InnoCaption user starts talking. Then, the new CA can start captioning when the hearing user starts talking back.
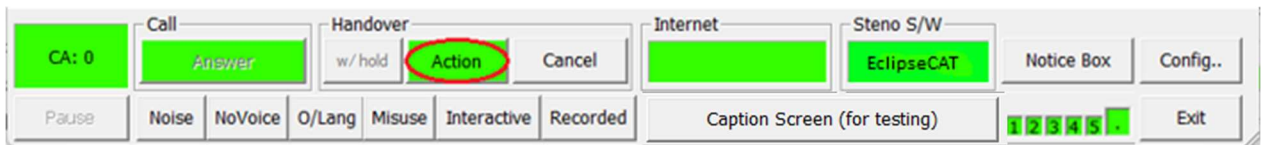


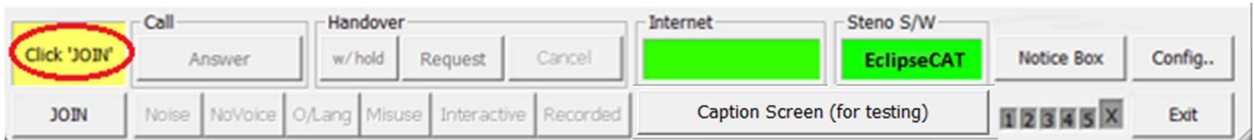NOTE: CA can cancel the handover procedure using **Cancel** (before **Action**).
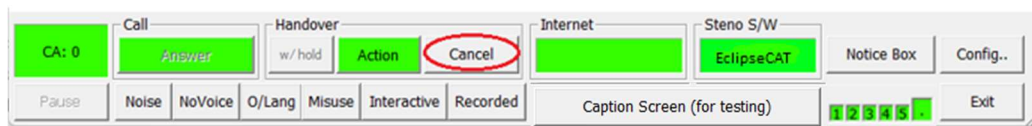


- ✓ When the handover is completed, the current call will automatically be released from the original CA.
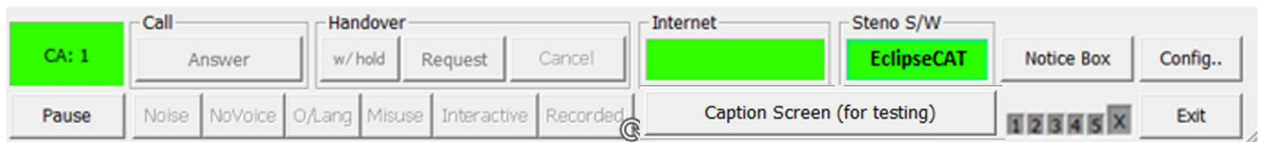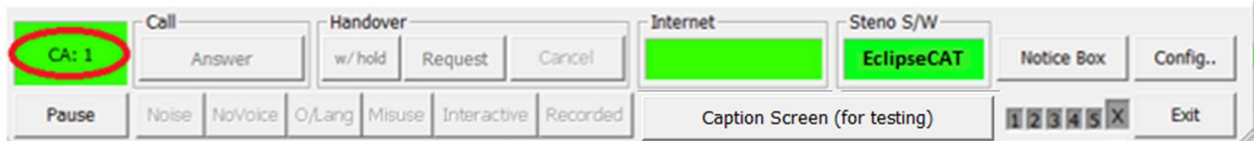
## 7. Indications in the Agent Program
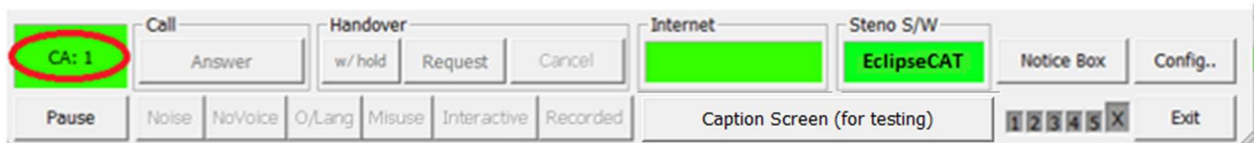
### 7.1. Service State
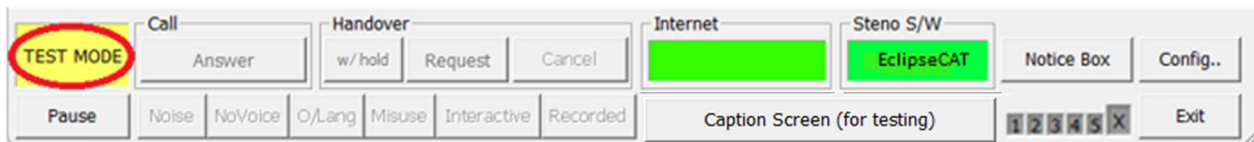
✓ Pause Mode



✓ Joined in service shift.
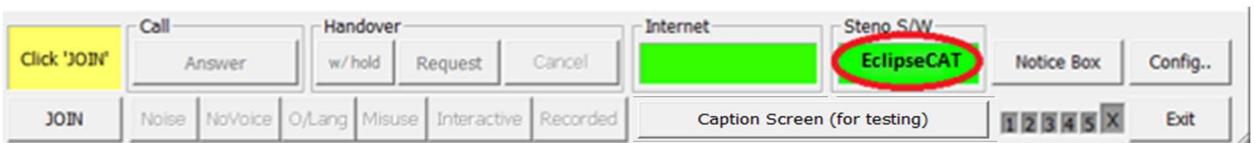


### 7.2. CA Login Mode

✓ Normal mode



✓ Test Mode

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



### 7.3. Connection with Steno program

✓ Normal Connection state



✓ Disconnected with Steno program: Restart the Steno program.
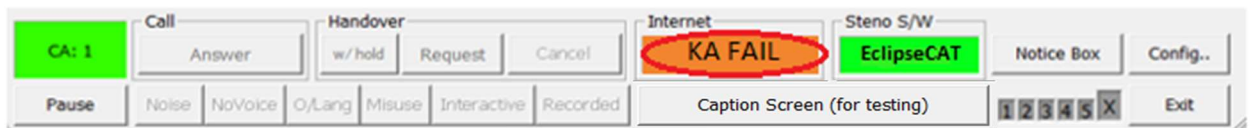
7.4. Internet Environment

7.4.1. Idle State (No Service State)

 ✓ Normal: Green color



 ✓ KA (Keep Alive) failure with system: orange color.

   - The action of CA: Check the internet connection (Log out to restart mod em and router).



7.4.2. 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).
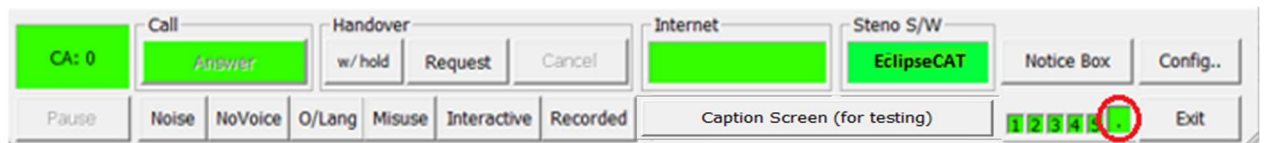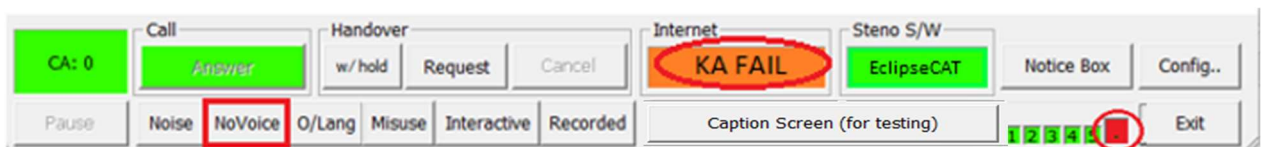


 ✓ If Captioning text data is not reaching to WCTS server, then the bubble size does not change.
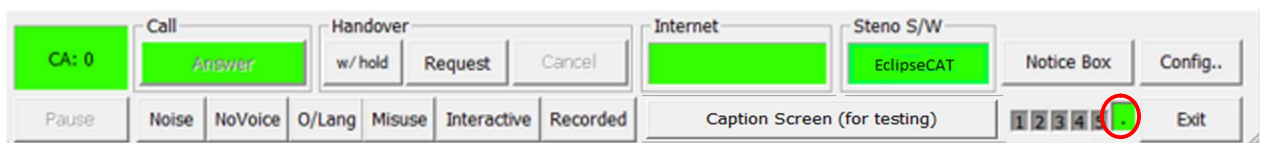


 ✓ If the indication box is red color, there is no voice frame from the WCTS server.

   - The action of CA: Click **No Voice**, handover the call, and log out to restart your modem and router.

✓ 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.