



Remote Service Instructions – Educational

Getting Ready

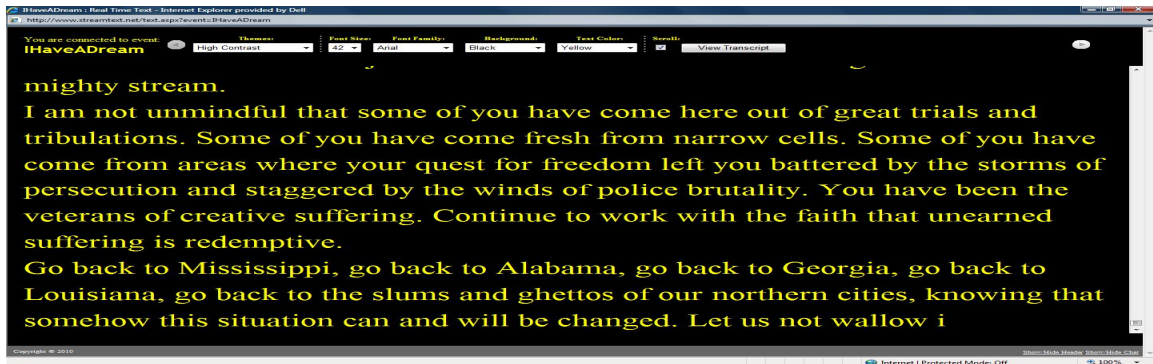
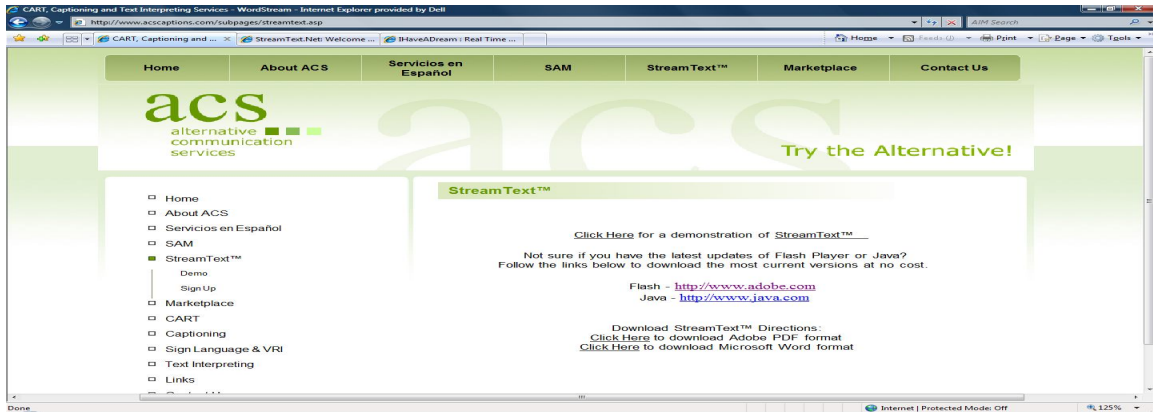
StreamText is extremely easy to use and there is typically minimal setup by any user. It is recommended that users use a Windows-based computer with Firefox or Internet Explorer. However, StreamText works on Macintosh systems with the Firefox web browser. To make sure your computer is ready to go, please go to the website: www.acscaptions.com

The screenshot shows the ACS website homepage. At the top, there is a navigation menu with links for Home, About ACS, Servicios en Español, SAM, StreamText™, Marketplace, and Contact Us. Below the menu is the ACS logo and the tagline 'alternative communication services'. A large banner reads 'Try the Alternative!'. Below the banner are four service tiles:

- CART**: CART and Remote CART provide a full screen of text displayed to be read by consumers with hearing loss.
- Captioning**: Closed or open captions merged with a visual for conventions, webinars and broadcast television.
- Sign Language & VRI**: American Sign Language and VRI (Video Remote Interpreting) for classrooms and conventions.
- Text Interpreting**: Meaning-for-meaning text service also known as TypeWell or C-Print.

At the bottom of the page, there is another 'Try the Alternative!' banner with three bullet points: Quality, Reliability, and Professionalism. To the right of this banner is a 'STREAMTEXT LOGIN' section with fields for E-Mail and Password, a login button, and a link for 'forgot password?'. The browser's address bar shows 'http://www.acscaptions.com/index.asp' and the status bar at the bottom indicates 'Internet | Protected Mode: Off' and '125%' zoom.

Click on “StreamText.” This can be found on the navigation bar at the top of the page. Once the page has opened up, click on the “click here” to see the demo. You will be redirected to the user screen. You should see text begin flowing on your screen. If you see text, you are all set.



If you do not see text, please contact the ACS office.

Required Downloads

Please go to www.skype.com and load Skype (free download).

Please go to <http://dashboard.aim.com/aim> and load AIM (free download)

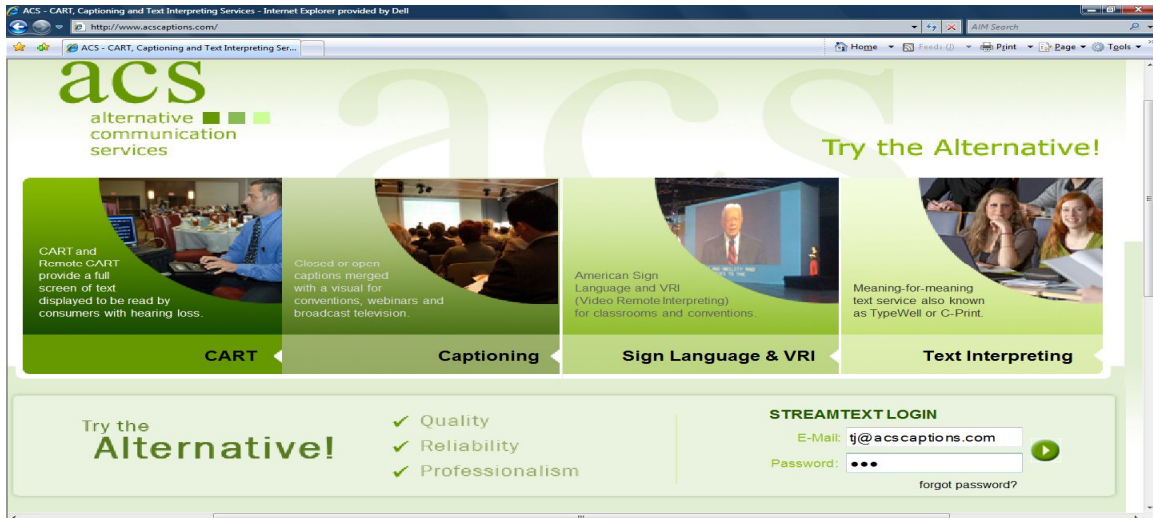
Load the AIM software and Skype software onto your laptop. Both may be used for the audio in the classroom. Please forward your screen names to info@acscaptions.com.

Using the Service

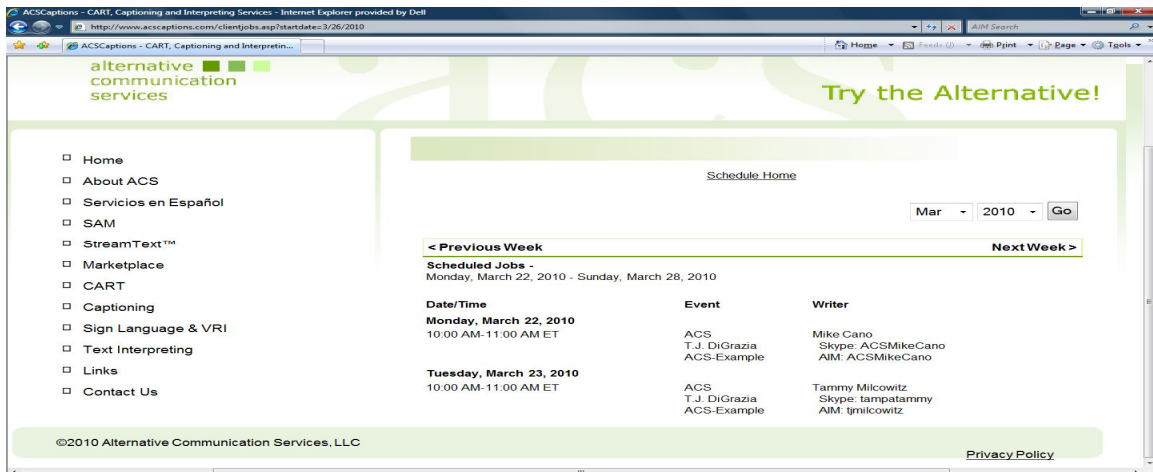
I wanted to introduce our new client-scheduler interface that gives you access to your schedule with ACS and the text stream link to the captioning for each class.

1. Please go to <http://www.acscaptions.com>

2. Please sign in under "STREAMTEXT LOGIN" (located on the bottom right corner of page) with your e-mail address and password of 'ACS' (in all caps) and click login.

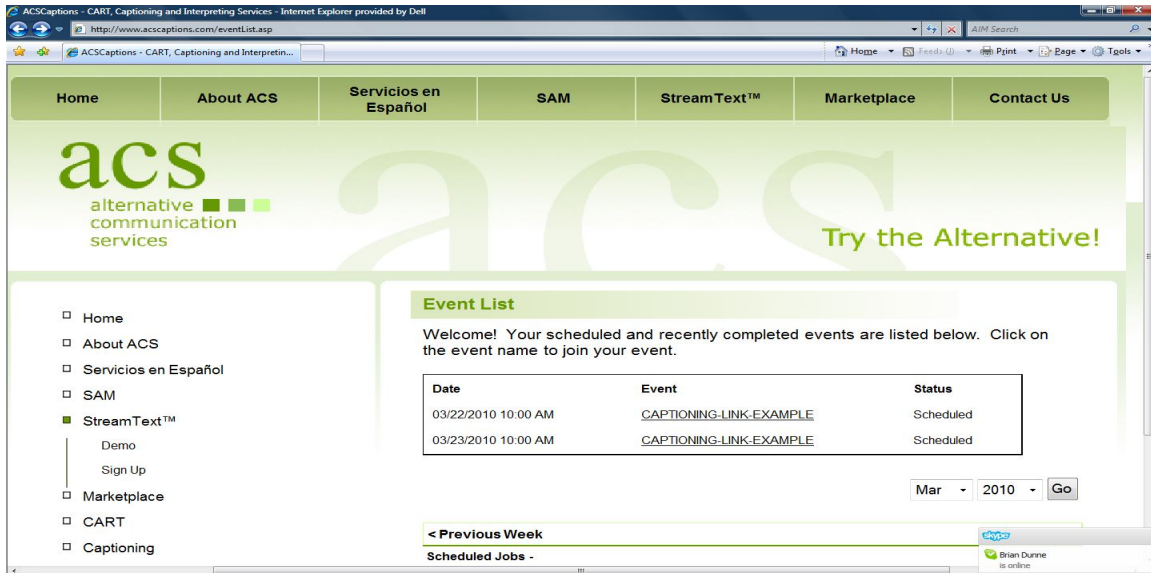


3. Once you are logged-in, you are directed to the "Schedule Home" page containing the current week of scheduled events including date, time (ET), duration, event name, and scheduled writer. You may click "Previous Week" or "Next Week" to search through your semester schedule.



You can also find the writer's AIM or Skype name on the website. This way, you never have to wonder who will be writing your class. All the information will be at your fingertips 24/7.

4. Please click on your streamtext link which coincides with the class. This is located at the top of the page in the box under the event list.



If you do not see your meeting listed, please contact the ACS office immediately. Write to Info@acscaptions.com. Or send an ACS Staff member an instant message:

AIM Screen Names:

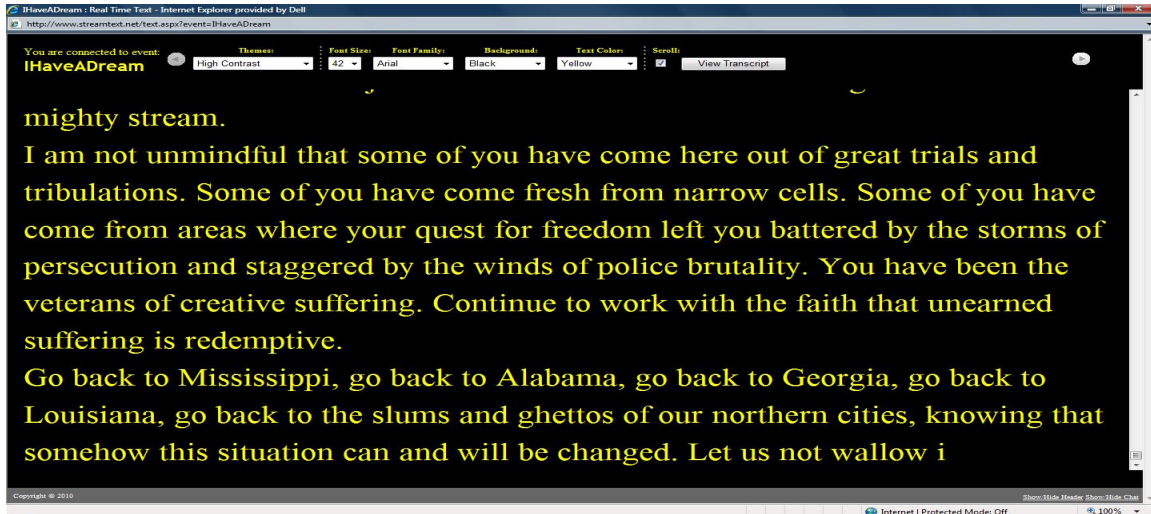
- ACSTJDiGrazia
- ACSPhilH
- ACSJohnCano

Skype Screen Names:

- tjdigrazia
- ACSPhil
- JPCano64

5. You are now ready to receive text. The page that you are viewing will say:

“You are connected to the event named: [and then the name of your event]”



Calling Your Writer

Now that you have logged into the ACS website to access your assigned writer and StreamText captioning link, it's now time to “call your writer”.

1. Open AIM or Skype (usually on desktop) and sign in using your user name and password.
2. Set microphone in Skype and AIM (each time – sorry!)
 - For AIM
 - Select F7
 - Enhanced IM
 - Select Microphone drop box
 - USB Mic (Example: Xtag/Solo/VoiceTracker)
 - Apply/Save/Close
 - For SKYPE
 - Tools
 - Options
 - Audio Settings
 - Select the Microphone drop box
 - USB Mic (Example: Xtag/Solo/VoiceTracker)
 - Save
3. Initiate “phone” call by clicking phone icon in Skype or ALT+T in AIM

You're all set, have a great class!!