

iCap Manual for Broadcasters

iCap Captioning is administered and logged through the iCap Administration site and provides sophisticated logging tools and unprecedented configuration flexibility for real time captioning. Broadcaster pages on the iCap Administration site are password-protected over SSL, and feature lists of encoders, full activity logging, connection information, and secure permission settings to restrict access to trusted captioners and agencies.

iCap also provides broadcasters with a new opportunity to monitor the feedback data being sent to the remote captioner (both program audio and current captions), and see the data exactly as the captioner sees it, by using the iCap PC Client or Broadcast Monitor software on any network-connected PC. Software installs and documentation for these and other iCap tools can be obtained at eegent.com.

The following sections cover basic features on the iCap Admin site to configure and monitor your encoder. For full information on using the site, refer to the iCap Administration Manual available from the EEG support webpage.

Using the iCap Administration Site

Additional settings and features for iCap that are not configured locally on the EEG iCap Encoders are available on the centralized iCap Admin site, located at <https://accounts.eegicap.com/iCapAdmin/>. When you purchased your encoder or requested an iCap account, you will have received an administrative password for your company's account on the iCap Admin system. If you do not have a password, you can contact support@eegent.com to request a new account or a password reset.

If you are using iCap with a ComCC system, changes to your central account will be automatically synchronized to all ComCC 1250 Hub cards whenever the hubs are able to connect with the central iCap cloud. If the ComCC cards are not configured to interact with the iCap cloud, changes must be entered manually using the tools on each local card. For more information on this process, please see the ComCC 1250 manual.



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Creating or Changing Access Codes

An iCap access code is the string or passphrase that captioners will provide to the iCap service in order to be connected to your encoder to provide closed caption data. In this way, an iCap access code has a similar role to the telephone number of your encoder in dial-up modem captioning, although an iCap access code is both more flexible and more secure.

For a captioner to connect to your encoder, you must create an access code that points to the encoder, give iCap permission to let your captioning contractor(s) connect to this access code, and then tell your contractor(s) the name of the access code you created. Some or all of these steps may be pre-configured based on your input when you purchase a new encoder.

After connecting to the iCap Admin page and logging in, perform the following steps to create and share a new access code:

- 1) Navigate to the **Access Codes** tab, and click the **Add button**.
- 2) Select a name for the new access code. This can be any alphanumeric string, but it is suggested that you provide the captioner a phrase with mnemonic value, for example by including your station name and/or a designation of a particular feed or program that the access code will be used for.
- 3) Select the **CC Service** for the access code. Select “S1” for primary language captioning to be encoded into CC1/S1, or “S2” for secondary language captioning to be encoded into CC2/CC3/S2. Please note that regardless of this setting, the captioner must continue to send correct control commands for the desired CC channel, using the same practices as for modem captioning. Click **Next**.
- 4) Select a **Primary Encoder** from the drop-down list of your company’s encoder. The primary encoder provides an audio feed to the remote captioner and receives caption data in return. If you are only configuring a single encoder for this access code, select that encoder here.
- 5) If you are configuring multiple encoders in a single access code, add them by selecting their names one at a time from the **Add Secondary Encoder** dropdown, and then clicking **Add to List**. Secondary encoders receive all caption data sent to the access code, but only provide audio data if the Primary Encoder is not online. Secondary Encoders can be used either to have an automatic backup if the Primary Encoder fails or is unable to connect, or in situations where it is desirable for multiple encoders to receive the same caption data without requiring the use of serial or modem repeaters. The bottom pane shows a cumulative list of all secondary encoders added; select a name and click **Remove Selected** to remove an encoder from this list.
- 6) When you are done adding encoders click **Next**.



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7) On the final page, you will be prompted to select caption providers who you wish to allow to use the newly created access codes. Enter the iCap company name for the provider, which you can get from the provider or EEG support, and click **Add to List**. Only users with active accounts from these companies will be able to use iCap to send or receive data to your encoders using this access code. The bottom pane shows a cumulative list of the companies you have authorized; select a name and click **Remove Selected** to remove a company's authorization to connect to your access code.

8) When you are done click **Finish**.

You should now see the new username you created appear in the list on the **Access Codes** page.

To edit or remove an existing access code, highlight that access code in the list, and then click the **Edit** or **Remove** button.

Viewing Encoder Logs

The iCap system logs all caption connections to your encoder, as well as any interruptions in your encoder's connection to the iCap service. These logs are permanent and available at any time from the iCap Admin site, providing a valuable resource unavailable with dialup captioning.

After connecting to the iCap Admin page and logging in, perform the following steps to view your logs:

1) Navigate to the tab marked **Logs**.

2) In the **View Logs** menu, select whether you want to view logs by encoder username, or by access code name. Then select one of your company's encoders or access codes to view the logs. The encoder logs show messages when the encoder first connects or disconnects from the iCap service, and when a user begins and ends captioning to the encoder through iCap. The access code logs show messages each time a user joins or leaves the access code, and each time a user begins or ends captioning on that access code.

3) The **Timeframe** field can be used to filter the log results shown by date, while the **Event Types** field can be used to restrict the results to specific types of events only.

4) Use the **Save As** button to save the logs as a file to your PC, or the **Print** button to print a copy of the currently displayed results.



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Setting up Email Notifications

The iCap system provides the option of receiving via email a daily log of encoder use for your company's account, plus automatic notifications if your encoder becomes disconnected from the iCap service.

After connecting to the iCap Admin page and logging in, perform the following steps to configure your email settings:

- 1) Navigate to the **Email Alerts** tab and click the **Add** button.
- 2) In the **Email Address** field, enter the email address where you would like to receive alerts.
- 3) Next select the username(s) you would like to receive status updates for. Select "**All Users**" to receive notifications when any user from your company signs in or out of iCap, "**All Encoders**" to receive notifications when any encoder from your company connects or disconnects from iCap, or "**Single User**" to select an individual user from your list.
- 4) Select whether or not you want to receive a daily caption log detailing start and end times for any caption activity in your company's account over the past 24 hours.
- 5) If you would like to add additional email addresses to the system with the same alert settings, click the **Add Another Email** button, and then enter the additional addresses one at a time into the lower **Email Address** field, clicking **Add to List** to place the current address in the bottom panel.
- 6) Click **Create new email alert** to save your settings.

To edit or remove email settings, select the line in the **Email Alerts** pane that you want to change and click the **Edit** or **Remove** button.

Live Monitoring with the iCap Admin Site

The iCap Admin site also provides live feedback on the status of your encoders and access codes. This instant monitoring provides a valuable tool for QA, troubleshooting, and confirming encoder status during setup. The default update rate of the iCap Admin pages is about once per minute, but you can view more up-to-date information by clicking the refresh button at the bottom of the data view. *Do not use the refresh button in your browser toolbar, as in many browsers this will reload the entire site, and you will be returned to the initial login page.*



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On the **Users** page, all encoders currently connected to the iCap service will appear at the top of the page, with a green “Yes” in the **Online** column. If a captioner is currently captioning to the encoder using iCap, the **CC Activity** column will also display text in green, indicating whether the captioner is active in S1, S2, or both. Finally, the **Audio Status** column will display “Audio OK” if the iCap system is steadily delivering audio from your encoder to the captioner. If the status reads “No Listeners”, this indicates that no captioners have connected to your encoder recently, and so no audio is being sent at this time and the status cannot be determined; if it reads “No Audio” or “Check Firewall”, there may be a problem with your configuration.

On the **Access Code** page, the names of all encoders that are currently connected to the iCap service are highlighted in green. The **Active Users** column provides a count of the current number of captioners connected and listening to this access code. The **CC Activity** column shows if there is a captioner currently active to send caption data to encoders on the access code.

Additional iCap Monitoring Tools

In addition to the tools available on the EEG iCap Encoder’s local status page, and the centralized iCap Admin tools, the iCap system includes several other innovative options for monitoring your closed captioning systems.

iCap PC Client

The iCap Captioner PC software is the tool used by captioners to connect to iCap encoders, decode their audio feeds, and send caption data back in return. This software can also be a useful tool for broadcast monitoring and QA - a user in the master control or a remote location can log in securely to iCap, select one of the broadcaster’s access codes, hear the audio as the captioner is hearing it, and monitor the live CC return feed coming back from the encoder. If enabled by the caption agency, it is also possible for broadcast users to use the iCap Chat feature to communicate directly with the captioner through the embedded text window in the event of a problem.

The iCap Captioner software also provides a tool for broadcasters to send a simple test caption to their encoder with no additional stenographic skills or software, perfect for testing basic iCap functionality before an external caption provider becomes involved.

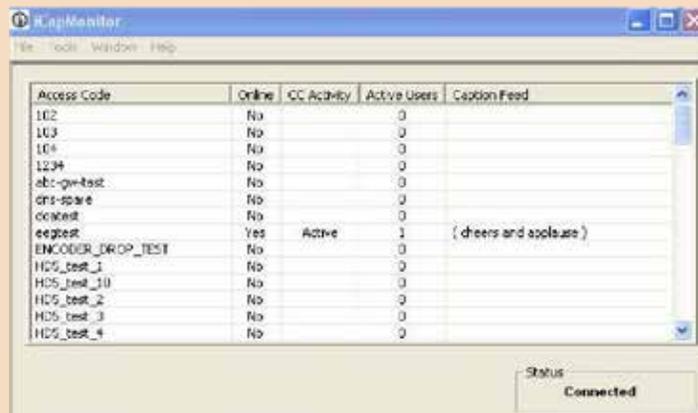
The iCap Captioner PC software is available free with registration at www.eegent.com. A separate manual detailing the features is also available from EEG Support.



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iCap Broadcast Monitor Software

The iCap Broadcast Monitor is a professional broadcast tool that enhances the functionality of the iCap Captioner software for complex broadcast environments where simultaneous QA monitoring of multiple closed captioning feeds and iCap access code setups is required. The iCap Broadcast Monitor includes the individual access code audio and CC monitoring features of the iCap Captioner software package, plus a full simultaneous view of all broadcaster access codes detailing attached encoders and captioners, plus a scrolling caption feed for each access code. Master control staff can use the Broadcast Monitor software to QA multiple channels of captioning in one PC window, opening to a more detailed view of any channel at any time.



Access Code	Online	CC Activity	Active Users	Caption Feed
102	No		0	
103	No		0	
104	No		0	
1234	No		0	
abc-qr-test	No		0	
crs-spole	No		0	
coast	No		0	
eegtest	Yes	Active	1	(cheers and applause)
ENCODER_DROP_TEST	No		0	
HDS_test_1	No		0	
HDS_test_10	No		0	
HDS_test_2	No		0	
HDS_test_3	No		0	
HDS_test_4	No		0	

Status: Connected

For further information on iCap, contact sales@eegent.com or support@eegent.com or visit <https://eegent.com/icap>.

