

Adobe® Connect™ Captioning

Closed Caption Pod User Guide

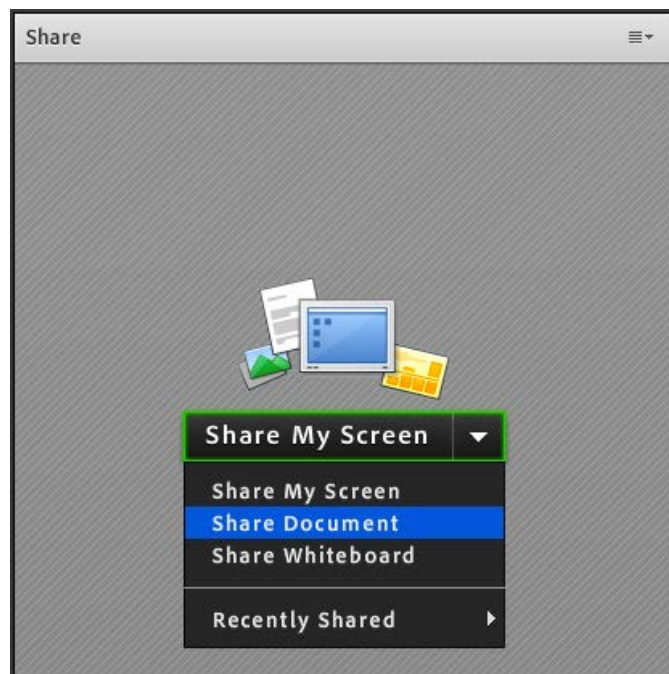
With the Adobe Connect Closed Caption Pod, real-time captioning of audio content may be easily integrated into meetings and events delivered via Adobe Connect. This extension from Adobe ensures that participants who are deaf or hard of hearing may fully participate in online meetings and events. The extension is available free of charge to Adobe Connect customers.

The Adobe Connect Closed Caption Pod appears as a new pod to your Adobe Connect meeting environment. Meeting organizers hire professional captioning services from providers such as the Media Access Group at WGBH, Caption Colorado, and Caption First. Professional stenographers attend the Adobe Connect meeting or teleconference to listen to the audio and transcribe the information using specialized stenographer's keyboards. This information is transmitted to a captioning server.

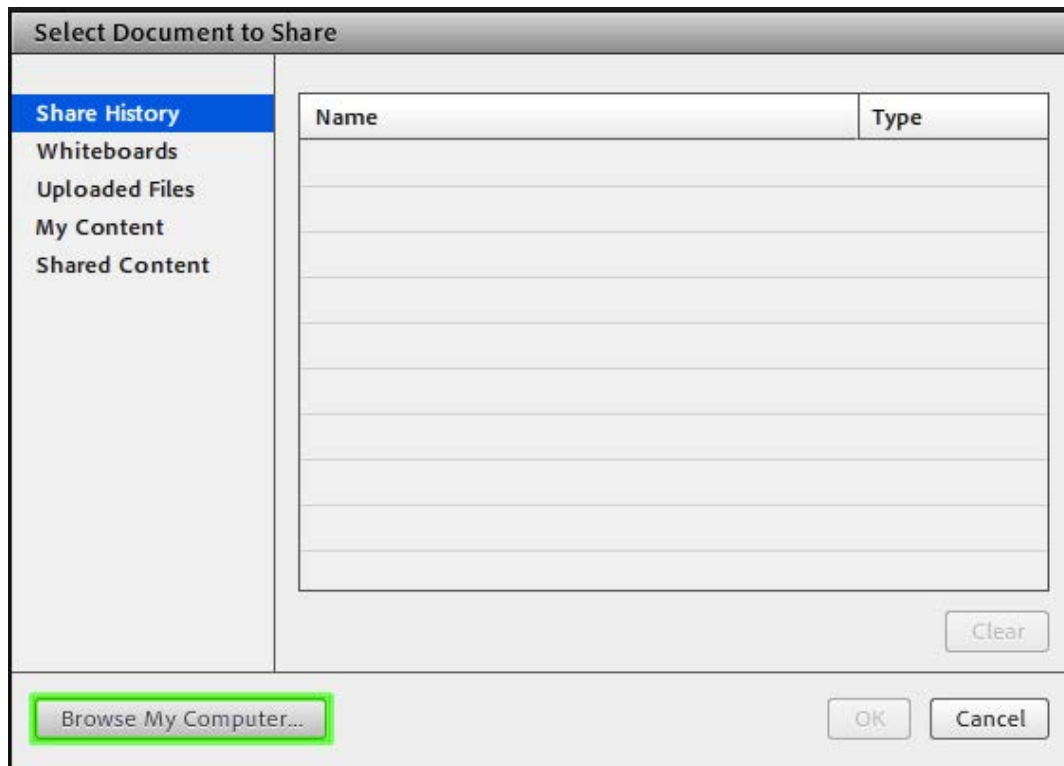
The captions are transmitted to the Adobe Connect Meeting and viewed by the end users. Meeting participants have the ability to customize the caption font size and color settings to enhance readability. Participants can even skip back to re-read previous captions and then fast forward to the current captions. Participants may individually choose to display or not to display captions on their individual screen. Participants can optionally save the captions as a transcript and download them at the conclusion of a meeting.

1. Loading the Closed Caption Pod into your meeting

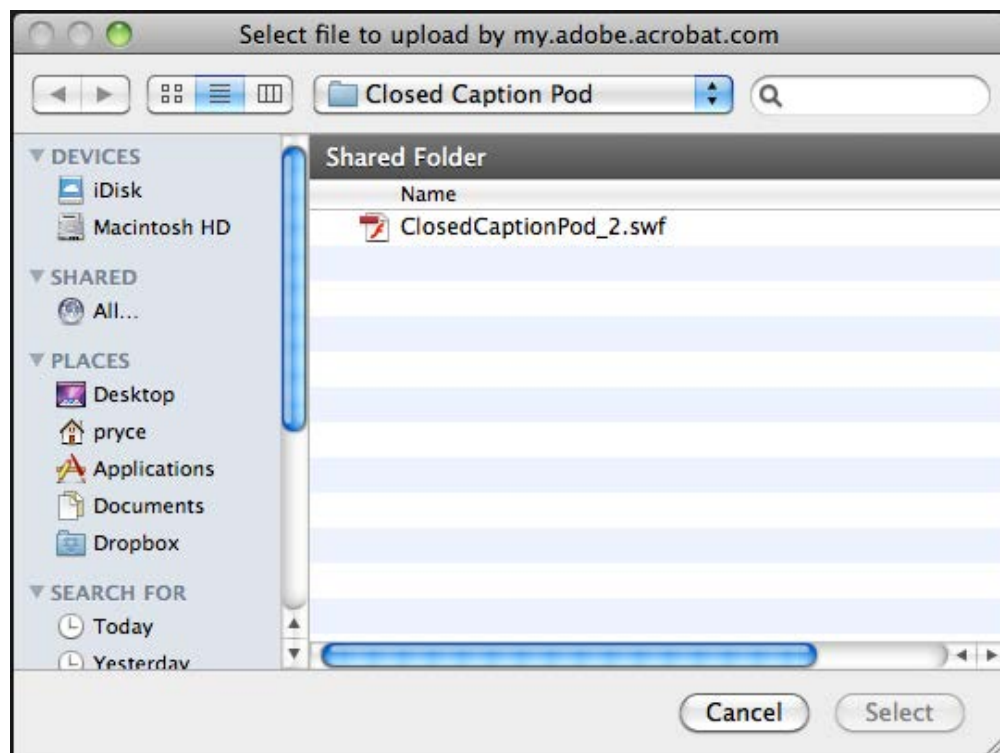
Meeting Hosts or Presenters can upload and share the ClosedCaptionPod.swf file from the Share pod to start the Closed Caption extension. Simply select Share Document



Next, choose Browse My Computer.



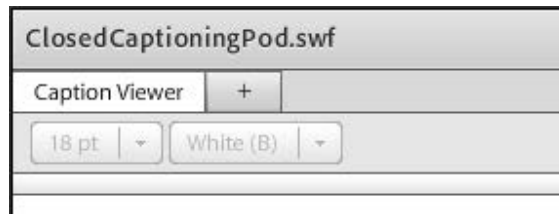
And finally select the ClosedCaptionPod_2.swf file to load.



At any point in time, the Host or Presenter can stop sharing this extension by clicking the "Stop Sharing" button in the toolbar of the Share pod, however if you close the Pod all connections will be closed and any recorded transcripts will be lost.

2. Establishing and managing connections

1. After the Host launches the Closed Captioning Pod, they can simply click on the "+" tab to create the first connection.

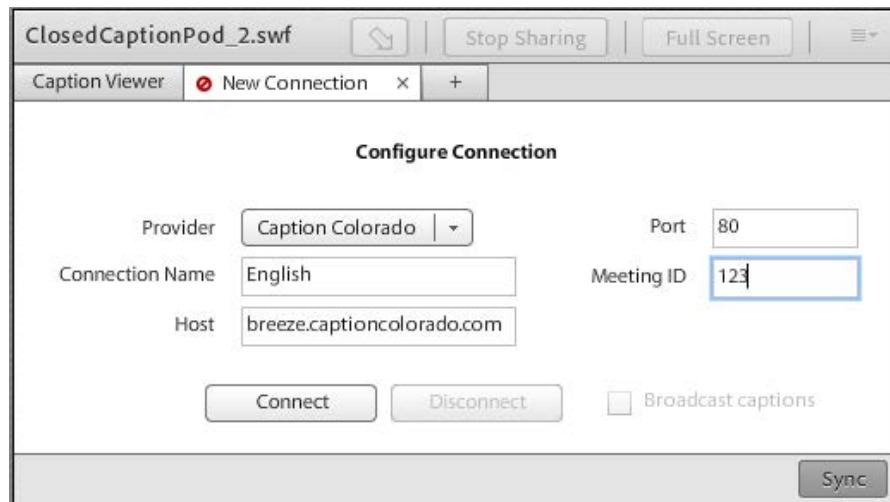


2. On the New Connection tab, the Host can choose to Configure Connection by selecting a caption provider or "Other" in a dropdown menu. The Host selects the provider and the relevant connection form is revealed. Prior to establishing a connection, the tab will be titled "New Connection" and the circular-slashed red "not-connected" icon will be shown on the tab.

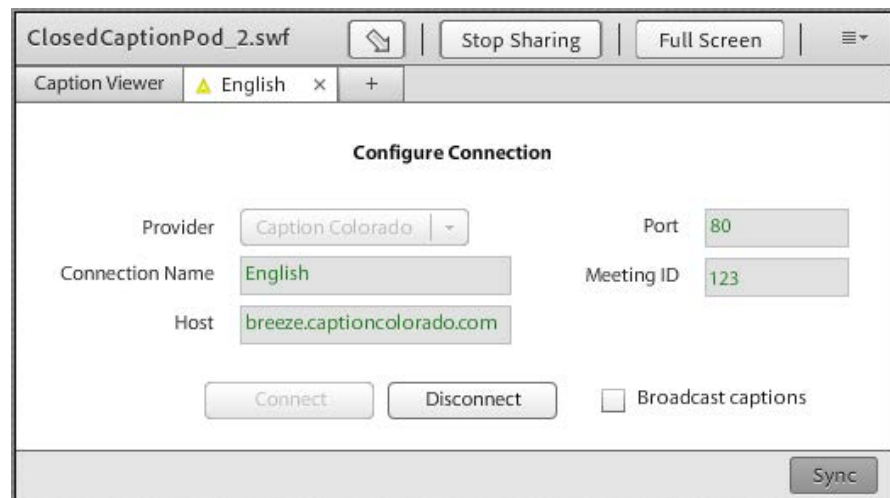


3. Each connection form will have the appropriate form fields required to establish a connection to the selected provider. The Host will be prompted to fill the Connection Name and Meeting ID form fields if it is the first time connecting. Connection credentials will be saved and pre-populated per provider for later connections. Form fields include:

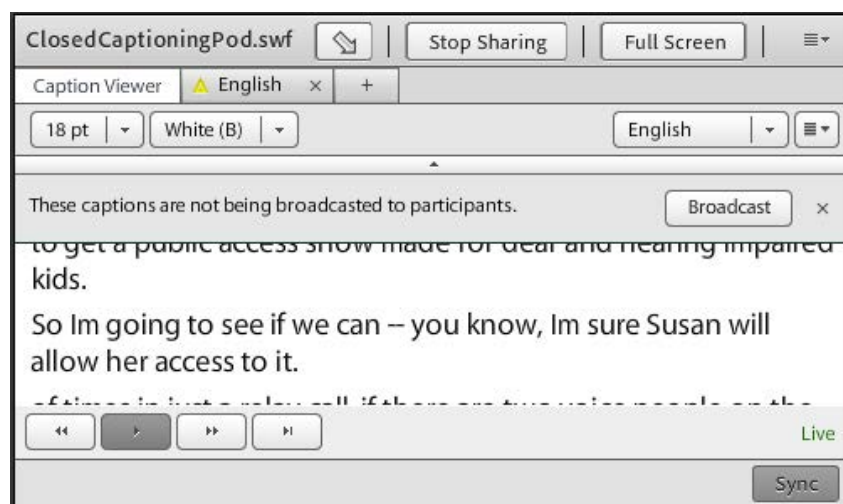
- Provider (populated by dropdown selection)
- Connection Name (the host controls the name of the connection seen by participants)
- Host (URL or IP address of captioning service)
- Port (internet port used for the connection)
- Meeting ID (unique number of the current meeting)



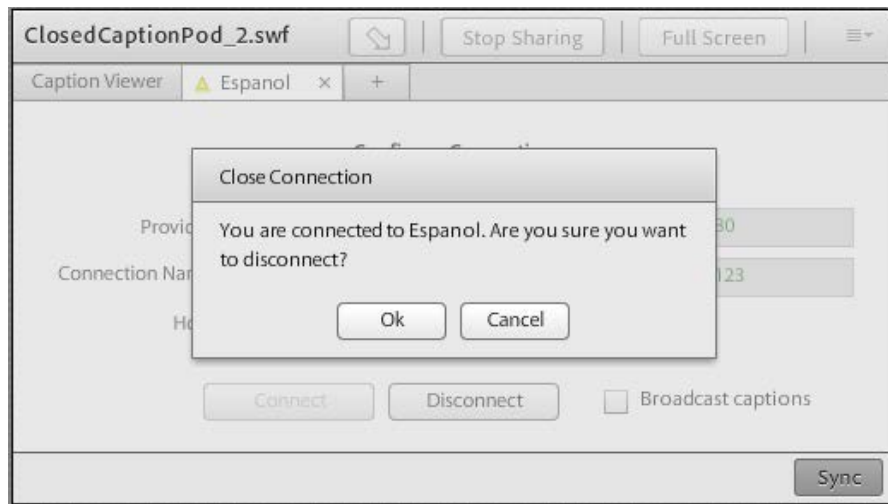
4. Once the information is entered, Host clicks on the "Connect" button to establish a connection. If the connection is successful, the indicator icon changes to a yellow triangle and the "Name" of the connection becomes the tab name.



This state is not broadcasting to all participants but does enable captions to be tested in the Caption Viewer tab. There will be text and a button to "Broadcast" in the Host's Caption Viewer tab that lets the Host know they are not yet broadcasting live captions to participants.

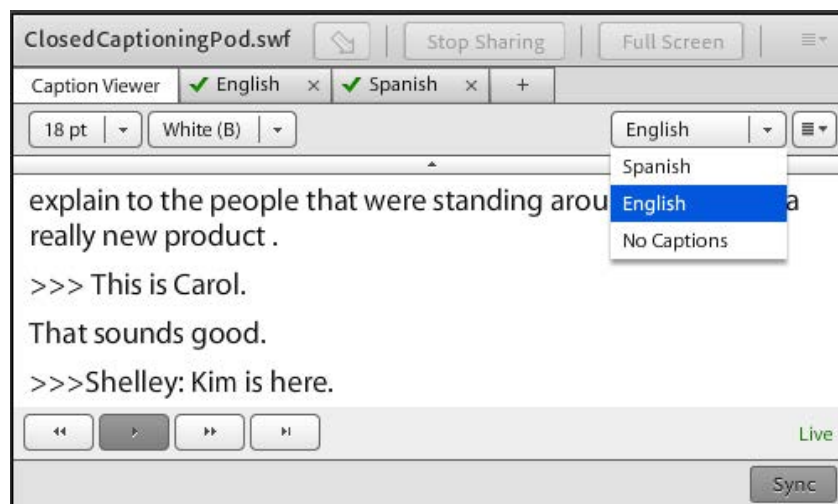


5 . Broadcasting Captions – the Host can check the Broadcast box to start displaying the captions to all participants. This will change the tab connection status to the green checkmark and enable all attendees to see the captions. Unchecking the box will stop the captions from being broadcast. The “Disconnect” button will stop broadcasting and disconnect the connection. On an active connection, the close tab ‘x’ and disconnect button are two different ways to cut off the connection for participants. Both actions will also generate a pop-up dialog box to prevent accidental disconnections.



Hosts will be the only ones able to manage connections. Multiple hosts can configure multiple connections if needed. Presenters will have the same view credentials as attendees. If the original Host who established a connection leaves the room, another host will be notified and can reconnect and rebroadcast the captions - otherwise the connection will be disconnected and the captions will cease.

6 . Multiple Connections – a Host can establish and manage multiple connections, establishing multiple tabs. All participants will be able to select from any of the streams to view captions.



3. Host view and options

1. Display controls

Changing the font size and colors options are the same for Hosts, Presenters, and Participants and will be covered in the next section.

2. Pod Settings : Saving Transcripts

A Host may want to record the transcript to make it available for all participants at the end of the meeting. Any user wishing to record the transcript may need to increase their local Flash storage to provide Flash enough space to store a long meeting's worth of transcript text. The first time users attempt to save a transcript, they will see the Flash Settings dialog for Shared Objects asking them to increase the capacity to 10 MB. To enable this, click "Allow". This setting can be changed at any time by clicking with the right-mouse button (CTRL-click on MacOS) in the meeting and then clicking on the folder icon in the Adobe Flash Player Settings dialog box.



It is important to choose "Record Transcript" at the very beginning of the presentation. Recording will not capture any captions that have already passed - even if they are in the display buffer. When a presentation has finished, but *before* the host has closed the connection, the host can then choose to "Save Transcript As..." either an HTML or Text file.



A Host can enable or disable the participants ability to save the transcript—this will be enabled by default but can be disabled by any host, which would remove the "Save Transcript As" option from all Participants' Settings.

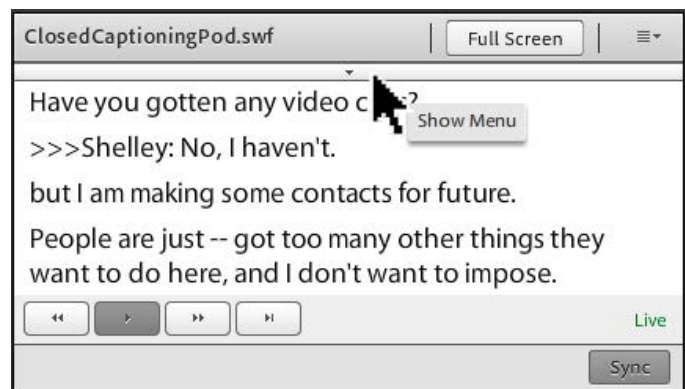
3. Layouts

As with all Share Pods, only Hosts can control the size and positioning of the Pod for all users. Placing the Pod in the *Presenters Only Area* will allow only Presenters and Hosts to see the Pod - the Pod must be on the Layout to be seen by Participants. If you plan to use multiple layouts during your meeting you must ensure that you have placed the Closed Caption Pod on each layout before switching.

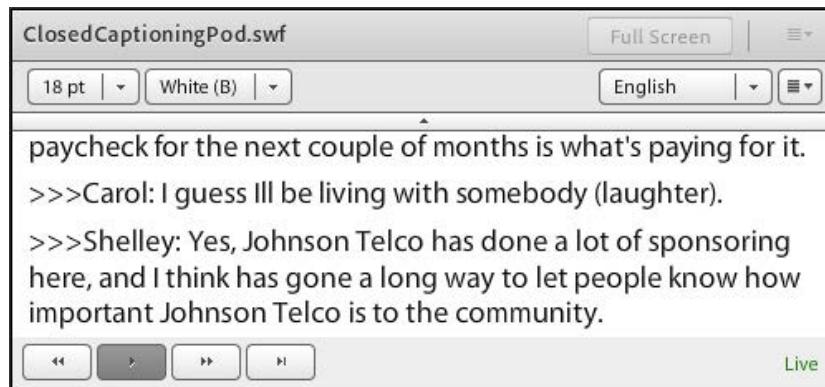
Important: If you switch to a layout, even briefly, that does not contain the Closed Caption Pod all connections will be closed and any recorded transcript will be lost.

4. Hide and Show Menu

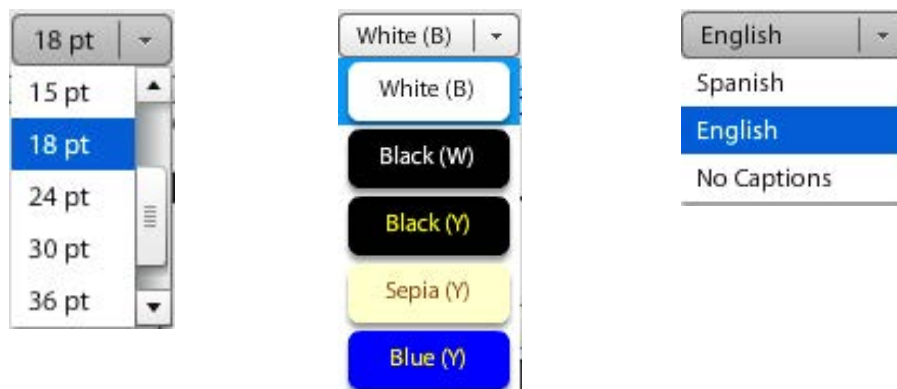
Hosts can individually Hide and Show menus and tabs in the Caption View by clicking on the Hide Menu bar – this action will hide both the menu bar and the tab headers just for that Host. Clicking on the Show Menu bar will again reveal tab headers and tool bar, sliding the captions down.



4. Presenters & Participants view and options



1. Display controls: All users will have individual control of font size and colors within the caption viewing Pod. Once a connection is broadcast, participants will see captions in their main view and will be able to choose from the display menus.

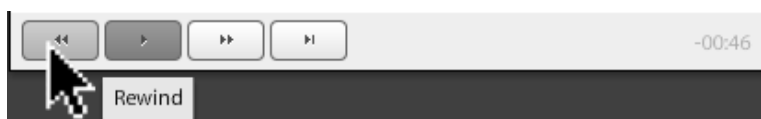


Display options include:

- Font size: user specific control of Font sizes : 8, 10, 12, 15, 18, 24, 30, 36, 48
- Colors: color of background and text: White (B), Black (W), Black (Y), Sepia (Y), and Blue (Y)
- Caption dropdown: controls which connection is being shown; connections will be listed by name with the option for a user to hide the text with "No Captions"
 - ◊ **Important: changing connections will refresh the buffer and change the user's ability to rewind and catch up using the playback controls.**

2. Playback Controls

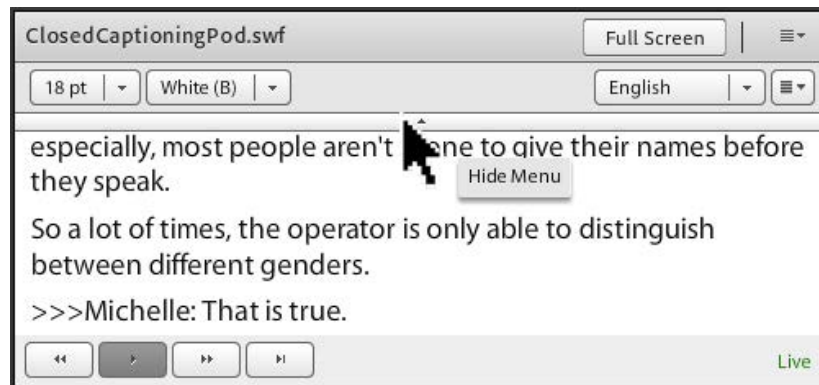
A new feature of the Closed Caption Pod is caption playback control. These DVR-style caption buffer controls allow Participants to rewind and fast forward (up to the Live moment) the captioning.



- Rewind: rewinds stream at four different speeds, with an increasing number of arrows (2-5). First click will activate 2x rewind speed; each successive click will reveal another arrow and increase speed of rewind. This will rewind the buffer back up to 30 minutes or the beginning of the active stream for that connection.
- Play: plays captions at normal speed from current position
- Fast Forward: "catch up" to live by increasing the forward speed of the captions. First click will activate 2x FF speed; each successive click will reveal another arrow and increase speed.

- Live: jumps the buffer to current time
- Time clock: shows users how far behind "Live" they are in the buffer

3. Hide and Show Menu: hides and shows the menu bar so users can maximize visual vertical space to view captions.



4. Settings menu: users can click to reveal menu options to Record Transcript (if enabled), to Save Transcript As... (either text or HTML) or to see the About Caption Pod.



5. Recording Transcripts

If enabled, users will need to click on record transcript to begin the recording process and can save as either HTML or Text. Users may have to increase their Flash storage ability to save transcripts as described earlier. User then will be able to choose to save the transcript as an HTML file or a Text file.

It is important to note that "Record Transcript" must be checked by each individual wishing to save the transcript at the beginning of the meeting.

Development by:

