

iCap Configuration Instructions

Downloading and Installing the iCap PC Client Software


You can download the iCap PC client that is used by captioners from our website at: <http://www.eegent.com/download/iCap/>. After entering brief contact information used for support purposes, click on "PC" then click on the .msi file. If you are prompted to "Run" or "Save", select "Run" to begin the install

The iCap client software must be installed on a PC running Windows XP, Vista or Windows 7 with a Pentium 4 processor, 2GHz or better, 512 MB RAM minimum. You will need speakers connected to the PC so you can hear the program audio. Of course the PC must have Internet access in order to login to our server.

Utilizing the iCap PC Client Software

Once you have installed the iCap PC client, launch the application from the Windows "Start" menu, select "Programs", "EEG iCap" folder, then "EEG iCap". Login using the user information provided by your Caption Agency or provided in the email sent by EEG technical support.

Here is a screen shot of the login screen:



The image shows a Windows-style dialog box titled "iCap Login". It has a blue title bar with a close button (X) in the top right corner. The main area is light beige. At the top, there is a label "Profiles" followed by a dropdown menu showing "(New)". Below this are three labels: "Agency:", "User Name:", and "Password:", each followed by a text input field. To the right of these fields are two buttons: "OK" and "Cancel". At the bottom, there is a label "Save Login?" followed by a checked checkbox.

Once you have logged into the iCap system you may test your setup by connecting to an encoder that is setup here at EEG. Enter the access code “eegtest” then click on “Connect”. If everything has been properly configured you should hear the program audio on your PC speakers or headphones plugged into your PC audio output and see upstream captions, if there are any, in the iCap client window above the Access Code entry field. Your iCap window should appear as shown here:



Using iCap with your writer software

Once the iCap software is installed and you have successfully connected to the “eegtest” access code you are ready to connect to iCap with your writer software and begin sending captions. Click on “Start” to become the active captioner.

The iCap screen should appear as shown here:



Now you are ready to configure your caption software for communication with iCap. We have compiled documentation for configuring the following caption software packages with iCap: BCS, Eclipse, RapidCaption, ProCat and Captivator¹. Download the PDF from the link below for the appropriate software for you. If you are using software other than those listed here please contact EEG Technical Support for assistance if necessary.²

http://www.eegent.com/download/iCap_Config_for_Caption_Software

To begin the process of communicating with iCap launch your caption software and configure an iCap profile as described in the documentation that you have downloaded. Using the iCap profile, begin

¹ The product names BCS, Eclipse, RapidCaption, ProCat and Captivator remain the property of their respective owners

² EEG Technical Support: 516-293-7472 x107

writing. You should see your captions in the iCap monitor window. If you do not see your captions, please check your settings then contact EEG Technical Support if necessary.