Interact-Streamer™

Captioning, Note-taking and Translation

Welcome to Streamer™

Streamer™ is a private and secure captioning, note-taking and translation website configured specifically for your needs. Because it's a website, it works with most any device that can connect to the Internet, including iPads, iPhones, Android phones, Chromebooks, laptops, desktops and tablets. To use the website, you simply open a Chrome browser window, go to *www.streamer.center*, and login. That's all it takes. This guide shows you how to create and use your Streamer website. First, a quick overview.

When you login to your website you'll be placed in the **Lobby**. Think of this as an actual lobby from which there may be multiple meeting rooms you can enter. Your account has at least one **Room**, and with each Streamer subscription you add to your website you'll be given another private and secure room that you can use. You enter a **Room** by clicking on it. You can invite others to join you in the **Room**, perhaps to caption or translate a lecture, conversation, meeting, webinar or livestream event. We'll show you how to do this in a moment. You can also send private messages to other people in the room and share documents. There are a lot of features within Streamer™, but you only need a few to get started. Before reading the rest of this guide it's recommended that you first watch this video: *https://streamerlink.cc/Welcome-to-Streamer*. Additional information can also be found at the Streamer support page, which is
https://streamer.solutions/support

- **A** Room Name
- **B** Private Messages
- **C** Account Settings
- **D** User Manual
- **E** Exit Streamer
- **F** Topic
- **G** Streamer Settings Menu
- **H** Speaker Identification
- **I** Captioning Display
- **J** Room Owners
- **K** Users in the Room
- **L** Microphone On/Off
- **M** Command and Text Bar
- **N** Attach Documents
- **O** Send Documents

Creating Your Streamer Website

If you have not already done this, create your website by opening a browser, going to *streamer.solutions*, and filling in the five-question form. We recommend using *name-admin* as the name of your account, and *name-01* as the name of your first room, where *name* is the name of your firm, agency, school, church or your own name. You will then receive an email from *info@auditorysciences.com* with your account information and a temporary password, as well as additional emails with more information on using your website. If you do not see these emails in your inbox, please check your filtered or spam folders.

Using Your Streamer Website

Step 1: Sign into Streamer™
Open a Chrome browser window, go to *www.streamer.center* and login using your account information. This will place you in your Streamer **Lobby**.

Step 2: Step into Your Captioning and/or Translation Room
Your **Rooms** are displayed in the **Lobby**. Click on a **Room** to enter it. Again, think of this as an actual conference or meeting room, where you own the key to the room. With your admin account you can open or close your room and choose who can enter and use the room. Your room initially holds up to 30 people. If you want a larger room or additional rooms, just let us know and we can do that for you. Note that user accounts are free, but each additional room requires another paid subscription.

Step 3: Start Captioning
Click on the microphone icon Ⓛ and Streamer will start captioning whatever you say. If the Chrome browser asks for permission to access your microphone, say yes.

Step 4: Change the Font Size
Use the Chrome settings to zoom in or out on the Streamer page. When you do this the font size will automatically adjust, becoming larger or smaller.

Step 5: Save the Transcript
To save the transcript, click on the Streamer Settings menu Ⓖ and select the *Download Transcript* option. Note that you can save the transcript in multiple formats, and you can also have Streamer automatically generate a summary of the contents.

Step 6: Clear the Transcript
To clear the transcript, in the Command Bar Ⓜ type **/clear**.

Inviting Others to Join You in Your Room

Step 1: Creating User Accounts
User accounts are the way people will access your Streamer room(s). You could let people use your Admin account, but it is recommended that you create new accounts for others to use. In this section, we'll show you how to create new accounts. These accounts are completely free, you can create as many as you like, and share your room with as many people as you want. You already have your *Admin Account*. There are two other types of accounts you can create:

   a. **Shared Accounts**. A user account that multiple people can use to login and view the captioning and/or translation.

   b. **Individual Accounts**. An account made for a specific person to use.

The steps for creating shared and individual accounts are the same. (1) Go to *www.streamer.center*, (2) click on *Login*, and (3) then select the *Create One* link.

- If when you go to *www.streamer.center* you are automatically logged in, to see the Login link you'll first need to exit Streamer by clicking on the *Sign Out* button Ⓔ
- The new account name cannot have any spaces. Typical formats are *firstname.lastname* and *name-Guest*.
- The email address is only used if the person needs to reset their password.
- Passwords must be at least 8 characters long.

Again, user accounts are what others will use to access your private and secure Streamer room(s). Note that you can choose the language for the new accounts, for example selecting Spanish or Russian or Vietnamese. When you do that, the captioning is presented to each person in the language they have selected for their user account. Anything you say will be presented, both in text, and if they want spoken aloud, to each person in their chosen language. And when they speak their language, you will see and hear what they are saying in English. This is simultaneous multi-lingual translation. Anything said by anyone is presented to everyone in their preferred language.

After you have created the user accounts, you can give them permissions, such as the ability to download and/or clear transcripts. Perhaps you want to lock their password or make it so they cannot change their account name. We've grouped many of these permissions into two categories: *Normal* users and *Super* users, with *Super* users having a far larger set of permissions and features.

a. **Normal Users**. This is the setting typically used for shared accounts. A normal user does not have the microphone or command bar at the bottom of their window (items Ⓛ Ⓜ Ⓝ and Ⓞ) so they cannot enter any commands nor add to the captioning. Without the command bar and microphone they can only view the captioning. They also cannot change the name of their user account, the language or the password. To make an account a normal user, using your admin account type /**makenormal @user** into the command bar Ⓜ .

b. **Super Users**. This is the setting typically used for individual accounts. A super user has the microphone and command bar at the bottom of their window, plus they can change their account name, password and language. To make an account a superuser, type /makesuper @user into the command bar Ⓜ .

There are many other permissions you can grant to user accounts. These are described in the rest of this Quick Start Guide, as well as in Streamer's on-line manual Ⓓ . To download a printable version of the manual with all the commands, go to *https://streamerlink.cc/Streamer-Manual-Print-Version*

Step 2: Allowing Others to Access Your Room

Streamer is a private and secure system. To let other people use your Streamer room(s) you need to first give them permission to do so. To do this, log into Streamer using your Admin Account, enter the room you want to share with others, and type the allow command, which is /**allow @user**, where **user** is the name of the user account that you are allowing to access your room. When individuals then log into Streamer using the new accounts, they'll see the room(s) that you have given them permission to use. If you ever want to remove that permission, type /**unallow @user** into the command bar.

Captioning and Translating Livestreams

There are several ways to caption livestreams. Here are three options. To watch a video on this, go to *https://streamerlink.cc/CaptionLivestreams.* Also please review the **Best Practices** section below for important information on setting up livestreams:

a. **Open Captioning (everyone sees the captions**): To do this, when you set up your Livestream, share a monitor that is showing the Streamer captioning. For detailed instructions go to the 1 minute and 35 second (1:35) timepoint of the above video, and to the 3:00 point to see how it looks. Note you do not need to share an entire monitor, it is fine to just select the Streamer window.

b. **Open Captioning Using the Overlay Feature:** With Streamer's Overlay feature you can superimpose the captioning on top of another application, such as a video you are showing or a stack of PowerPoint slides. You launch the Overlay tool by selecting it in the *Streamer Settings* dropdown menu **G** . To see how this is done, jump to the 3:05 timepoint of the video, and to see how it looks go to the 3:24 timepoint. Note that the picture and name of the person speaking is shown in the left side of the Overlay. That's a very nice feature for someone that is deaf or hard of hearing.

c. **Closed Captioning (only people that want to view the captioning and/or translation will do so).** This is the most popular form of captioning. Before you start your presentation, log into your Streamer account, enter the room you will be using, and turn on the microphone to caption your speech. You can then hide your Streamer window – Streamer keeps captioning your speech even if it is running in the background. If multiple people will be speaking during your presentation, have them also login and start Streamer. Then, during the livestream people that want to view the captioning will log into your Streamer room using their Streamer account. This is a great way to use Shared Accounts. Everyone that wants to view the captioning can log in using the same Shared Account. For example, if you have accounts called *Guest-English,* and *Guest-Spanish,* everyone logging in using those accounts will see, and hear, the presentation in the specified language. Note that each account logged into your room shows up on the right side-panel of the Streamer interface **J K** . If you are using this approach with Shared Accounts, at the start of your presentation show everyone a slide with the login information, such as the slide shown below (you can download a PowerPoint template of this and similar slides by going to *https://streamerlink.cc/Closed-Captioning-Slides-pptx*).

To View a Live Captioning

- Go to **www.streamer.center**
- Sign in using account **Guest** and password **12345678**
- También puede usar **Guest-Spanish** y la contraseña **12345678**

Additional Steps to Consider

Personalize your account by clicking on the Account Settings icon (C). Set your picture by clicking the box in the upper left corner of the Account Settings page, and add a personal note to your name by typing into the box. These items help others identify you (see items (J) (K) and (H)). If you are using the translation option, you can also select your preferred language. This way, no matter what language a person is speaking, you can always view the captioning and hear what they're saying in your chosen language.

Personalize your Streamer Rooms: To change the label of your room, enter the room and type **/topic label**, where **label** is the new title you want to use, such as your name or the name of an upcoming livestream event. You can also show a message to each person each time they enter a room on a given day. To do that, enter the room and type **/welcome msg**, where **msg** is the message you would like them to see.

Here are a Few of Streamer's Many Advanced Features

Streamer includes a lot of features; we've just touched on the main ones. For more information go to the support page at **www.streamer.center** or view the online help manual (D). Here are some additional ones to consider.

- **The Streamer Settings Menu** (G). Open this menu to see some of the tools you can use. For example, the Hide/Show Side Panel option reveals the side panel (J) and (K). This panel shows you who is currently in your room, and gives you access to Streamer's PhraseBuilder™ note-taking features.

- **The Account Page** (C). There are several tabs in the Account Page. Use these to change the language, your password, the name of the account, and to configure your Phrases. Phrases are the notes that you can enter into transcripts, tagging areas of importance. These are private notes that you alone can see, they are not part of the overall transcript. Use the Phrases tab to create your own categories of notes.

- **Sending a Private Message** to friends is easy. Click on their name in the Users (K) or Room Owners (J) section of the side panel and type your message. The message is private -- other people in the room will not be able to see it. It is only sent to the names that you select. If the person isn't currently in the room, you can also type their name preceded by the @ sign, for example, **@Chris**. All messages are saved in the account's Notification Page (B).

- **Sending a Document to Others** is easy. Click on the **Attach Documents** button (N) and after previewing it click the **Send** button (O). A shortcut is to drag-and-drop the document you want to send into the Display Area (I).

- **The Overlay Option** in the *Streamer Settings* menu launches a separate window that displays the captioning. You can choose the font, size, color and the line spacing of the captioning, as well as the background color and transparency setting of the window. Resize the Overlay window to your preference and drag it to any location on your screen.

- **The /broadcast Command** sends a message to every person that has an account that can access one of your rooms. It's a great way to send a message to everyone.

- **The /Autoclear Command** lets you specify when Streamer should clear the transcript. Note that once it's cleared, it is gone forever.

Commonly Used Commands

The entire list of commands along with their complete descriptions are shown in the Help Menu ⓓ. Here are a few of the more popular ones.

- **/clear** clears the contents of the transcript.
- **/allow @user** lets a user account access the room.
- **/allowed** shows you a list of accounts that can access the room.
- **/setclear @user [yes|no]** sets whether accounts can use the **/clear** command.
- **/makesuper @user** lets an account add captions to the room.
- **/makenormal @user** means the account can only view the captioning.
- **/addowner @user** adds ownership of the room to that account.
- **/setdownload [yes | no]** sets whether accounts can download transcripts.
- **/setdisplay [bright | dark]** changes the color format of the layout.
- **/topic message** changes the description of your room.
- **/welcome message** sets a message people view when entering the room.

Some "Best Practices" Tips

- **The captioning is far more accurate** if each person speaking wears a microphone versus using one that is built into their laptop, tablet or phone.

- **Selecting and Configuring your Microphone:** The microphone you use is an important part of accurate captioning. If you're in a noisy environment, such as a classroom, shopping market, or conference room, then you'll want to use an external microphone – the mics embedded into your device simply will not work well. A noise cancelling mic is recommended. Contact SpeechGear for assistance in selecting the best microphones for your situation(s). Also, make your external mic your system's default microphone. That way whenever you plug it in, Steamer automatically uses that one versus a built-in mic.

- **If multiple mics are being used**, there may be an "echo" that duplicates what is being said in the transcript. For example, as one person is speaking the other person's microphone will hear that speech and recaption it. To avoid the echo, it is best if each person mutes their microphone whenever they are not speaking.

- **Background Noise:** The quality of the captioning is based on the clarity of the audio signal. Start your conversation with a reminder that people should talk in an area that is free from background noise.

- **Create a Desktop Shortcut:** When you're logged into your Streamer room, click on the *Chrome Settings* menu (the three dots in the upper right corner), select *More Tools* and then *Create Shortcut*. In the future, when you click on that shortcut you'll be automatically placed in your captioning room.

- **Save Transcripts to a Specific Folder:** In the *Chrome Settings* menu, select *Settings*, then *Advanced*, and then the options displayed in the *Downloads* section.

- **Share Your Subscription with Others:** Sharing your subscription with others is great. We encourage you do to do that. Have each of your friends create their own Streamer™ account and give them access to your room. Remember, you can create as many accounts as you want for free, there are no usage limits, or limits to the number of accounts you create.

⚬ Streamer™