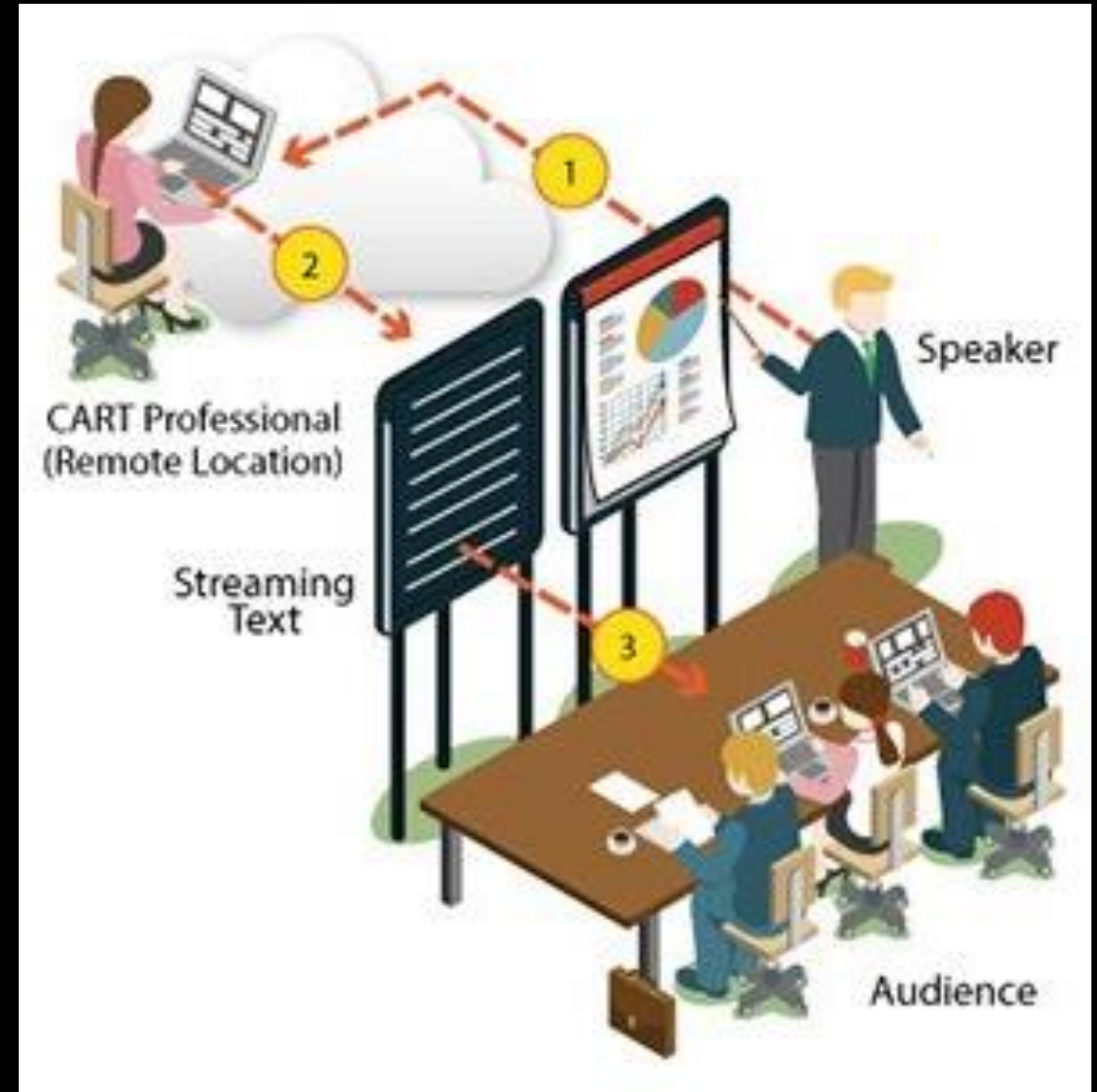


Remote CART Service Instructions

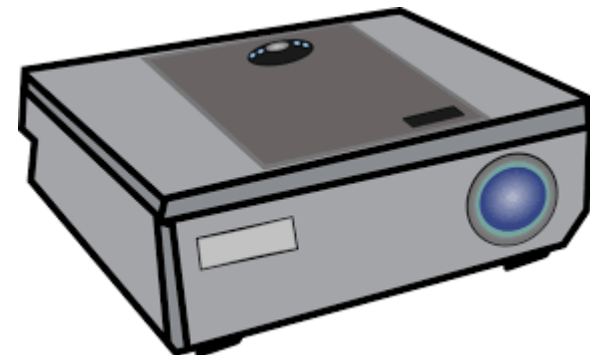
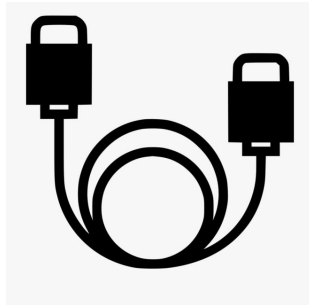
- Equipment
- Set-up
- Troubleshooting
- Contact information





Equipment

- Laptop
- Skype Account
- Microphones
- MiFi/WiFi Connectors
- Extension Cords
- HDMI Cords
- Projector





Laptop

- Laptops are preferred due to the ease of connection with projectors.
- Start-up information for laptops must be easily accessible.
- It is recommended that username and passwords be openly available.
- The Laptop used for remote CART services, should not contain any confidential information, should be of basic capabilities, having internet browser capabilities.
- iPads/Tablets may be used but must have adaptors for connection to projectors.
- The microphone used must be able to pair with the iPad or Tablet.



Skype Account

*There may be other platforms that can be used, at the time of this Powerpoint being developed, Skype was the most common

- A Skype account must be downloaded onto the Laptop.
- It is beneficial to have the Skype account information easily accessible.
- This would include Skype username and password. It is best to use a “community” username and password, not a personal one.
- The skype account will be used to call the Remote CART provider, enabling the microphone.

Microphones - wireless

- One of the CART providers preferred choice of microphone is the RevoLab Microphone.
- It pairs nicely with the laptop and the Skype program. It has its own dock and USB cord. Please remember to charge the microphones the night before!
- Presenters are able to wear the microphone on their lapel for clear and understandable speech.
- The downside is that only ONE microphone can be paired and used at a time.
- (One scenario that this will effect is if there are two presenters “one presenter non-deaf and the other presenter deaf using sign language. The interpreters need to be heard speaking as the presenter. The laptop may have to be placed closer to the interpreters enabling the skype “phone” to hear the interpreter’s stage microphone.)



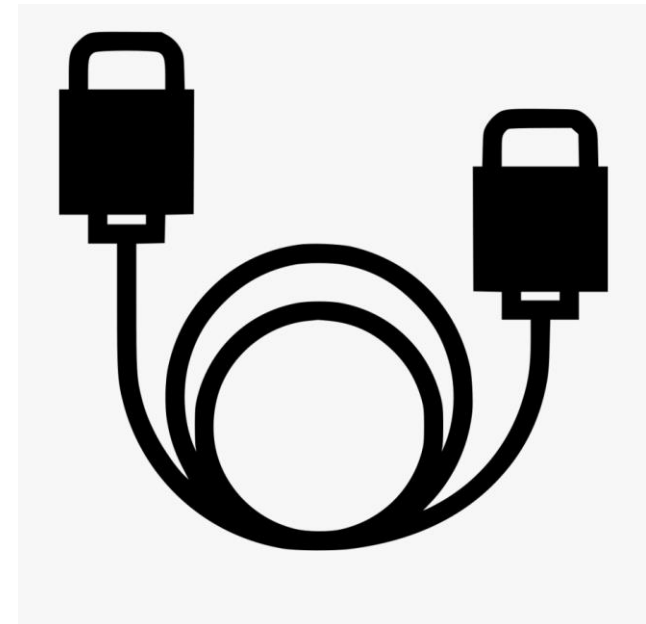
WiFi/MiFi Connections

- This equipment is good to have on hand in case the Wi-Fi connection at the venue is sluggish.
- The MiFi/booster will enhance the signal, hence the remote CART message will display clearly.
- This equipment would especially be beneficial for College campuses, classrooms located in older buildings or basements, venues that are notorious for slower speeds for WiFi.
- *Worth noting, if the classroom designates one hard wired outlet for internet services, then an Ethernet cable must be provided as well.



Extension Cords/ HDMI Cords

- An Extension cord will be needed for the laptop. It may help to have a spare “energy saving outlet extension cord” available too.
- HDMI Cords: These cords are used to connect the laptop to the projector. At some venues they may have a cord ready to use, but it is good to have your own just in case.



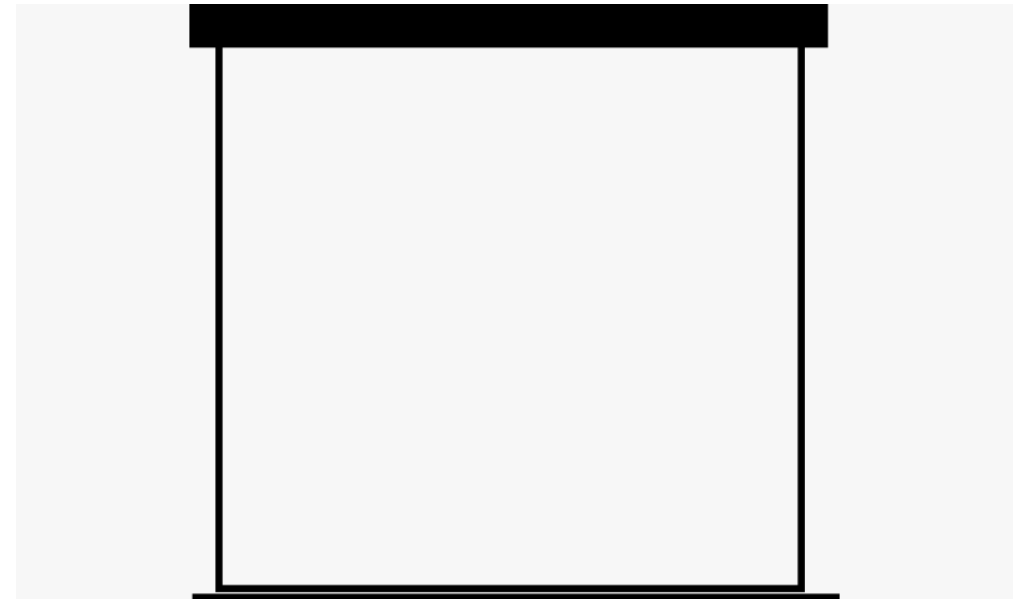
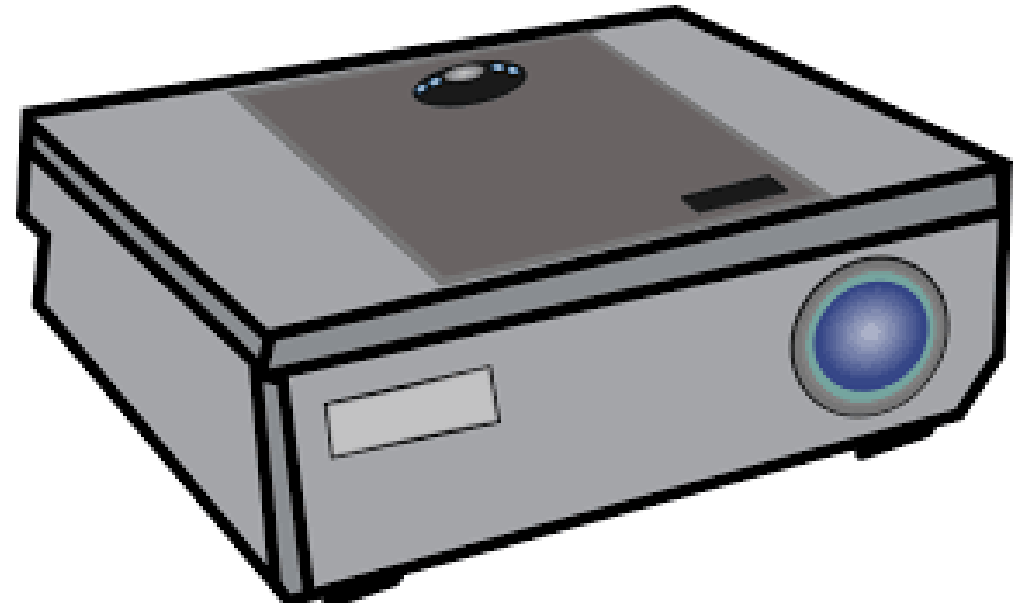
Step by Step Instructions

- Access the room
- Place equipment near projector
- Turn-on laptop, attach power cord
- Connect Microphone via USB cord
- Open Internet Browser/Skype account
- Connect to CART provider – chat capabilities
- Click on link for streaming
- Call provider through Skype
- Connect HDMI Cord to Projector
- Ask for test message to be sent/viewed
- Commence CART captioning
- Refresh stream link between sessions

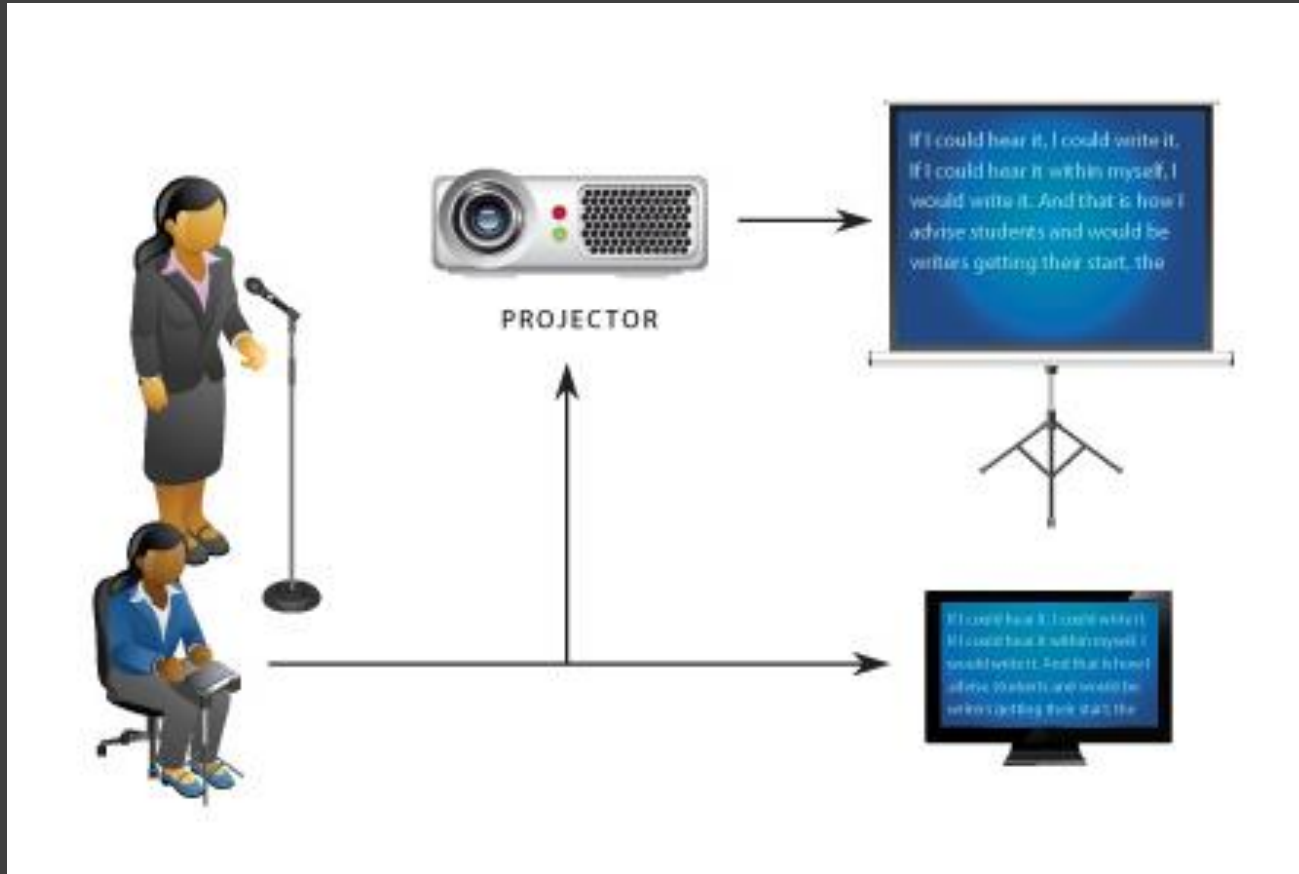


Set-up Tips

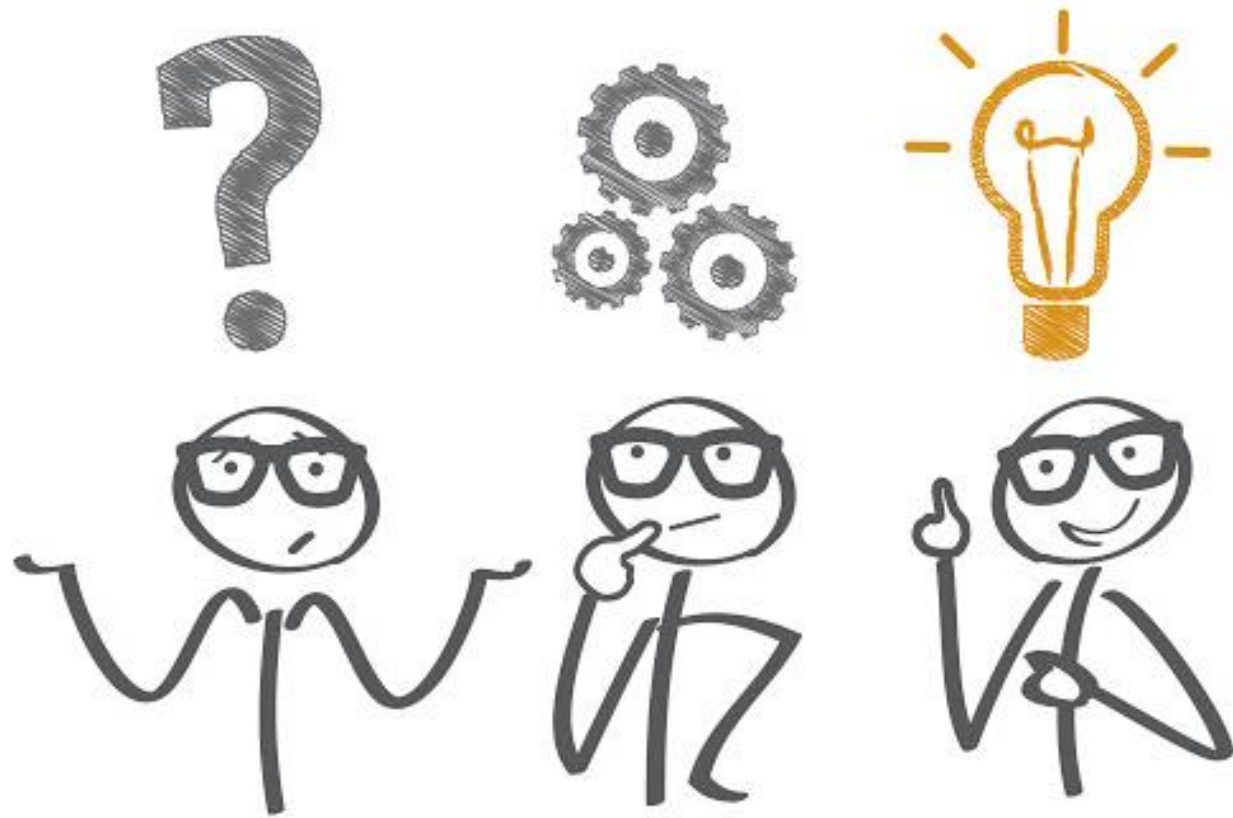
- Before setting up, access the room. The projection screen should be visible to all in attendance. If the venue is a classroom, projection screens are not used, the student will either have their own laptop and microphone, or the college/university will have a loan program with their remote CART kit.
- Projectors are typically in front of the room near the presenter. The equipment should be set-up next to the projector. A secure/steady table, cart or student's desk must be available to place the equipment on.



Connection Tips



- Laptop needs to be plugged in. Microphone USB cord and dock connected. Internet browser and Skype account opened.
- Once equipment has been connected, connect to the CART provider via the Skype information. Using skype, dial the provider and test the microphone connection. There is also the capability of IM Chat, this way any problems can be discussed via text.
- The Remote CART provider will send you the streaming link, as well as, their skype account information. The header on the stream page can be hidden – right lower corner: show/hide
- The provider will send a test message to ensure all is working.



Troubleshooting



- **Problem:** Microphone not working: (These instructions are for the Revolab Microphones)
- Check that the microphone connection is not loose.
- The button on the mic will mute the microphone when pressed. It also mutes automatically when removed from the dock, press the button. It will flash green when ready.
- Check that the microphone is charged and ready for use.

Troubleshooting - Microphone

- **Problem:** No captioning showing up on the screen:
- Refresh the screen.
- Close the Internet Browser and reconnect the link
- Reconnect to the provider's Skype account.



Trouble Shooting – Captioning

No Audio



This Photo by Unknown author is licensed under [CC BY-NC-ND](#).

- Refresh the Skype page
- Make sure computer/iPad is not muted
- Refresh stream text screen
- If all else fails, use a cell phone's speaker phone.

Additional Tips

- If the situation has multiple presentations/presenters, the streaming link will need to be refreshed between presentations using the refresh button at the top of the screen. It may also require disconnecting and calling the provider through Skype between presenters.
- It is recommended to have a person “oversee” the equipment, connection during the session, in case a difficulty arises.



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