

# C-PRINT® WEB CLIENT OPERATING INSTRUCTIONS

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The *C-Print® Web Client* application is used to view C-Print captioning on computers, tablets, and smartphones. The application is useful **ONLY** when linking to a C-Print service provider (captionist).

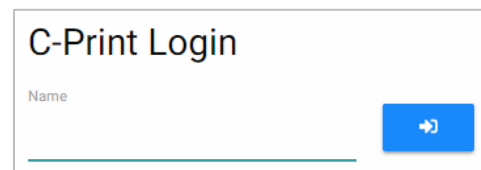
*C-Print Web Client* is compatible with current versions of Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge. (It may also display properly on other unsupported browsers.) C-Print Web Client **is not compatible** with Internet Explorer.<sup>1</sup>

*Note: Throughout this Help document, the terms ‘click’ and ‘select’ also refer to the ‘tap’ action on touch-enabled devices.*

## TO MAKE A CONNECTION

The connection information for your session will come from the party providing C-Print captioning services.

1. **Open a browser** and **enter the connection information provided** in the browser address bar.
2. On the C-Print Login page, place the **cursor in the Name field** and **enter a username** of your choosing. The username must be between 3 and 50 characters.
3. Press **Enter** or click the **arrow to the right** to connect.



C-Print Login

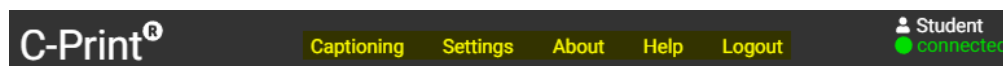
Name

***If the connection is not successful***, check the information provided by the party providing C-Print services to ensure that it is correct. Also, check your Internet connection. Try again and if the connection is still not successful, contact your service provider.

## THE APPLICATION MENU

As with many web applications, the location of the items on the screen will change depending on the type and size of device you are using. It will also depend on the size of the browser window.

- The *C-Print Web Client* menu will be displayed either across the title bar, or in the top left of the title bar.



- If the menu is a “list” icon, tap on the icon to display the options.









- To return to the captioning document from any of the pages, you can click on the **Captioning** option in the menu, click the **C-Print®** in the title bar, *or* click the back button on your browser.

## TO CHANGE THE DISPLAY SETTINGS






Select **Settings** from the menu to set display preferences, including theme (font and background colors) and font size.

- To change the theme, click on the down arrow to the right of the theme name and select on the desired theme. There are five themes available:

- Paper Cloud (default)  black text, white background
- Starlit Night  white text, black background
- Blue Horizon  cream text, blue background
- Mellow Sky  blue text, cream background
- Purple Midnight  purple text, black background

- To change the font size, click and drag the button  along the slider bar.


## TO CHANGE THE VIEW AND SCROLL/MOVE IN THE DOCUMENT

- To make the document full screen, click on the **full screen button**  at the top right. Click the **regular screen button**  to return to the normal view.
- To have the captioning document scroll automatically, click on the **scroll lock button**.  When auto-scroll is enabled, a checkmark will appear next to the button. 
  - To look back in the document while captioning is active, press the button  to disable auto-scroll.
  - If the captioning is paused, you can move back in the document without disabling auto-scroll. The auto-scroll will resume when the captioning restarts.

There are several scrolling options in the captioning document depending on the device and peripherals you are using (such as a mouse).

- Use the scroll wheel on mouse
- Swipe (flick) up or down on the screen to scroll down or up
- Use the vertical scroll bar on the right side of the window

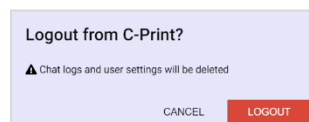
When you're done scrolling, we advise that you enable the scroll lock (press the blue icon).

- If you are not at the bottom of the document, indicator arrows  will display at the top and bottom of the document to alert you. Click on the scroll buttons to move to the top or at the top/bottom of the screen. Enable scroll lock if preferred.

## TO DISCONNECT FROM A SESSION

When you would like to leave a session, select **Logout** from the menu.


Click **Logout** when prompted to confirm that you would like to disconnect, or **Cancel** to return to the session.

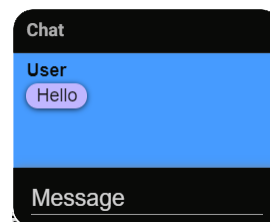


Another option to disconnect from a session is to close the browser tab.

## TO COMMUNICATE WITH THE C-PRINT SERVICE PROVIDER

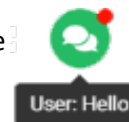
To send a message to the service provider:

1. Tap the **Chat button**  at the top right.
2. In the Chat popup, place the cursor in the 'Message' field provided and type your message.
3. Press Enter or tap the right arrow (if available) to send your message.
4. To close the Chat popup, tap the Chat button.





When you receive a message from the service provider:

- If the Chat popup is open, the message will display in a bubble above the text entry field.
- If the Chat popup is not open, a red dot will appear above the Chat button and the message will briefly display in a bubble below the button.



## TO SEARCH THE DOCUMENT

To locate words (or phrases) in the captioning document:

1. Tap the **Search button**  at the top right.
2. Place the cursor in the search field and enter the text you want to locate.
3. Use the arrows to navigate to the next or previous instance of the text in the captioning document.
  - If the word is not in the document, the search show 0/0 results.
4. To close the Search popup, tap the  button.



<sup>i</sup> Apple has ceased support/updates for iOS 9 and 10. As a result, devices with these iOS versions have potential unpatched security vulnerabilities and are no longer supported operating systems for the C-Print Web Client.