

◀ See a Voice ▶
CAPTIONING
TECHNICAL GUIDE

Full Equipment List:

2 x display unit (depth 90mm / length 1650mm / width 359mm)

[London hubs: 1 display per hub]

2 x power supply for units

2 x brackets & 2 x clamps for attaching unit to speaker stands

2 x 35mm diameter speaker stands

1 x Inspiron 1501 Dell laptop

1 x power supply for laptop

1 x USB cable

1 x USB-RS485 Converter

1 x XLR-Y cable

4 x 1/2 tonne mallion rapides

4 x 1/2 tonne bow shackles

2 x 0.5m black steel wire (soft eyes)

2 x 1m black steel wire (soft eyes)

2 x 4m black steel wire (soft eyes)

2 x 2m standard microphone cable (NC3MX-NC3FX)

1 x 100m Van Damme Coax SK300 drum

1 x 0.25m, Male XLR - 2 Female XLRs splitter [not applicable for London hubs as only one display per hub]

1 x 50m standard microphone cable (SP240)

2 x 20m standard microphone cable (NC3MX-NC3FX)

2 x 10m, 2way 13A plug

2 x Female XLR - Female XLR adapters (NA3FF)

2 x Male XLR - Male XLR adapters (NA3MM)

This guide is intended to assist with the setup of the captioning system provided by See A Voice.

What is Captioning?

Open captioning is the delivery of a body of text, via a computer and cable link, to a dot matrix display screen, triggered in real time by an operator.

The system

This system comprises of:

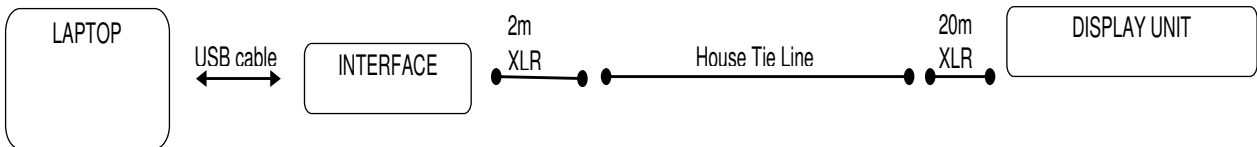
- A computer with Microsoft Word for converting the script into a plain text document, and STAGETEXT captioning software for formatting the script and outputting it to the display unit during a performance.
- USB to RS485 converter unit, which terminates in an XLR suitable for house tie lines or audio multicore.
- LED display unit: this is a dot matrix with a configuration of 352 x 64 pixels (11 modules across at 32 dots per module x 4 modules high at 16 dots per module). The LED's are 3.00mm with 4.57mm pitch. The display unit has rigging points at each end on the top and it can also be mounted on speaker stands, depending on the placement you need for a particular production.

Equipment Setup

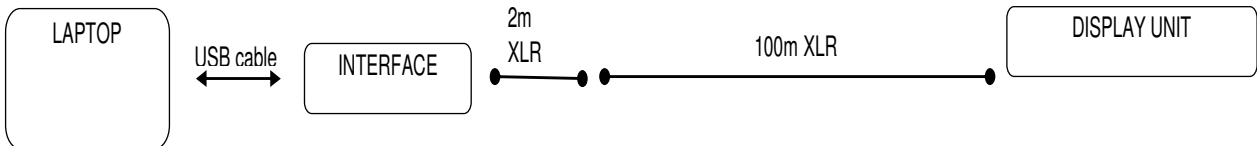
The connections between the equipment are simple. A USB A-B cable links the computer to the interface, an XLR microphone cable links to a tie line, a multicore, or a drum of microphone cable to run to the display unit.

There are a few ways of connecting the equipment depending on the venue:

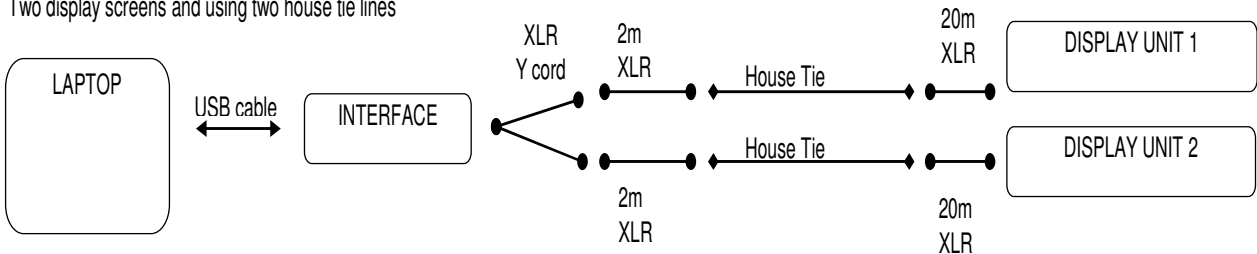
One display screen and using house tie line



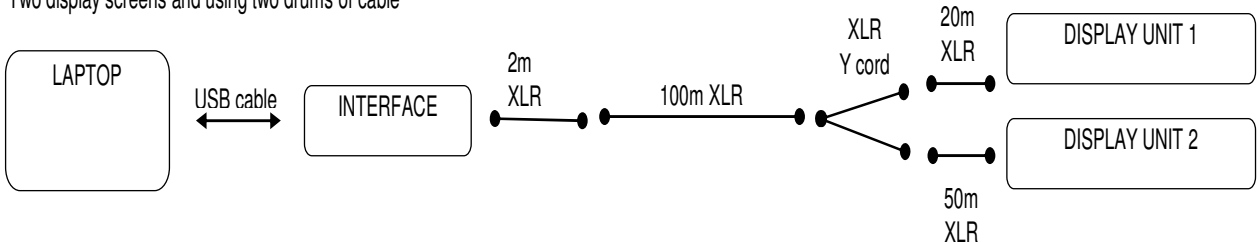
One display screen and using drum of cable



Two display screens and using two house tie lines

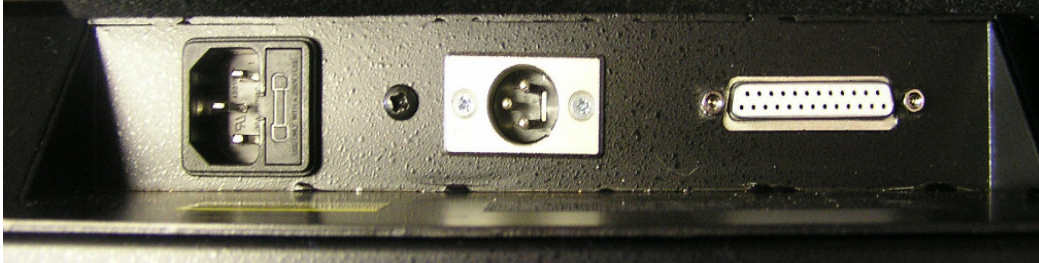


Two display screens and using two drums of cable



Display Connections

On the top rear section of the unit there is a power cable (240V), two data connectors, the XLR port, which we suggest you use, and a 25 pin connector which can be used via a XLR/RJ11 interface cable but this is not normally used so if not supplied in the See a Voice equipment. Also in this area a green LED is fitted to indicate power to the unit.



Laptops

The captioner's laptop will be the "back up" computer for a performance and the computer provided with the equipment will be used to output the show.

The captioner will use their own laptop to format and use the computer provided to make last minute corrections and output the show.

It is wise to load the show file onto both computers when the captioner arrives for the pre-show test. In the event of an issue during the show, the USB cable should be plugged into the back up laptop before logging on and proceeding.

To access the laptop you need to log into the User account. To do this the password is: seeavoice

Testing the Connection

Prior to the captioner's arrival please carry out this test to ensure that the equipment is properly connected.

1. Once you have logged on to the laptop you will find the program icon on the desktop with the STAGETEXT logo.
2. Double click the logo to open the program.
3. A window will appear which asks you to "Please enter password".
4. Click OK.
5. Another window will appear saying: "Invalid passcode entered, save and COMs disabled".
6. Click OK.
7. Check the correct COM port is selected by going to Control Panel / System / Device Manager (left of box) and enter password: e16lt, then click OK. Then go to Ports and expand; this will tell you which COM port you are working from. Close the window.
8. Return to the captioning software and click Communications / Set COM port and click on the COM that your Control Panel search told you that you are working from. This is the correct COM port for communicating with the unit.
9. Click Communications again and select Send Test. The word 'Test' will appear on the caption unit.

Fault Finding

Any faults are most likely to be either:

- A. That something hasn't been plugged in!**
- B. A blank display:** this is most likely to be a communication problem between the laptop and display unit.
To rectify first check that the COM port is correct on the laptop (see instructions above, 7 & 8). This allows you to select the correct COM port for communication with the caption unit.
OR
- C. Garbled text on the display when outputting the text (see picture below):** then it is likely that there is a phase reverse in the cabling.

