Client Instructions for Remote CART Using Teleview

It is a good idea to establish your connection approximately 15 minutes before the session is scheduled to begin. During this time, the CART provider can assist with more efficient troubleshooting than what can be provided once the session has already commenced.

You will need to download and install the latest Java runtime software. This may require a computer restart.

Please create a Google Talk account. If you encounter transmission problems during your remote CART session, whether initial connection is lost or you cannot connect at all, inform the CART provider via GoogleTalk (CARTprovider) and continue to attempt to access the display. If possible, the webstreaming issue will be resolved at that time. Otherwise, you will receive your transcript via email as soon as possible.

You may access your remote CART session via this link or through The CART Connection homepage.

Your username will be your first and last name. Your password will be **test**.

Firefox is strongly recommended for use with Teleview.

If you cannot connect, you may need to try the following.
Go to the **Start** menu.
Click **Run**.
Type **cmd** and press **Enter**.
When the command line window opens, type the following: **ipconfig /flushdns**
Close the command line window and try to connect again.

While viewing the Teleview display, Control + Page Down will lock the automatic scroll feature.

Please feel free to contact The CART Connection via email regarding any questions, comments, or suggestions you have regarding Communication Access Realtime Translation.

www.theCARTconnection.com