



relayhawaii.com/rcc

Relay Conference Captioning (RCC)

Allows residents from Hawai'i who are deaf or hard of hearing to actively participate in multi-party teleconference calls or webinars.



How to Schedule the RCC Service

- Make an appointment **at least 48 hours** (two working days) in advance to guarantee the service
- Go to **relayhawaii.com/rcc**
- Click the **Book an event** link
- Fill out required information on the **online form**, including:
 - Name and contact information
 - Check both to verify your agreement and hearing loss
 - Hawaii phone number (i.e. mobile, home, work)
 - Teleconference phone number and access code
 - Name of event or subject matter
 - Date and time of event

- Choose Transcript Options:
 - Retain a copy of the transcript on a server, or
 - Destroy a transcript after an event to protect your confidentiality
- Choose Participant Options:
 - Choose to allow participants to view a transcript only,
 - Both view and save, or
 - Not to view or save a transcript

An email confirmation is sent within one business day including a URL link that will link to the RCC site on a scheduled date.

RCC is available from **8:00 am** to **6:00 pm** local time, Monday through Friday.



The screenshot shows a web form titled "Contact Information" and "Event Information". The form is divided into several sections:

- Contact Information:** Includes fields for "First Name", "Last Name", and "Email Address". Below the email field is a note: "Enter only one email address". There are two checkboxes: "I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls." and "I certify I am requesting RCC for myself or participants who are Deaf or Hard of Hearing in order to participate on a conference call, webinar or multiparty call." Below these are fields for "Phone Number" and "Alternative contact information".
- Event Information:** Includes fields for "Teleconference Phone Number", "Access Code", "Web Conference URL (Optional)", and "Event Title or Subject Matter". There is a "What's New" link and a "Event Notes" text area.
- Date and Time of Event:** Includes a "Date of Event" field with an example "E.g., 2018-03-30". Below are "Begin Time" and "End Time (Est.)" fields, each with a dropdown for "Hour", a "00" input, and radio buttons for "am" and "pm". A "Time Zone" dropdown menu is also present.
- Transcript Option:** Includes two radio buttons: "Retain copy of the transcript on server" and "Destroy transcript after event to protect my confidentiality".
- Participant Options:** Includes three radio buttons: "Allow participants to view transcript", "Allow participants to view & save transcript", and "Participants cannot view or save transcript".

At the bottom, there is a note: "*SSL Encryption included on all scheduled events." and two green buttons: "Submit" and "Cancel". Below the buttons is a link: "The captioning player has an upgraded interface. Learn more".

OPTION 1: Relay Conference Captioning

Relay Conference Captioning (RCC) is a no-cost service available for Hawai'i residents who are deaf or hard of hearing to actively participate in multi-party teleconference calls or webinars by reading live captions via an internet connected computer or mobile device with a web browser.

How does RCC work?

- 1** Captioner listens and transcribes conference call.
- 2** Deaf/hard of hearing RCC participant reads the captioned conference call using a computer monitor, tablet or mobile device.
- 3** RCC participant who prefers to **TYPE**:
The RCC participant types (3a) comments or questions and sends via "Message Captioner". Captioner (3b) reads aloud the RCC participant's comments or questions to conference call participants.
- 4** RCC participant who prefers to **SPEAK**:
The RCC participant speaks directly to conference call participants via the same conference bridge used by the captioner.




OPTION 2: Embedded RCC

Embedded Relay Conference Captioning (RCC) is a feature that provides live streaming captions for spoken dialogue in telephone conference calls and webinars.

This service allows RCC participant to watch webinars with captions on the same screen in select popular webinar platforms.

Other webinar platforms may not have the option for embedded live streaming captions by RCC. In those instances, open two separate web browsers, one for webinar and another for RCC. This will enable you to position the captioning window to best fit your viewing needs.

To learn more, visit relayhawaii.com/embeddedrcc



**Live Streaming
Captions via Webinar**

**Powerpoint
Slide**

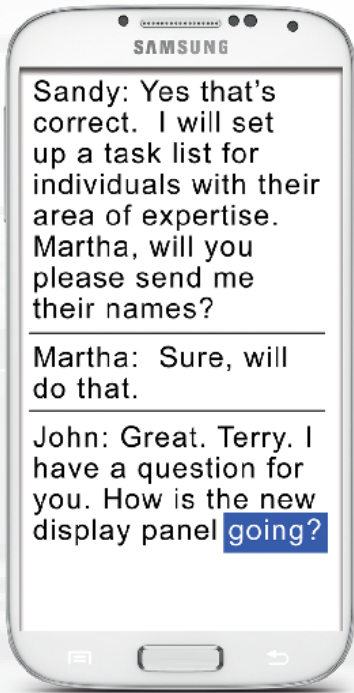
OPTION 3: Mobile RCC

Relay Conference Captioning is available for a mobile device when RCC participants are on the go!

- Tap the RCC confirmation link in your email
- Enter your name
- Tap Continue to read captions

* If wireless network used, data charges may apply.

To learn more, visit
relayhawaii.com/mobilercc



RCC Support

- For technical support or captioning issues during an event, please call **(833) 250-2784** or email **captioning@t-mobile.com** and provide your event ID.

RCC Tips

- After receiving the confirmation email, please forward the RCC link to those who need access to RCC
- Provide presentation materials in advance by responding to confirmation email for scheduled event
- Set ground rules to have speaker identify his or her name before speaking, which will help the person to know who is speaking
- Ability to change font size, font style, font color and background to meet your visual needs
- Transcripts must be requested at the time you submit your request

Contact information:

Presentation and Training Available

Free demonstrations, trainings, presentations or support on how to use RCC in your home or office is available.

Contact us today if interested.

- LisaAnn Tom
Customer Relations Manager
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- Website: relayhawaii.com/rcc