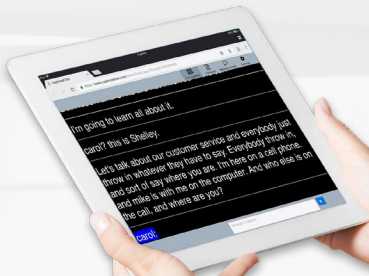




relayhawaii.com/rcc

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 **Reserve RCC** 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 one-way text streaming or two-way streaming
- Retain a copy of the transcript on a server, or destroy it after an event to protect your confidentiality
- Choose to allow participants to view a transcript only, both view and save, or not to view or save it.

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.

Reserve RCC

Contact Information
First Name *
Last Name *
Email Address *
Enter only one email address
☐ I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls. *
☐ 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. *
Phone Number *
Alternative contact information
Add email or phone number

Event Information
Teleconference Phone Number *
Access Code
Web Conference URL (Optional)
Event Title or Subject Matter *
What's this?
Event Notes

Date and Time of Event
Date of Event *
E.g. 2022-02-09
Begin Time *
Hour : Minute
End Time (Estimated) *
Hour : Minute
Time Zone
Hawaii

Service Type Options *
☐ One Way Text Streaming Service
☒ Relay Conference Captioning (two-way)

Transcript Option *
☐ Retain copy of the transcript on server
☐ Destroy transcript after event to protect my confidentiality

Participant Options *
☐ Allow participants to view transcript
☐ Allow participants to view & save transcript
☐ Participants cannot view or save transcript when call has ended.

*SSL Encryption included on all scheduled events.
Hawaii Relay Conference Captioning (RCC) is intended for the residents of Hawaii.
RCC is not available for individuals with speech disabilities.
Use of RCC service by government employees to conduct business on behalf of their agency is not permitted. For captioning service for government employees, please contact your HR coordinator to request Reasonable Accommodations in the Workplace.
Additional information is available at - [Reasonable Accommodations in the Workplace](#) | [ADA National Network](#) ([adata.org](#)). T-Mobile Accessibility is available to offer captioning services. For more information contact [Captioning@t-mobile.com](#).

Submit Cancel

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/rcc-for-webinars

**Live Streaming
Captions via Webinar**

**Powerpoint
Slide**



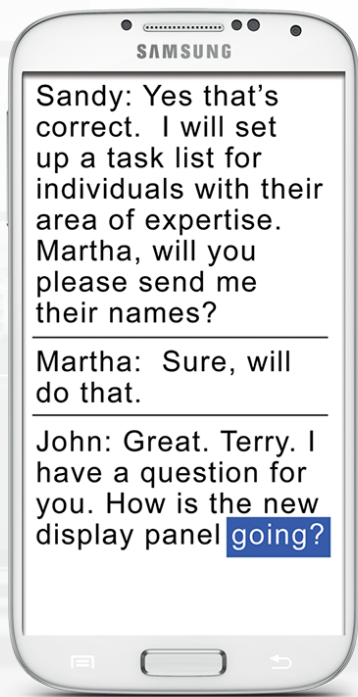
OPTION 3: Mobile RCC

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/rcc



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
RCC is intended for the residents of Hawaii.

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
Email: relayhawaii@t-mobile.com
- Website: relayhawaii.com/rcc

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