

Relay Conference Captioning (RCC)



An ideal online meeting solution for people who have a hearing loss.

Relay Conference Captioning (RCC) is a service available to Hawai'i residents who are Deaf or Hard of Hearing and actively participate in conference calls, video meetings, or webinars by reading live captions via a web browser on an internet-connected computer, tablet or mobile phone.

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)
 - Fill out your event information such as: Select Conference Call or Video Meeting/Webinar"
 - Name of event
- Date and time of event
- 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.

A confirmation email with the RCC link to join the meeting on the scheduled date will be sent within one business day.

Reserve RCC

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Alternative contact information

Acknowledgement

Event Details

Date and Time of Event

Transcript Option *

Participant Options *

First Name *

Last Name *

Email Address *

Error only one email address

Phone Number *

Alternative contact information

Add email or phone number

Acknowledgement

☐ I understand and certify Relay Conference Captioning (RCC) is intended for people who are Deaf or Hard of Hearing and actively participate in conference calls, webinars or video meetings. *

☐ I understand cancellations are required at least 24 hours in advance. Reply to the RCC confirmation email.

Event Details

Type of Event *

☒ Conference Call

☐ Video Meeting/Webinar

Dial-In Phone Number *

Access Code

Event Title *

Notes for Captioner

Date and Time of Event

Date of Event *

Begin Time *

End Time (Estimated) *

Time Zone

Eastern

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 event has ended

*Note: Transcripts embedded within videoconferencing platforms may be retained on platform server.

*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 services 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](#) ([ada.org](#)). T-Mobile Accessibility is available to offer captioning services. For more information contact Captioning@requestit-mobile.com.

A confirmation email for your request will be sent to the email address entered above. To submit prep materials, please send using the confirmation email.

Submit

Cancel

Features of RCC

Option 1: Standard RCC

- 1 Captioner listens and transcribes conference call, video meeting or webinar.
- 2 RCC participant using a computer monitor, tablet or mobile phone reads the captioned conference call.
- 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 RCC is a feature that provides live streaming captions for spoken dialogue in web conference meetings and webinars.

This service allows RCC participants to watch captions on the same screen in select* popular web conferencing and webinar platforms.

*Embedded captions are not available on all web conferencing and webinar platforms.



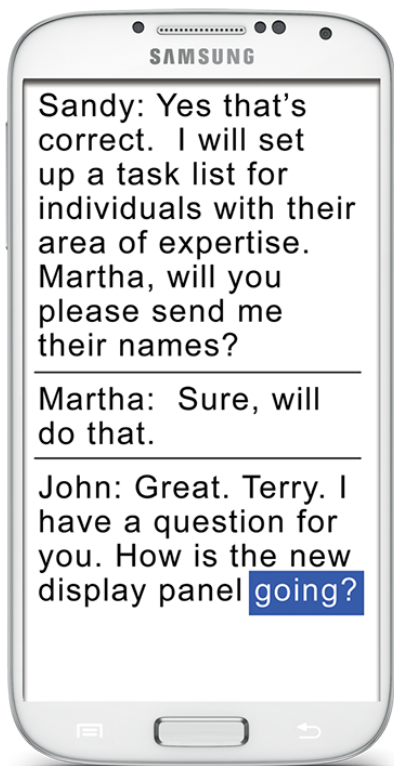
Option 3: Mobile RCC

RCC is available for a mobile phone when RCC participants are on the go!

How to access the RCC site using mobile phone?

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

Data charges may apply.



For more information visit: relayhawaii.com/rcc

RCC Benefits

- High-quality captioners
 - Ability to save, email or print transcripts
 - Adjustable font size/color and background screen
 - SSL Encryption included
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Hours of Operation

- Relay Conference Captioning service is available:
 - Monday – Friday: 8 a.m. to 6 p.m. (HST)
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Presentation & Training Available

Presentations, trainings, or support are available on how to use RCC. Contact us today if interested.

- relayhawaii@t-mobile.com
 - 844-882-3160 (Voice/TTY)
 - relayhawaii.com/outreach
-

RCC Support

- Scheduling or Technical Support:
 - 24 hours a day/7 days a week.
 - 833-250-2784
 - captioning@t-mobile.com
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