

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 business days) We will make our best effort to cover events requested with less than 2 business days notice.
- Go to relayhawaii.com/rcc
- Select "Reserve RCC"
- Fill out name and contact information
- Read and check both Acknowledgement statements.
- Fill out your event information such as:
 - Select Conference Call or Video Meeting/Webinar
 - Complete Event details with phone number to dial or meeting link information.
 - Event Title
- Fill out a date and time of event
- Choose to allow participants:
 - To view and save a transcript *
 - To view a transcript *
 - Not to view or save a transcript
- An e-mail confirmation is sent soon after event is scheduled. If confirmation email is not received, check spam or junk mail folder.

* **NOTE:** The unique RCC link is available up to 24 hours after the start of the meeting to view and/or save transcript.

Reserve RCC

Contact Information

First Name *

Last Name *

Email Address *

Phone Number *

Enter only one email address

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 with a Speech Disability to 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) *

E.g. 2022-01-10

Hour Minute

Hour Minute

Time Zone

Eastern

Participant Options *

☒ Allow participants to view & save transcript**

☐ Allow participants to view transcript

☐ Participants cannot view or save transcript when event has ended

**Note: A copy of the transcript is only available for 24 hours from the start of event.

**Note: Emergency included or pre-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 \(ada.gov\)\)](#). T-Mobile Accessibility is available to offer captioning services. For more information contact [CaptioningRequest@t-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, video meeting or webinar.
- 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 meeting 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.

The screenshot shows a computer monitor with two windows. The main window is a PowerPoint presentation titled "Estimations of employee tax burdens". It features a bar chart comparing three tax scenarios: "Tax & HL '08" (blue bars), "Tax & USC '11" (dark blue bars), and "O'Leary Tax" (red bars). The x-axis lists various income levels from "US" to "6551k", and the y-axis shows percentages from 0.0% to 50.0%. The bars show a general upward trend in tax burden as income increases, with the "O'Leary Tax" scenario consistently showing higher burdens than the others at higher income levels.

Overlaid on the right side of the monitor is a "Captioned Text" window from "www.captionedtext.com". It displays a paragraph of text with a live captioning overlay. The text reads: "So if I am delegating to somebody who obviously knows how to do a particular task and work on a goal, how do they feel when I do that? They feel good about it because I trust them and it's the appropriate style. With a new person, if we've agreed that I'm going to coach them or I'm going to direct them and now I go to their office to work with them how do they feel? They feel great because they also know that I'm not going to stay there forever, that I want them to eventually become winners. And the neat thing about this communication process, suppose the person who's a self-reliant achiever suddenly starts to have a problem with a particular goal area that they didn't anticipate. Now what can they do? They can call, 'Bob, I want to talk, I'm having a problem'". The word "problem" is highlighted in blue.

Below the monitor, there are two callout boxes. A blue box on the left points to the PowerPoint window and contains the text "Powerpoint Slide". An orange box on the right points to the captioning window and contains the text "Live Streaming Captions via Webinar".

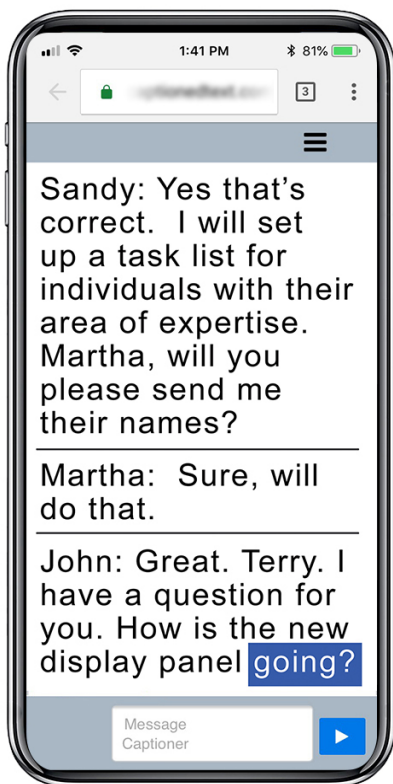
Option 3: Mobile RCC

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
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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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Disclaimer

Relay Conference Captioning is a no-cost service to individuals who are Deaf or Hard of Hearing and live or work in Hawai`i. If you have a home or work phone number with a verified Hawai`i area code and prefix, you are eligible to use this service.

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