Relay Conference Captioning (RCC)

Sandy: Yes that's correct. I will set up a task list for individuals with their area of expertise. Martha, will you please send me their names?

Martha: Sure, will do that.

John: Great. Terry, I have a question for you. How is the new display panel going?

RELAY COLORADO 711

**An ideal conference call service for people who have a hearing loss**

Relay Conference Captioning (RCC) is a no-cost to consumer service available to Colorado residents who are deaf or hard of hearing and actively participate in multi-party teleconference calls or webinars by reading live captions via a web browser on a computer or mobile device.

RCC Benefits

- High-quality captioners
- Ability to save, email or print transcripts
- Adjustable font size/color and background screen
- SSL Encryption included
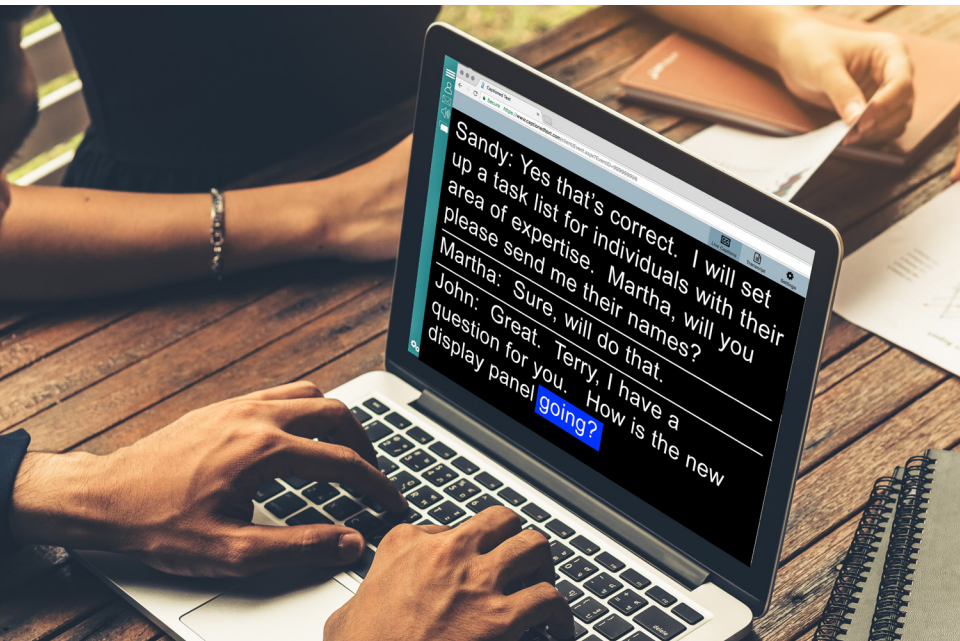
Features of Relay Conference Captioning (RCC)

Option 1: Standard RCC

1 Captioner listens and transcribes conference call.

2 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.

Features of Relay Conference Captioning (RCC)

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.

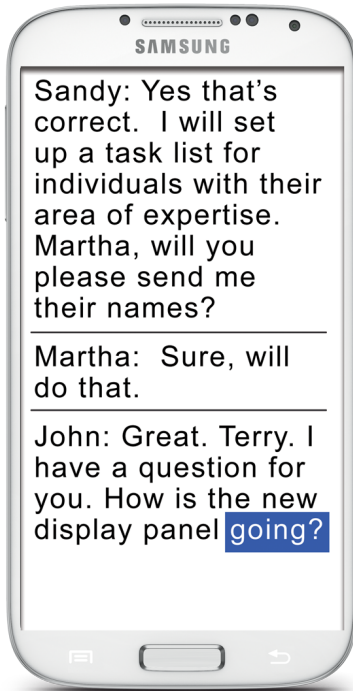# Features of Relay Conference Captioning (RCC)

Option 3: Mobile RCC

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

How does Mobile RCC access the RCC site?

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

Data charges may apply.

SAMSUNG

> Sandy: Yes that's correct. I will set up a task list for individuals with their area of expertise. Martha, will you please send me their names?
>
> Martha: Sure, will do that.
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> John: Great. Terry. I have a question for you. How is the new display panel going?

For more information visit: **relaycolorado.com/rcc**

Hours of Operation

- Relay Conference Captioning service is available:
  - Monday – Friday: 8:00 am to 8:00 pm (MST)
  - Saturday: 8:00 am to 2:00 pm (MST)

RCC Support

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

NOTE:

Make reservations at least 48 hours
(two business days) in advance to
guarantee the service.

Cancellations are required 24 hours
prior to the scheduled event.

Trainings & Webinars Available

Webinars, trainings, or support on how to
use RCC is available virtually or in-person.

Contact us today if interested.

- relaycolorado@t-mobile.com
- 800-676-3777 (Voice/TTY)
- relaycolorado.com/rcc