

Relay Conference Captioning (RCC)



An ideal conference call service for people who have hearing or speech loss.

Relay Conference Captioning (RCC) is a no-cost service available to West Virginia residents who are Deaf, Hard of Hearing or who have a Speech Disability. With RCC you can actively participate in conference calls, video meetings or webinars by reading live captions via a web browser on a computer, tablet or mobile phone.

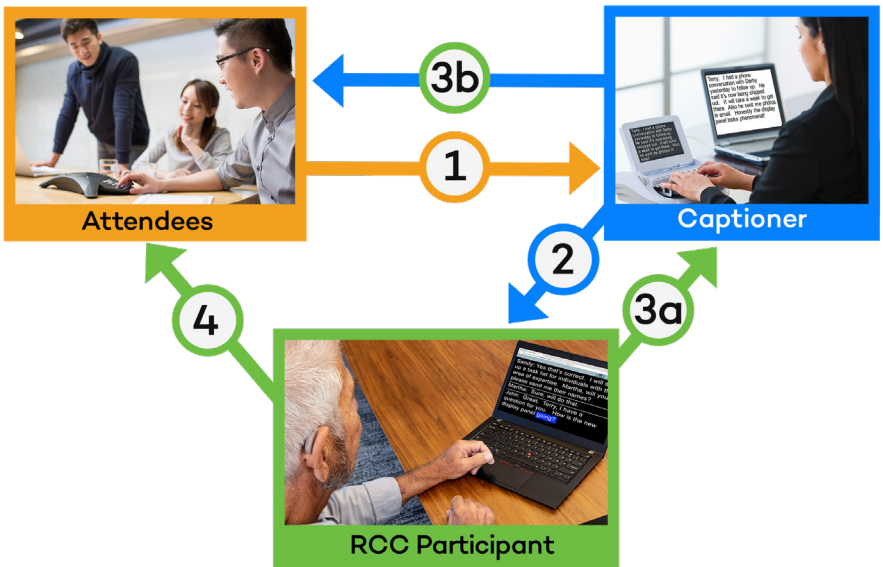
RCC Benefits

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



Option 1: Standard RCC

- 1 Captioner listens and transcribes conference call.
- 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 attendees.
- 4 RCC participant who prefers to **SPEAK**:
The RCC participant speaks directly to conference call attendees 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.



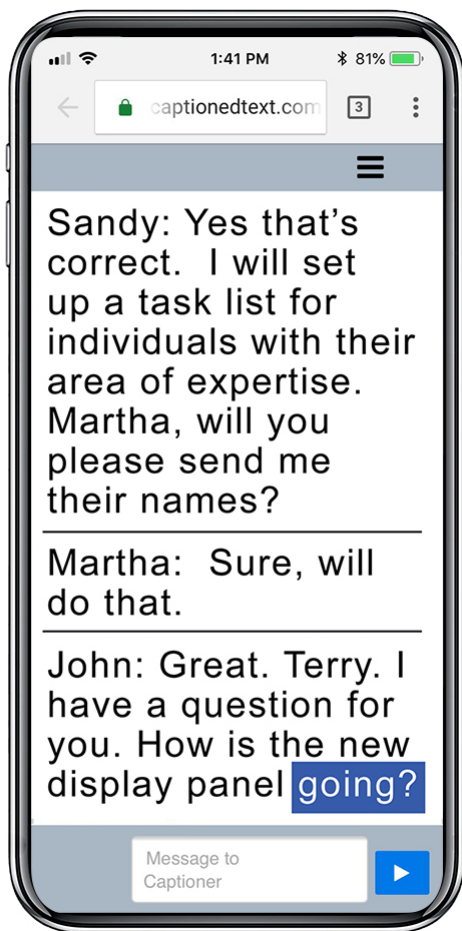
Option 3: Mobile RCC

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.



To learn more, visit westvirginiarelay.com/rcc

Hours of Operation

- Relay Conference Captioning service is available:
 - Monday – Friday: 8 a.m. to 6 p.m.
-

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 service.

Cancellations are required 24 hours prior the scheduled event.

Trainings & Webinars Available

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

Contact us today if interested.

- Mary Beth Mothersell
Accessibility Relationship Manager
- mbmothersell@t-mobile.com
- westvirginiarelay.com/webinar
- westvirginiarelay.com/outreach

West Virginia Relay Conference Captioning service is available free of charge to individuals who are Deaf, Hard of Hearing, DeafBlind or have a Speech Disability and live or work in West Virginia. If you have a home or work phone number with a verified West Virginia area code and prefix, you are eligible to use this service.

A-FMWV-0020