

# Relay Conference Captioning (RCC)



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

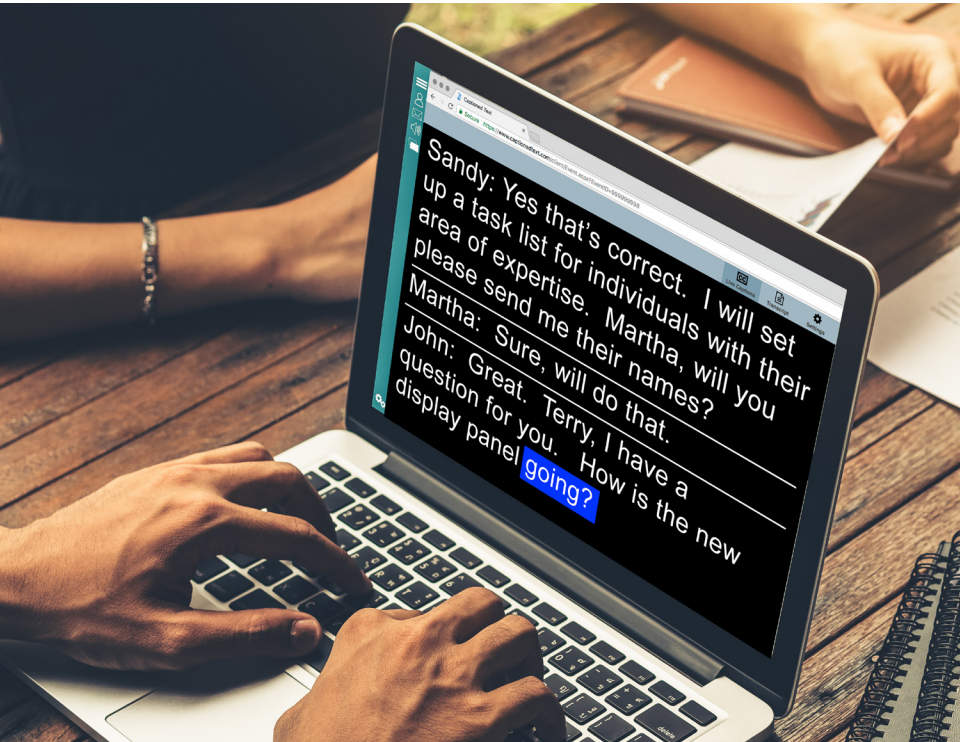
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Relay Conference Captioning (RCC) is a no-cost service available to West Virginia residents who are Deaf, Hard of Hearing or who have a Speech Disability. With RCC you can actively participate in conference calls, video meetings or webinars by reading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

## RCC Benefits

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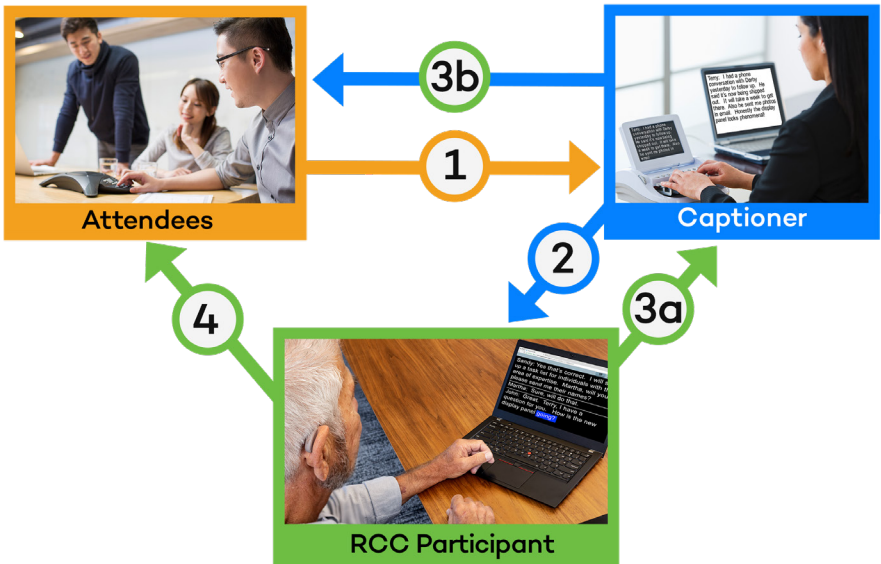
- High-quality captioners
- Ability to save, email or print transcripts
- Adjustable font size/color and background screen
- SSL Encryption included



# Features of Relay Conference Captioning

## 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.

Powerpoint Slide

Live Streaming Captions via Webinar



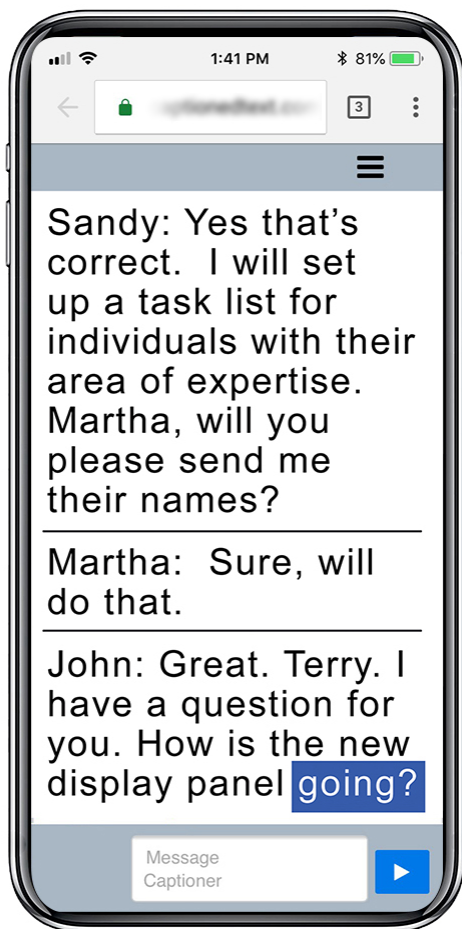
## Option 3: Mobile RCC

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.



To learn more, visit [westvirginiarelay.com/rcc](http://westvirginiarelay.com/rcc).

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## Hours of Operation

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

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## Trainings & Webinars Available

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

Contact us today if interested.

- [westvirginiarelay.com/webinar](https://westvirginiarelay.com/webinar)
- [westvirginiarelay.com/outreach](https://westvirginiarelay.com/outreach)