

Relay Conference Captioning (RCC)



vermontrelay.com/rcc

Allows people who have a hearing loss to actively participate in multi-party teleconference calls, meetings, or webinars.



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 **vermontrelay.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 o 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 *

Enter 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, Hard of Hearing, or have 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 to cancel service. *

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 *

Eg., 2024-07-30

Begin Time *

Hour

:

Minute

☒ am ☐ pm

End Time (Estimated) *

Hour

:

Minute

☒ am ☐ pm

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.**

*50% transcription included on all scheduled events.

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

OPTION 1: Relay Conference Captioning

Relay Conference Captioning is a free service available for Vermont residents with hearing loss so that they actively participate in multi-party teleconference calls or web conferences by reading live captions via web browser on a computer or mobile device.

How does RCC work?

- 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: RCC for Webinars

Embedded Relay Conference Captioning is a feature that provides live streaming captions for spoken dialogue in web conference meeting 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.

To learn more, visit
vermontrelay.com/rcc-webinars

The image shows a computer screen displaying a PowerPoint presentation titled "Estimations of employee tax burdens". The slide features a bar chart comparing three tax categories: "Tax & HL '08", "Tax & USC '11", and "O'Leary Tax" across various income levels from LR to €561K. The chart shows a general upward trend in tax burdens as income increases. To the right of the slide, a black box contains live streaming captions for the presentation content. Below the screen, two callout boxes are present: a blue one labeled "Powerpoint Slide" pointing to the chart, and an orange one labeled "Live Streaming Captions via Webinar" pointing to the caption box.

Powerpoint Slide

Live Streaming Captions via Webinar

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 probe 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"

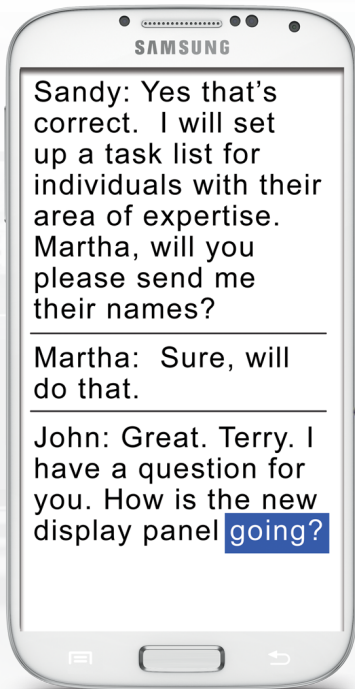
OPTION 3: Mobile RCC

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

How to access the RCC site using mobile device?

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

** Data charges may apply.*



To learn more, visit vermontrelay.com/rcc

RCC Tips

- Provide presentation materials in advance by responding to confirmation email for scheduled event
 - Set ground rules to have speaker identify their name before speaking, which will help captioner to know who is speaking
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RCC Benefits

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

Hours of Operation

- Relay Conference Captioning service is available:
 - Monday through Friday, 8:00 a.m. to 8:00 p.m. ET
 - Saturdays, 8:00 a.m. to 2:00 p.m. ET
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Scheduling or Technical Support

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

Presentation & Training Available

Free demonstrations, trainings, presentations or support on how to use RCC in your home or office is available.

Contact us today if interested.

- Michelle Vicino, Customer Relations Manager
Email: michelle.vicino@t-mobile.com
- Website: vermontrelay.com/rcc
- Facebook: facebook.com/VermontRelay