Relay Conference Captioning:
Adobe Connect

For Participants:

How do I access RCC captions in Adobe Connect?

The organizer/host sends invitation with the following details: **(1)**

- Adobe Connect meeting link,
- Date/time of meeting and
- Password (if applicable).

Click the link to open the **Adobe Connect. (2)**

> **1 ▶** Please join me in an Adobe Connect Meeting.
>
> Meeting Name: Trade Show Conference Call
> Summary: Overview upcoming event strategy
> Invited By: Barbara Smith
> When: Wednesday 5 February, 02:00 PM - 03:00 PM
> Time Zone: (GMT-05:00) Eastern Time (US and Canada)
>
> **2 ▶** To join the meeting:
> https://meet49935620.adobeconnect.com/tradeshow/
>
> -----------------
> If you have never attended an Adobe Connect meeting before:
>
> Test your connection: https://meet49935620.adobeconnect.com/common/help/en/support/meeting_test.htm

Step 1:

Select Registered user. **(3)**

Enter your email address and password (if applicable). **(4)**

Click "Enter Room" button to join the **Adobe Connect. (5)**

> Adobe Connect
>
> **Trade Show Conference Call**
>
> Guest   Registered User   **◀ 3**
>
> Username
> dave@dmm.com
>
> **◀ 4**
>
> Password
> ••••••••
>
> Forgot password?
>
> ☐ Remember username
>
> **Enter Room**   **◀ 5**

Step 2:

Captions are visible on the lower right of the screen. **(6)**

NOTE:
You may drag the captioning panel to a different location on the screen.

> Welcome to Acme Trade Show
> Presented by Barbara Smith
>
> Barbara: Yes that's correct. I will set up a task list for individuals with area of expertise. Dan, will you please send me their names?
>
> Dan: Sure, will do that.
>
> Barbara: Great. Let's start the presentairton. Ok now here's the first slide   **◀ 6**

For Organizers/Hosts:

How do I embed RCC captions in Adobe Connect?

Step 1:

The organizer/host can embed RCC captions for an Adobe Connect meeting via the Adobe Connect captioning pod. First, reserve RCC and save the RCC Event ID number for the **Step 6** below.

NOTE: RCC Request must be submitted two (2) business days in advance of meeting to guarentee captioning.
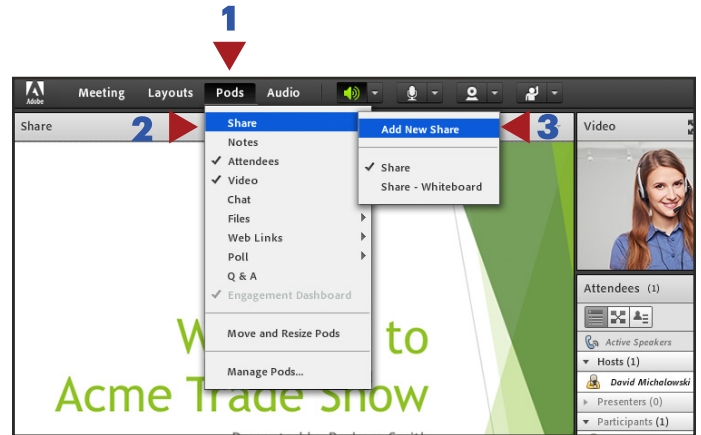
Download the AdobeConnectPod9 zipped file to a temporary folder: www.captionedtext.com/AdobeConnectPod9.zip.

Extract the ZIP file to a temporary folder.

Step 2:

Open your **Adobe Connect** and click:

- Pods **(1)**,
- Share **(2)**,
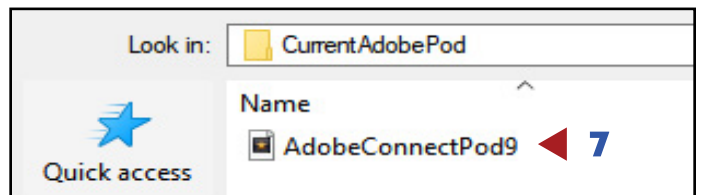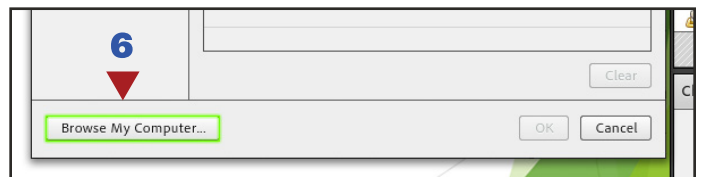- Add New Share **(3)** to open **Share My Screen** window.

Step 3:

In the **Share My Screen** window, select **Share Document**. **(4)**
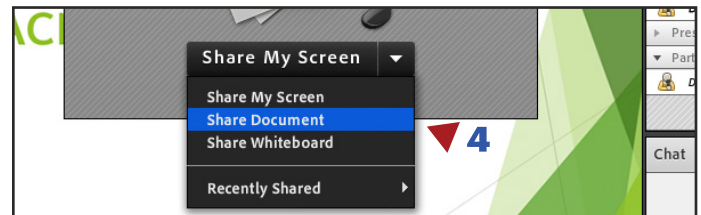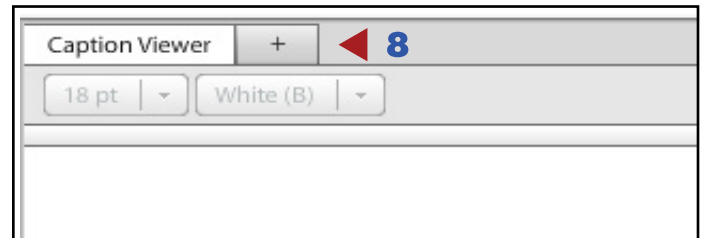
Step 3:

Click **Browse My Computer** button **(6)** and find the **AdobeConnectPod9 (7)** un-zipped file in the temporary folder on your computer.

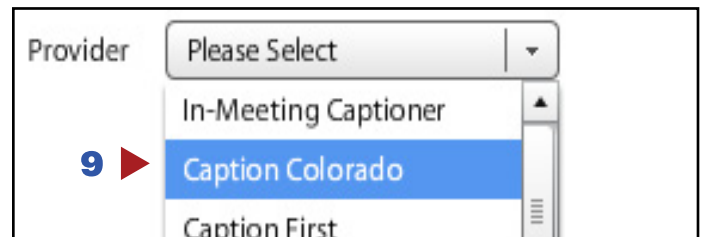Double click this un-zipped file to install the captioning pod..

Step 5: Initiate Captioning

After the Adobe Connect captioning pod is installed, click **"+" icon (8)** to update the connection configuration in the menu bar.

Go to **Provider** field and select **Caption Colorado**. **(9)**

Step 6:

In the dialog boxes, enter the following settings:

- **Connection Name:**
  Your meeting name
- **Host:**
  connect.captioncolorado.com (pre-populated)
- **Port:**
  80 (pre-populated)
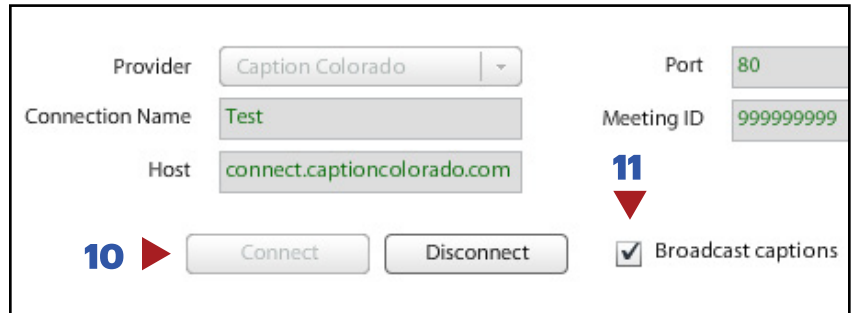- **Meeting ID:**
  Enter Event ID number provided within
  RCC confirmation email

Step 7:

Click the Connect button. **(10)**

When the connection is completed,
a yellow triangle is displayed.

Check **Broadcast Captions (11)** to enable
the captioning feature. Green checkmark
indicates that the captioning feature is
working.

NOTE:

Customers may need to contact their IT team to
have the following IP/Port combinations opened
within the firewall:

IP Addresses
- 147.75.68.202
- 147.75.106.157

Ports
- TCP/80
- TCP/11100 - In the event there is a separate
              security appliance which may
              inspect and mutate port 80 traffic.

RCC Support:

Scheduling and Technical Department
Office: (833) 250-2784
E-mail: RCC@sprint.com
Fax: (877) 877-3291

Technical support is limited to the functions of Relay
Conference Captioning and is not designed to assist
participants with issues related to their computer,
Internet connection, conference calling provider, etc.