



[vermontrelay.com/rcc](http://vermontrelay.com/rcc)

# Relay Conference Captioning (RCC)

Allows residents from Vermont who are deaf or hard of hearing 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 working days) in advance to guarantee the service
- Go to **vermontrelay.com/rcc**
- Click the **Book an event** link
- Fill out required information on the **online form**, including:
  - Name and contact information
  - Check both to verify your agreement and hearing loss
  - Teleconference phone number and access code
  - Name of event or subject matter
  - Date and time of event
- Choose Transcript Options:
  - Retain a copy of the transcript on a server, or
  - Destroy a transcript after an event to protect your confidentiality
- Choose Participant Options:
  - Choose to allow participants to view a transcript only,
  - Both view and save, or
  - Not to view or save a transcript

An e-mail confirmation is sent within one business day including an URL link that will link to the RCC site on a scheduled date.

To learn more, visit **vermontrelay.com/rcc**

A screenshot of a web form titled "Book an Event". The form is divided into several sections: "Contact Information", "Event Information", "Date and Time of Event", "Transcript Option", and "Participant Options". Each section contains various input fields, checkboxes, and radio buttons. The "Contact Information" section includes fields for First Name, Last Name, Email Address, Phone Number, and Alternative contact information. The "Event Information" section includes fields for Teleconference Phone Number, Access Code, Web Conference URL (Optional), and Event Title or Subject Matter. The "Date and Time of Event" section includes fields for Date of Event, Begin Time, and End Time (Estimated), along with a Time Zone dropdown menu. The "Transcript Option" section has two radio buttons: "Retain copy of the transcript on server" and "Destroy transcript after event to protect my confidentiality". The "Participant Options" section has three radio buttons: "Allow participants to view transcript", "Allow participants to view & save transcript", and "Participants cannot view or save transcript when call has ended". At the bottom of the form are two green buttons: "Submit" and "Cancel".

# OPTION 1: Relay Conference Captioning

Relay Conference Captioning (RCC) 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.
- 2** Deaf/hard of hearing RCC participant reads the captioned conference call/meeting 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 to 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.



## OPTION 2: RCC for Webinars

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Embedded Relay Conference Captioning (RCC) is a feature that provides live streaming captions for spoken dialogue in telephone conference calls and webinars.

This service allows RCC participant to watch webinars with captions on the same screen in select popular webinar platforms.

To learn more, visit [vermontrelay.com/rcc-webinars](http://vermontrelay.com/rcc-webinars)



## OPTION 3: Mobile RCC

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

How does Mobile RCC access to the RCC site?

- 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](http://vermontrelay.com/rcc)

# RCC Tips

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- Provide presentation materials in advance by responding to confirmation email for scheduled event
- Set ground rules to have speaker identify his or her name before speaking, which will help you and captioner to know who is speaking
- Ability to change font size, font style, font color and background to meet your visual needs
- Transcripts must be requested at the time when scheduling RCC services

# Hours of Operating

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- Scheduling or Technical Department is available 24 hours a day/7 days a week.
  - 833-250-2784
  - RCC@sprint.com (email)
- 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

# Contact Information:

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## Presentation and 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](http://vermontrelay.com/rcc)
- Facebook: [facebook.com/VermontRelay](https://facebook.com/VermontRelay)