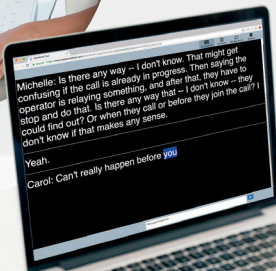




westvirginiarelay.com/rcc

Relay Conference Captioning (RCC)

Allows West Virginia attendees who are deaf, hard of hearing or have a speech disability to actively participate in multi-party teleconference calls, 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 **westvirginiarelay.com/rcc** and click **Book anEvent**.
- Fill out required information on the **online form**, including:
 - Name and contact information
 - Check both to verify your agreement and hearing loss or speech disability.
 - West Virginia phone number (i.e. mobile, home, work)
 - Teleconference phone number and access code or Web Conferencing link with access code (if required)
 - 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. Note: If “Destroy transcript” is selected, it will not be available after the event.
- Choose Participant Options:
 - Choose to allow participants to view a transcript only,
 - Both view and save, or
 - Not to view or save a transcript

Contact Information

First Name * Last Name *

Email Address *

Enter only one email address

I understand that Relay Conference Captioning is intended for participating in conference calls, webinars or multiparty calls. *

I certify I am requesting RCC for myself or participants who are Deaf or Hard of Hearing in order to participate on a conference call, webinar or multiparty call. *

Phone Number * Alternative contact information

Add email or phone number

Event Information

Teleconference Phone Number * Access Code

Web Conference URL (Optional) Event Title or Subject Matter *

What's this

Event Notes

Date and Time of Event

Date of Event * Begin Time * End Time (Estimated) *

E.g., 2018-09-08 Hour : 00 : 00 Hour : 00 : 00

am pm am pm

Time Zone

Eastern

Transcript Option *

Retain copy of the transcript on server

Destroy transcript after event to protect my confidentiality

Participant Options *

Allow participants to view transcript

Allow participants to view & save transcript

Participants cannot view or save transcript when call has ended

*SSL Encryption included on all scheduled events.

Submit Cancel

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.

OPTION 1: Relay Conference Captioning

Relay Conference Captioning (RCC) is a free service available for attendees who are deaf, hard of hearing, or have a speech disability. It allows participants to 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 or virtual meeting.
- 2** RCC participant reads the captioned conference call 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: Embedded RCC

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.

Live Streaming
Captions via Webinar

Powerpoint
Slide



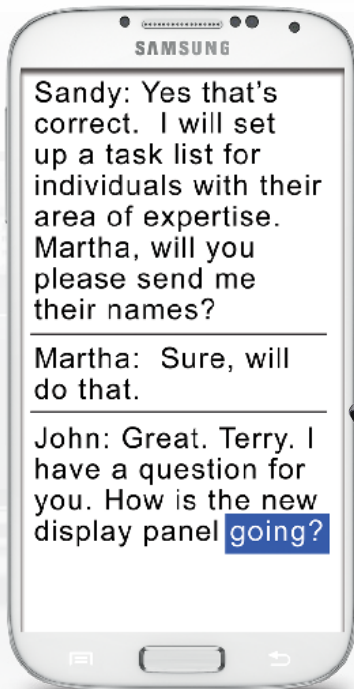
OPTION 3: Mobile RCC

Relay Conference Captioning is available on an internet-connected mobile device with a web browser.

How does Mobile RCC access to the RCC site?

- Open the RCC confirmation email from your mobile device and tap the RCC link
- Enter your name
- Tap Continue to read captions

* *Data charges may apply.*



To learn more, visit westvirginiarelay.com/rcc

RCC Tips

- 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 when scheduling RCC services

Hours of Operating

- 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 from 8:00 AM to 6:00 PM, Monday through Friday.

Contact Information:

Presentations and Trainings Available

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

Contact us today if interested.

- John Burdette, West Virginia Relay Outreach Specialist
Email: john.w.burdette@sprint.com
304-707-3209
- Website: westvirginiarelay.com/rcc