# Relay Conference Captioning (RCC)

Relay Conference Captioning (RCC) is a no-cost service available to Delaware residents who are Deaf, Hard of Hearing, DeafBlind or with Speech Disability and actively participate in multi-party teleconference calls or webinars by reading live captions via a web browser on a computer, tablet or mobile phone.

To request an RCC event, go to
tmobileaccess.com/delaware

RCC Benefits

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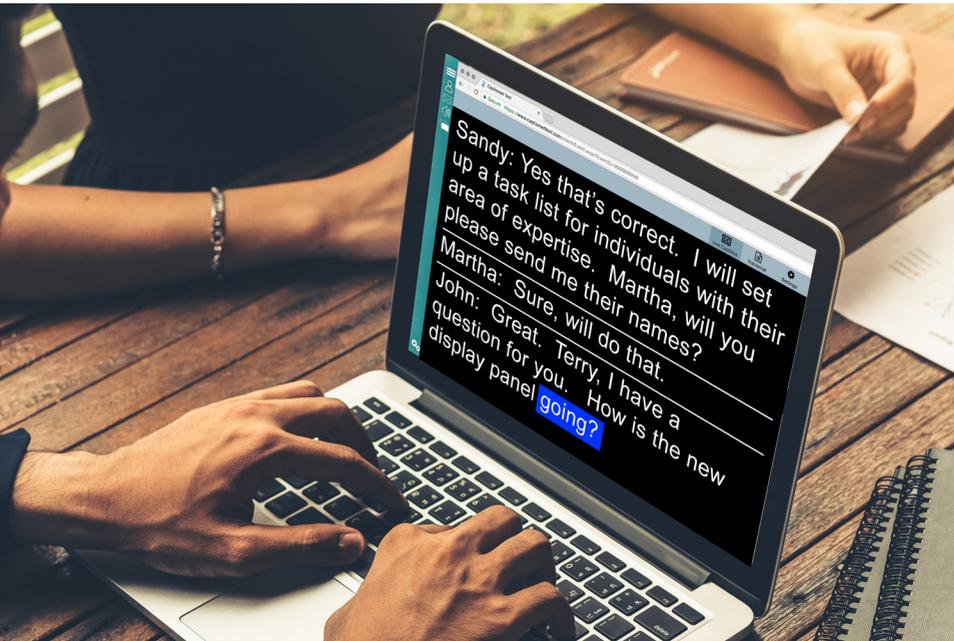
Hours of Operation

- Relay Conference Captioning service is available:
  - Monday – Friday: 8 a.m. to 8 p.m.
  - Saturday: 8 a.m. to 2 p.m.

RCC Support

- Scheduling or Technical Support:
  24 hours a day/7 days a week.
  - 833-250-2784
  - 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.

Trainings & Webinars Available

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

Contact us today if interested.

- angela.officer@t-mobile.com
- 703-592-4906 (office)
- delawarerelay.com/contact-us

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

Features of Relay Conference Captioning (RCC)

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 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.

Captioner

RCC Participant

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


Estimations of employee tax burdens
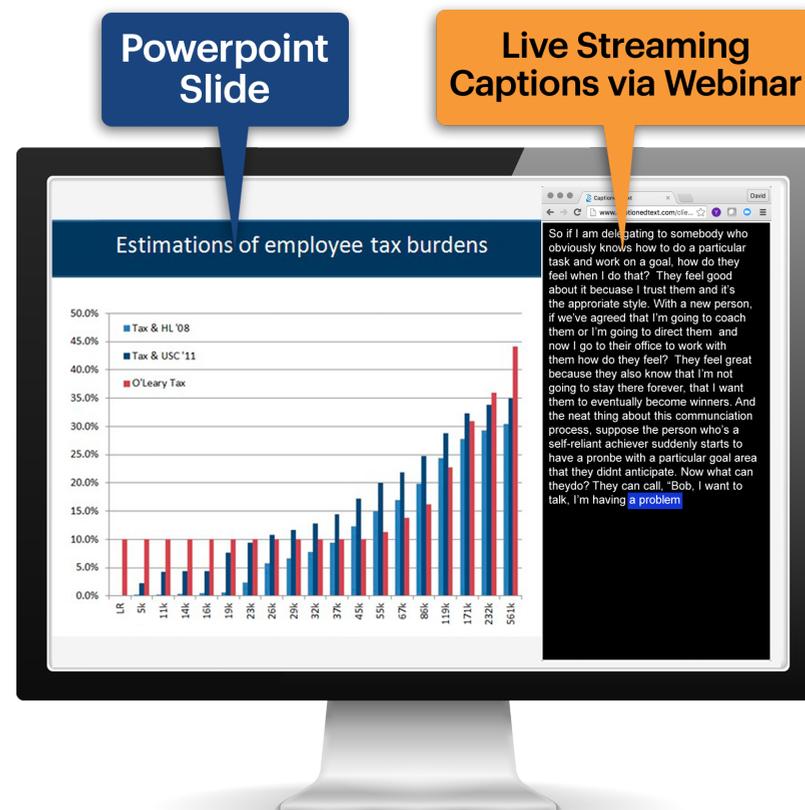
Option 3: Mobile RCC

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.
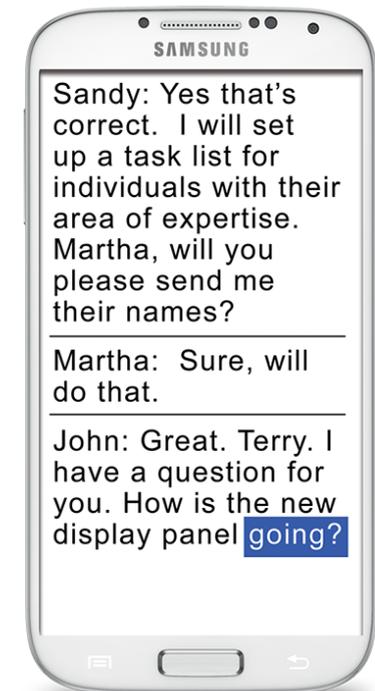
For more information visit: delawarerelay.com/rcc