Relay Conference Captioning (RCC)

Real-time captioning allows Deaf and Hard of Hearing individuals to actively participate.

Now, Deaf and Hard of Hearing individuals can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls with Relay Conference Captioning (RCC) through Arizona Relay Service (AZRS) administered by Arizona Commission for the Deaf and the Hard of Hearing.

Contact Information:

If you have suggestions, comments, or concerns, please contact:

- Arizona Relay Customer Service
c/o Arizona Commission for the Deaf and the Hard of Hearing
100 N. 15th Avenue, Suite 104
Phoenix, AZ 85007

- TTY: 1.800.347.1695

- Voice: 1.866.259.1768

- Email: info@azrelay.org

- ACDHH Website: www.acdhh.org
- RCC Website: www.arizonarcc.com
- AZ Relay Website: www.azrelay.org

Tips:

- Provide presentation materials in advance to your board meetings
- Set ground rules so that speakers/participants at the meeting understand to speak into a microphone/speakerphone so that the captioner may be able to caption everything
- Participants should type or voice if they are not receiving captions or receiving “indiscernible” from the captioner

If you have suggestions, comments, or concerns, please contact:

It’s really neat that I can participate in a conference call online or an in-person meeting!

www.arizonarcc.com
What is Relay Conference Captioning?
Relay Conference Captioning (RCC) is a free service available for Deaf and Hard of Hearing residents of Arizona. The service allows these individuals to participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls. RCC uses the same high-quality captioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to an Internet-connected computer, mobile device or tablet anywhere in the world.

How does Relay Conference Captioning work?
Relay Conference Captioning (in-person or remote) is easy and efficient. Take a look at two step-by-step diagrams below. It is easy to use live captioning that enables everyone to participate.

1. The Deaf/Hard of Hearing RCC participant types comments or questions and sends them to the captioner via the Internet.
2. The captioner reads aloud the RCC participant’s comments or questions to conference call participants.
3. While conference call participants are speaking, the captioner listens and captions the entire meeting.
4. The RCC participant reads the captioned messages using a computer monitor or tablet.

For an RCC participant who prefers to TYPE:

1. The Deaf/Hard of Hearing RCC participant types comments or questions and sends them to the captioner via the Internet.
2. The captioner reads aloud the RCC participant’s comments or questions to conference call participants.
3. While conference call participants are speaking, the captioner listens and captions the entire meeting.
4. The RCC participant reads the captioned messages using a computer monitor or tablet.

For an RCC participant who prefers to TALK:

1. The Deaf/Hard of Hearing RCC participant talks directly to conference call participants via the same conference bridge used by the RCC captionist.
2. While conference call participants are speaking, the captioner listens and captions the entire meeting.
3. The RCC participant reads the captioned messages using a computer monitor or tablet.

How do I schedule the RCC service?
Arrange for a conference/audio bridge from your phone company or telecom services provider before using the RCC service.

- Go to www.arizonarcc.com
- Click the Book an event now link
- Fill out required information on the online form including:
  - Contact and event information
  - Teleconference call number & access code
  - Date and time of event
  - Provide specific information (i.e., proper names, call agenda, speaker or PowerPoint notes, etc.) in order to receive caption accuracy
- Make an appointment at least 48 hours (two working days) in advance to guarantee the service
- An email confirmation is sent within one business day

Scheduling Support:
- E-mail: cc@captionedtext.com
- Call 1-800-590-4197
- Visit www.arizonarcc.com
- Hours of Operation:
  - Available from 8 AM - 6 PM local time, Monday through Friday

What are the technical requirements for RCC?
- RCC service is optimized for Internet Explorer, Chrome, Firefox, or Safari, with cookies and JavaScript enabled. A high-speed Internet connection is required.
- For best RCC results, visit Tips for using RCC to help manage your in-person or remote meetings.
- arizonarcc.com/Arizona/Tips.aspx

Tips for using RCC to help manage your in-person or remote meetings.
- RCC service is optimized for Internet Explorer, Chrome, Firefox, or Safari, with cookies and JavaScript enabled. A high-speed Internet connection is required.
- For best RCC results, visit Tips for using RCC to help manage your in-person or remote meetings.
- arizonarcc.com/Arizona/Tips.aspx