

Relay Conference Captioning (RCC)



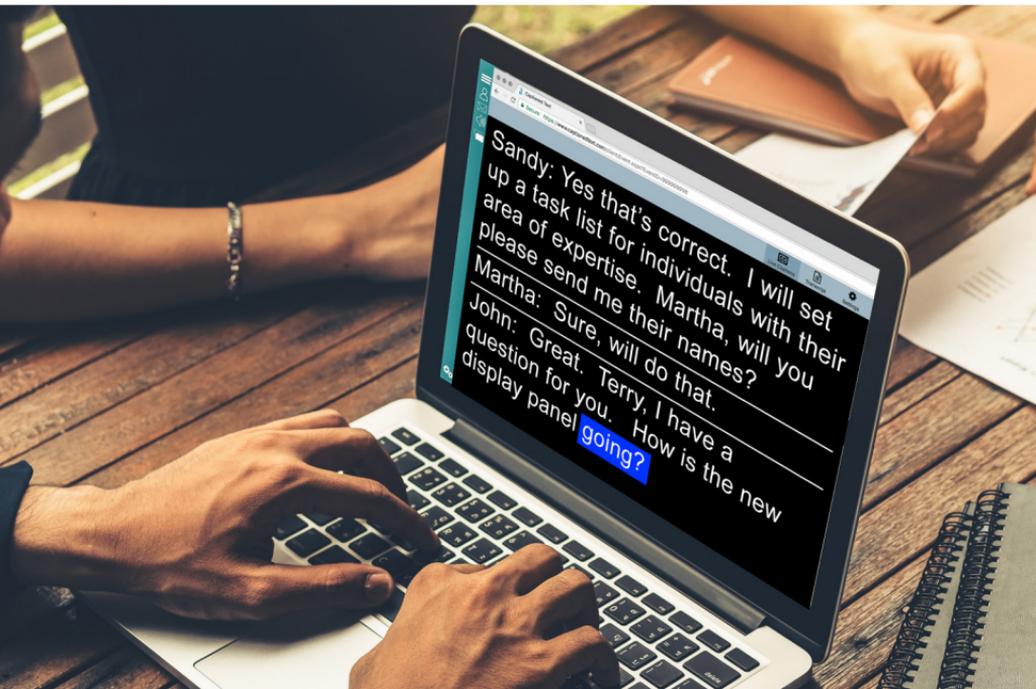
An ideal conference call service for people who have hearing or speech loss.

Relay Conference Captioning (RCC) is a no-cost service available to North Carolina residents who are Deaf, Hard of Hearing 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/northcarolina

RCC Benefits

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



Features of 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.



Features of RCC

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.



Features of RCC

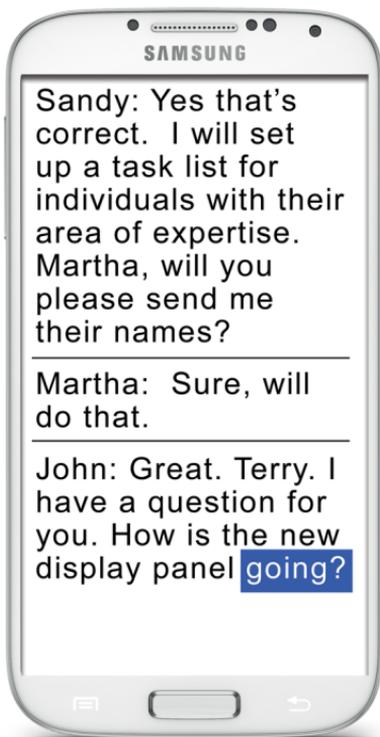
Option 3: Mobile RCC

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: relaync.com/rcc

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.
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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.

- bola.desalu@t-mobile.com
- 919-324-3792 (Voice/Videophone)
- 919-238-4137 (TTY)
- relaync.com/webinar
- relaync.com/outreach



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Services for the
Deaf and Hard of Hearing

Relay North Carolina (Relay NC) is funded by a surcharge on landlines and wireless connections in North Carolina and administered by the North Carolina Division of Services for the Deaf and the Hard of Hearing. ncdhhs.gov/divisions/dsdhh. NCDHHS is an equal opportunity employer and provider. A-FMNC-0012 v05-2022