

Remote Conference Captioning from Maryland Relay

Remote Conference Captioning (RCC) is a free service offering real-time captioning through the use of Communication Access Realtime Translation (CART) service, allowing individuals in Maryland who have difficulty hearing what's being said over the phone during conference calls to read text of what all participants are saying. This service provides a clear understanding of what's said and allows the individual with hearing loss to participate in conference calls in a more effective manner.

HOW RCC WORKS

- The RCC user receives an email with a link to view captions on their computer or mobile device
- The captionist will access the audio portion of the call through a conference call bridge or other method
- Once the call is connected, the captionist listens to the conversation and produces real-time streaming text which shows up just seconds after someone has spoken

HERE IS ALL YOU NEED TO USE RCC

- Conference bridge or high-quality audio (telephone, webcast, VoIP) so that the captionist can listen to the audio portion of the call
- Computer, tablet or smartphone with Internet access
- No special software required

TO REQUEST RCC FOR YOUR NEXT CONFERENCE CALL:

- Complete the RCC Scheduling Request Form online here: <https://hamiltonrelay.com/maryland/how-it-works/rcc-remote-conference-captioning.html>
- RCC is guaranteed if the Scheduling Request Form is submitted 24 hours in advance of your call
- The RCC user will receive an email confirmation within 24 hours of submitting the form

KEY FEATURES

Scroll up to review text at any time

Once the call is complete, copy or print the raw, unedited transcript

Text can be customized with font & color options

Live chat window to communicate with captionist

Also works with webinars and video calls!

Questions?

Visit mdrelay.org or contact Telecommunications Access of Maryland at 1-800-552-7724 (Voice/TTY) 443-453-5970 (Video Phone) or moreinfo@mdrelay.com.

