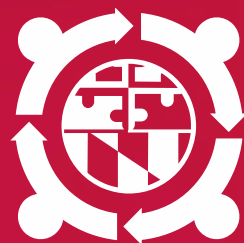


# Presenting **Remote Conference Captioning**

---

Provided by:



**Telecommunications  
Access of Maryland**



## Who is TAM?

- State agency located within the Maryland Department of Disabilities
- Provides assistive services and equipment for Marylanders who have difficulty using a telephone through
  - Maryland Relay
  - Maryland Accessible Telecommunications (MAT) program



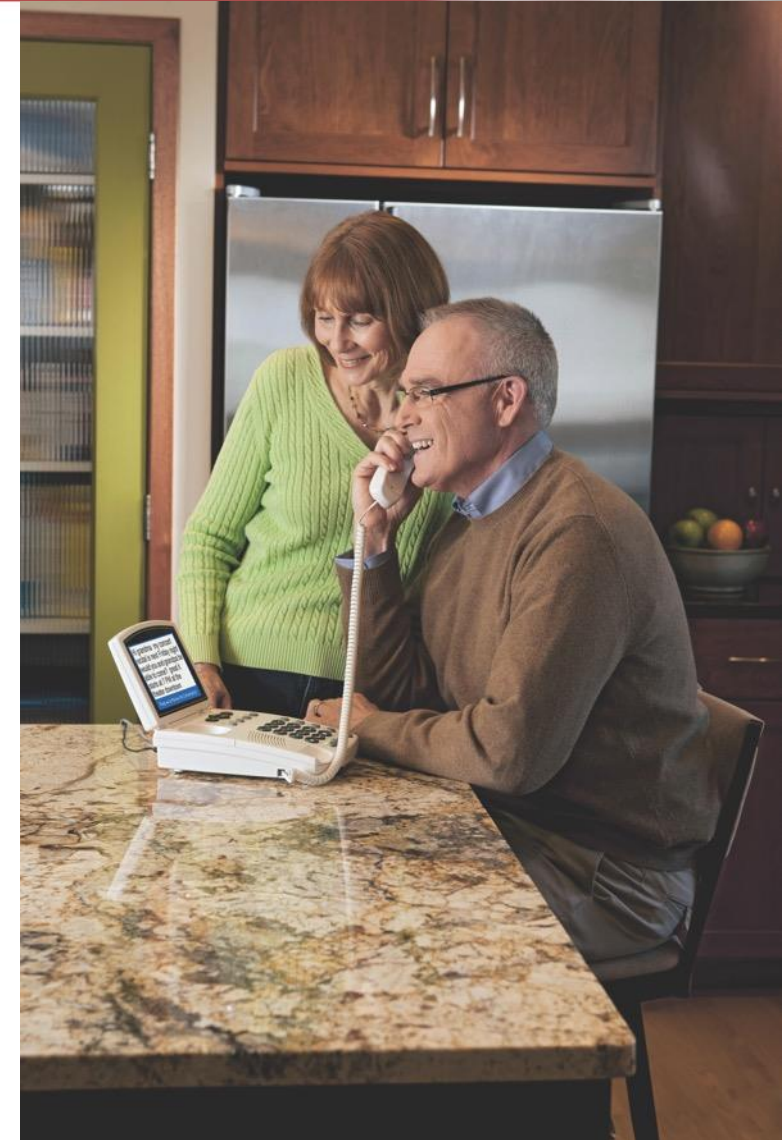
**Free service for Marylanders who have difficulty using a standard telephone.**



## Who uses Maryland Relay?

With Maryland Relay, anyone can use a telephone to make and receive calls, including someone who:

- is Deaf
- is hard of hearing
- is late-deafened
- is DeafBlind
- has difficulty speaking
- finds it difficult to use a standard telephone





## Maryland Relay Calling Options

- Text telephone (TTY)
- Hearing Carry-Over (HCO)
- Speech-to-Speech (STS)
- Captioned Telephone

**All calling options are available 24/7 by dialing 7-1-1.**



# Introducing Remote Conference Captioning (RCC)

*New service available in Maryland!*



- Allows people who have difficulty hearing over the phone during conference calls to read text of what all participants are saying
- Offers real-time captioning through **Communications Access Realtime Translation (CART)** service

## Who benefits from RCC?

- Anyone who can speak, but has difficulty understanding a speaker during a conference call
- People who are Deaf or hard of hearing will benefit most
- Anyone relying heavily on conference calls, video calls and webinars due to COVID-19

*You must live or work in Maryland to use RCC.*



## Schedule an RCC Call



Visit [HamiltonRelay.com/Maryland/how-it-works/rcc-remote-conference-captioning](https://HamiltonRelay.com/Maryland/how-it-works/rcc-remote-conference-captioning)



Complete the [RCC Scheduling Request form](#)  
*RCC is guaranteed if form is submitted 24 hours in advance*

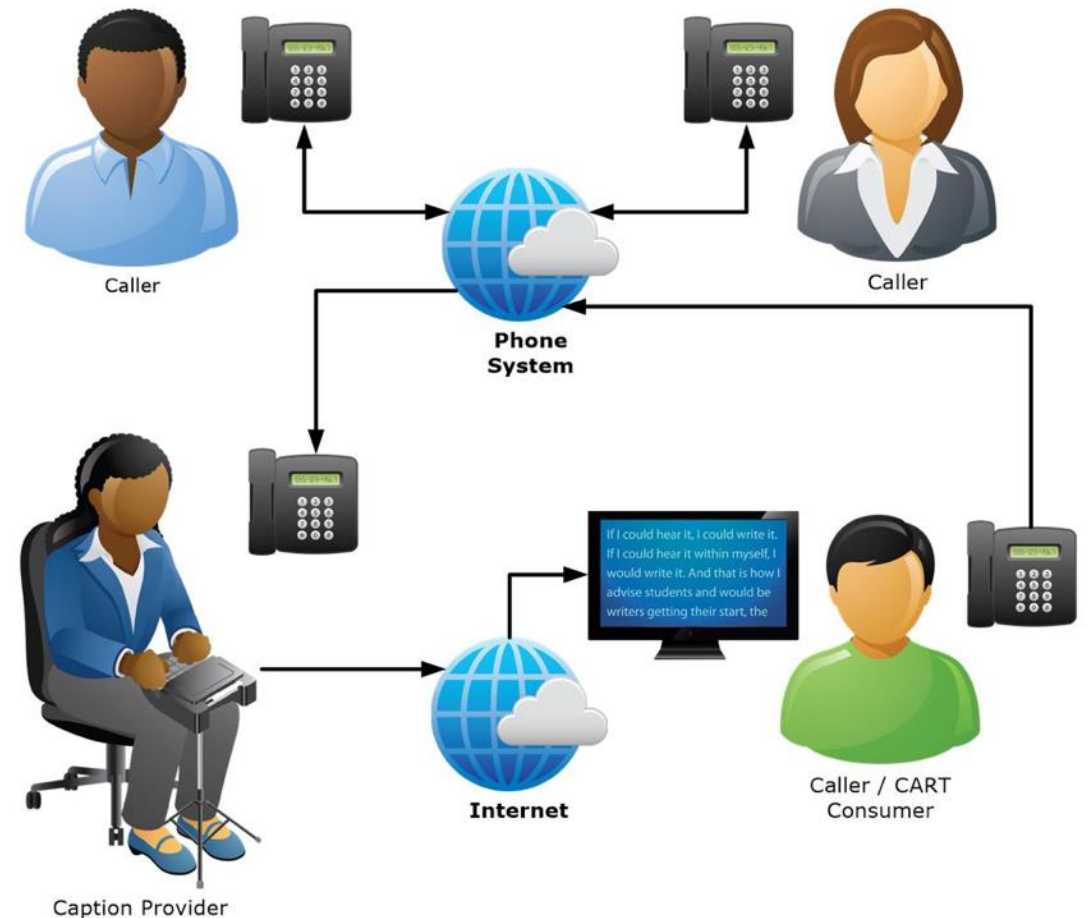


Email confirmation sent within 24 hours



## How RCC Works

- The RCC user completes a [Scheduling Request Form](#) online
- The RCC user receives a link to view text via computer or mobile device.
- The captionist accesses 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 is sent over the Internet. The text shows up just seconds after someone has spoken.





## RCC Features

- At any time, the RCC user can scroll up to review text
- Once the call is complete, the RCC user can copy or print the raw, unedited transcript
- Text can be customized with font and color options
- Live chat window to communication with captionist
- Also works with webinars and video calls

# Promote RCC For Your Next Conference Call, Video Call or Webinar

**Make your next virtual event more accessible to a broader audience by promoting the availability of RCC!**

*“Captions for this event are available through Remote Conference Captioning, a free service provided by Maryland Relay. To request RCC, please complete the [Scheduling Request Form](#).”*

Add this language to your:  
Invitations, signs, flyers | Email blasts | Social media posts

# For assistance with RCC, please contact Maryland Relay Customer Care at:

**Voice/TTY:** 866-269-9006

**Fax:** 866-269-9831

**Email:** [mdrelay@hamiltonrelay.com](mailto:mdrelay@hamiltonrelay.com)

Visit [MDRelay.org](https://MDRelay.org) | Email [moreinfo@mdrelay.org](mailto:moreinfo@mdrelay.org)  
Call **1-800-552-7724 (Voice/TTY) 443-4453-5970 (Video Phone)**

*Telecommunications Access of Maryland  
301 West Preston Street, Suite 1008A  
Baltimore, MD 21201*



[MarylandRelay711](https://www.facebook.com/MarylandRelay711)



[MDRelay711](https://twitter.com/MDRelay711)