



# Relay Conference Captioning

Did you know that approximately 10% of the total population has some type of hearing loss and about 1% is considered deaf? That means if your company has 500 employees, at least 50 of them could have difficulty hearing, communicating or fully understanding what is being discussed on your conference call.

To give people who are deaf or hard of hearing more complete participation in conference calls, we offer Relay Conference Captioning, which can be used with any of our audio conference. Relay Conference Captioning is a unique service that provides live, real-time text streamed captions from your conference to participants through the web.

## **INCREASE PARTICIPATION AND PRODUCTIVITY**

By using Relay Conference Captioning, you can improve the communication on your calls by all participants and ultimately get more done. The service uses the same high-quality captioners that produce captioning for live television, so you know that participants using it will receive accurate real-time text streams. With Relay Conference Captioning, you get:

- + Increased participation in and understanding of meeting discussions
- + Real-time delivery of live captioning
- + Immediately available text transcripts
- + Easy accessibility—no software required and high-speed Internet is not necessary

## **MORE OPTIONS FOR COMMUNICATING**

With Relay Conference Captioning, you have several options to ensure that people who are deaf or hard of hearing can participate in your conference and understand what is being discussed. In addition to providing real-time captioning over the web, a captioner can be the voice for the participants and real-time transcription is available to read at any time during the conference.

### Two Options for Captioning

- + One Way Text Streaming – Perfect for participants who are deaf or hard of hearing and can “voice” for themselves but need real-time text and written transcripts to fully understand or confirm what is said.
- + Two Way Text and Voice – Allows those with hearing loss or speech impairments to type comments to the captioner who will “voice” for them into the conference call and view real-time transcripts at any time during the meeting. Transcripts can be opened and saved up to 24 hours after the conference ends.

## **GETTING STARTED**

To begin using Relay Conference Captioning, first schedule your conference call, then go to the Relay Conference Captioning site <http://rcc.teleconferencingcenter.com/> - all you need is an owner number and your call details. Relay Conference Captioning must be order at least 48 hours in advance of your conference to ensure coverage. If you are a first time user, please allow an extra 24 hours for approval, due to the added security measures we take to ensure only authorized users can schedule services. Once your owner number is established and authorized, your requests will fall within standard guidelines.