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**

Arizona Relay is administered by the Arizona Commission for the Deaf and the Hard of Hearing.

Tips:

- Review "Tips" link: **arizonarcc.com/Arizona/Tips.aspx**
- 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

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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.

www.arizonarcc.com

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

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.
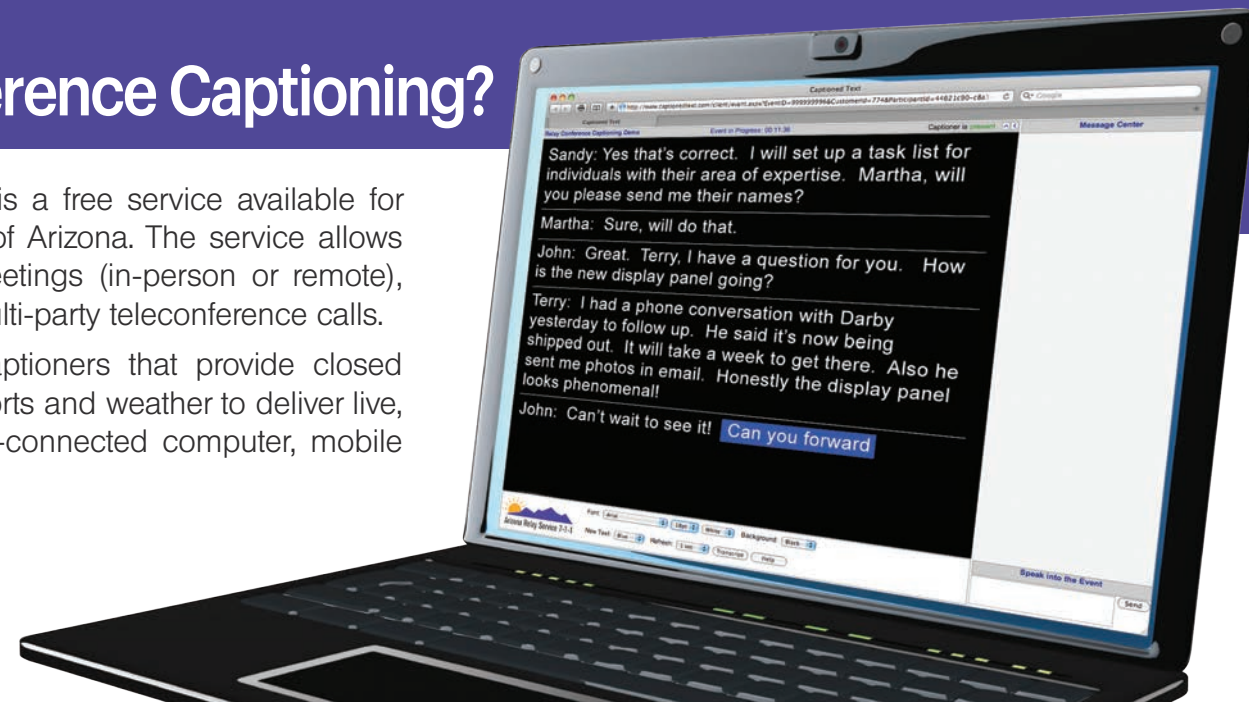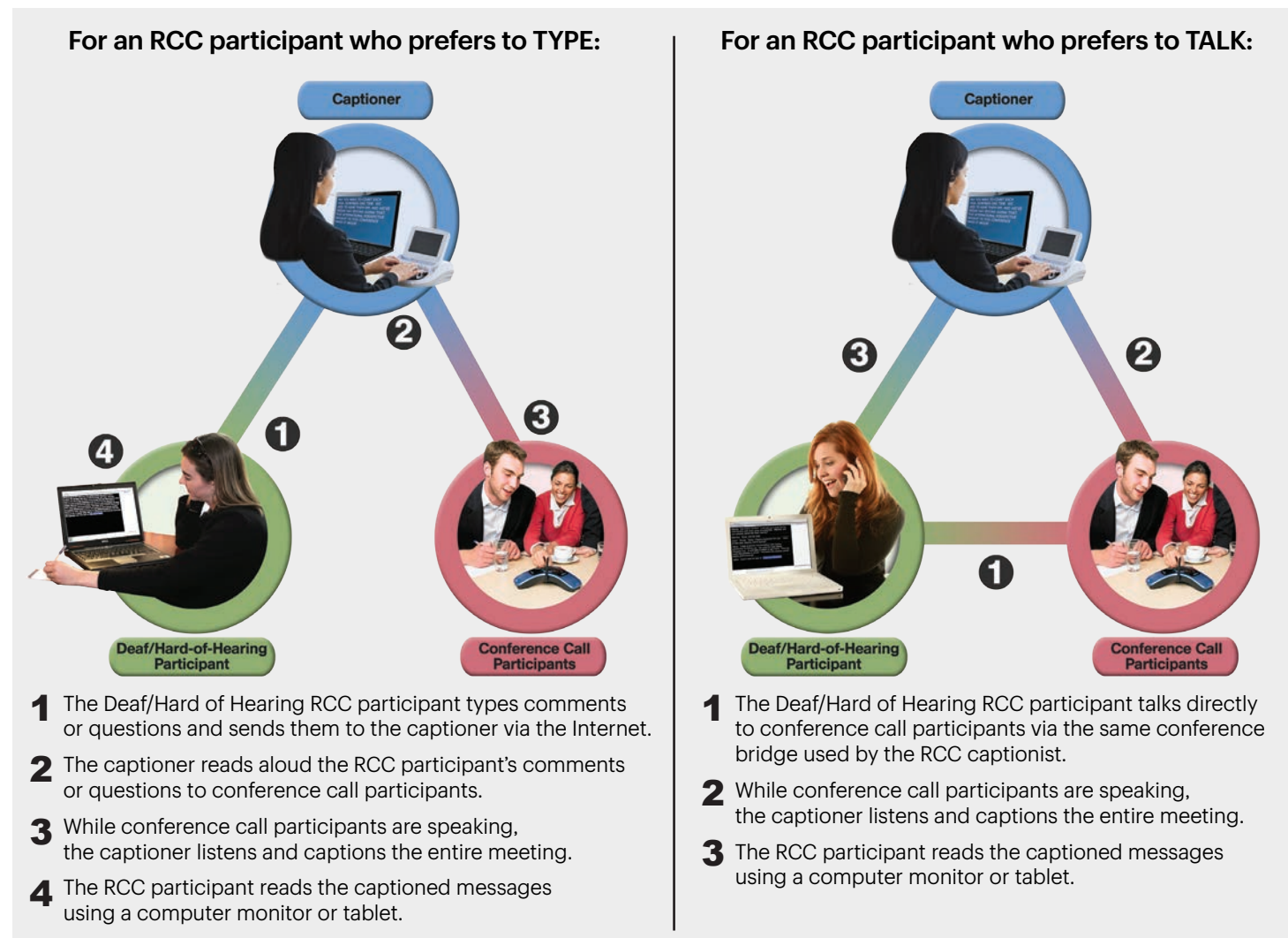
What are the technical requirements for RCC?

- 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

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.

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 e-mail confirmation is sent within one business day

Scheduling Support:

- E-mail: **cc@captionedtext.com**
- Call **1-800-590-4197** 24 hours a day / 7 days a week
- Visit **www.arizonarcc.com**
- Hours of Operation: Available from 8 AM - 6 PM local time, Monday through Friday