

# Video: How does RCC work?

## Transcript

A conference room and table fill with several people. A conference-style speakerphone sits in the middle of the table.

A female leader greets those arriving in person. As they arrive, they chat among themselves.

Leader: "Thank you for being here. I'm going to place the conference call now so everyone can be on the call. Ava told me that she is setting up in a coffee shop and James is in his office. As a reminder, please announce your name as you start speaking to support our captioning service."

Upbeat, instrumental music plays in the background throughout the rest of the video.

Leader begins pressing the buttons on the speakerphone.

Announcer: "Relay Conference Captioning or "RCC" is a free service for individuals who are Deaf or Hard of Hearing to participate fully in meetings, conference calls, webinars, and videoconferences."

Scene shifts to a female patron getting coffee in a coffee shop. This patron smiles and nods at the barista when he signs in American Sign Language to her: "Thank you." She waves to someone as she carries her tablet to an open table.

Scene shifts to a hallway of an office complex where a female associate and male associate chat and walk together. They part their ways when the male associate enters his office.

Scene shifts back to the conference room and the leader is speaking to the group and speakerphone.

Announcer: “Participants have access to spoken dialogues by reading live streaming captions through the Internet using a computer, laptop, tablet or mobile device.”

Scene rotates between these people at 3 different locations. All of them are participating in the same conference call. The male associate in his office and the patron at the coffee shop are reading captions of the conference calls on their laptop and tablet.

Announcer: “This service is provided through New Jersey and Sprint Accessibility. RCC uses the same high-quality captioners that produce closed captioning for live television, news, sports and weather to deliver real-time captions streamed to an Internet-connected computer, laptop, mobile device or tablet anywhere in the world. As the conference call continues, each participant’s words appear on their screen.”

Leader: “So now that Val has explained the process, does anyone have any questions?”

Announcer: “RCC users have the option to respond using their own voices or type responses into a text entry window, which is spoken into the call by the captioner.”

Male associate in his office appears to be asking a question via his headset. While he is speaking, a close-up of his laptop screen displays his spoken words: “Do you expect this to roll out during the year?” It identifies him as James.

The patron in the coffee shop types her question into the text box on her tablet: “Has a kickoff date been set yet?”

Announcer: “There are other options to increase accessibility.”

A screen of RCC website shows how users can change font type, size, color and background color, how to display the new text and an option to slow down the speed of the text.

Announcer: “Another benefit of RCC is that users may print or save a copy of the transcript. RCC users can book RCC service in advance to reserve a captioner.”

The process for booking RCC in advance to reserve a captioner is shown.

Leader: “We can kick this off in January. I’m confident that together, we can make this happen.”

Scene shifts to the coffee shop, where the patron is sipping coffee and reading the captions of the conference call on her tablet.

Announcer: “Relay Conference Captioning is available free of charge to individuals living or working in New Jersey, made possible through New Jersey Relay and

Sprint Accessibility. For more information on how to use RCC through webinars, go to [NJRelay.com/RCC](http://NJRelay.com/RCC).”

The New Jersey Relay & CapTel logo appears large in the upper center of the screen with “[NJRelay.com/RCC](http://NJRelay.com/RCC)” under it.

Screen fades to black. End.