Using Relay Conference Captioning with InterCall Centers

Relay Conference Captioning is an add-on feature available for the InterCall Centers, which enables captioning of your meeting for those who are deaf or hard of hearing. This guide introduces Relay Conference Captioning and details how to enable this for your meetings.

Note: To order the Relay Conference Captioning service, please contact your sales representative or visit http://rcc.intercall.com.

Preparation to use Relay Conference Captioning via InterCall Centers

Please make sure the following items have been completed prior to the day of your Event:

+ Schedule your InterCall Centers meeting as you normally would and send out invitations (for instructions or training on any of the Centers please check your website or ask your sales representative).
+ Schedule to use RCC by going to http://rcc.intercall.com, Be sure that you have ordered Relay Conference Captioning for your call **and you have an RCC URL on hand** (this will arrive in your confirmation email).
+ Schedule a transcript or any feature added services you would like for the meeting

*************** **It is recommended that you do a dry one and test this functionality using your account and the TEST url before the day of the Event***************

+ **TEST URL for EventCenter – (embedded link)**
http://www.captionedtext.com/client/embed.aspx?EventID=999999998&FontSize=10&FontColor=White&FontName=Verdana&BGColor=Black&Highlight=0000FF&HideTitle=True

+ **TEST URL for MeetingCenter and TrainingCenter (Standalone Link)**
http://www.captionedtext.com/client/event.aspx?EventID=999999998

Instructions for Accessing the Relay Conference Captioning Service via EventCenter

+ Start your EventCenter Meeting

+ Open the Multimedia screen by clicking on "share", then Multimedia.
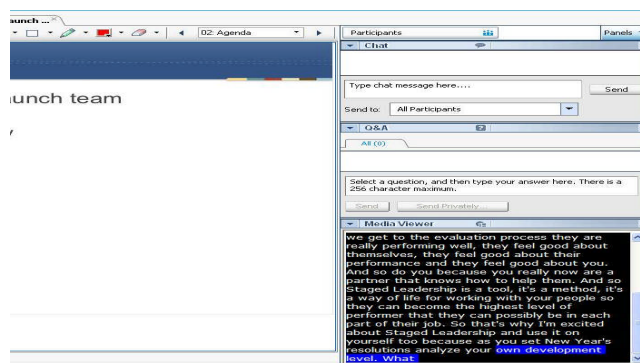 - Copy and paste your confirmed RCC URL in the "address" area
 - Click OK

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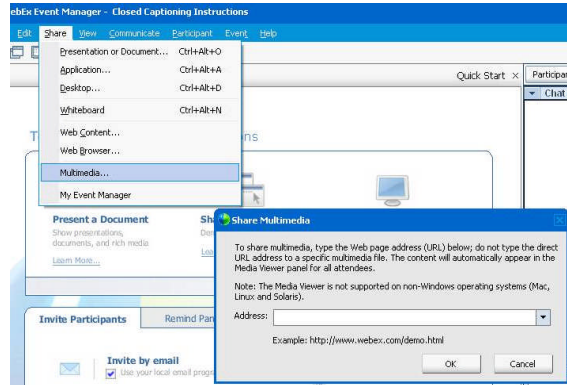
+ Your Event will show all content and the text in the Media Viewer Panel (see below).

Instructions for Accessing the Relay Conference Captioning Service via MeetingCenter or TrainingCenter

Once you schedule a meeting via RCC you will receive a confirmation email with two links, one for embedding and one as a standalone to be used in a separate URL. Use the standalone link in your invitation or send it directly to the people who need to utilize the Conference Relay Service. This text will automatically play and instructions for adjusting font size/color etc. can be found directly on the site.