

RELAY CONFERENCE CAPTIONING WITH CISCO WEBEX

USER GUIDE FOR CISCO WEBEX WEB CONFERENCING
SOLUTIONS



Relay Conference Captioning is an add-on feature available for Cisco WebEx® Web Conferencing, *provided by West's Unified Communications Services*, 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.

Please note to order the Relay Conference Captioning service, contact your sales representative or visit <http://rcc.westuc.com>

PREPARING TO USE RELAY CONFERENCE CAPTIONING

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

- Schedule your meeting as you normally would and send out invitations (for instructions or training, please check your website or ask your sales representative).
- Schedule to use Relay Conference Captioning by going to <http://rcc.westuc.com>. Be sure that you have ordered Relay Conference Captioning for your call and you **have a Relay Conference Captioning 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 you test this functionality and URL using your account the day before your event.

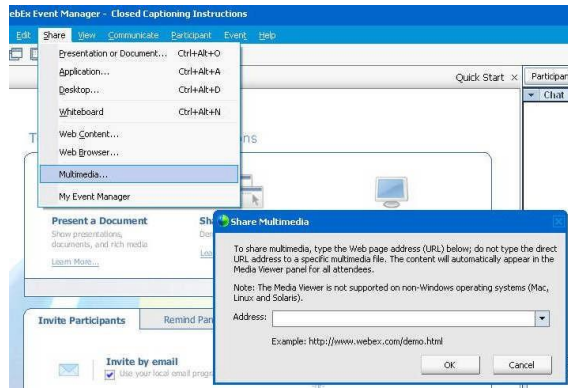
- Test URL for Cisco WebEx Event Center (embedded):
<http://www.captionedtext.com/client/Event.aspx?EventID=999999998&FontSize=10&FontColor=White&FontName=Verdana&BGColor=Black&Highlight=0000FF&HideTitle=True&ParticipantId=ba671717-5218-4cd0-8460-893c58395ada&Embedded=True>
- Test URL for Cisco WebEx Meeting Center and Training Center (standalone):
<http://www.captionedtext.com/client/Profile.aspx?EventID=999999998>

WEBEX EVENT CENTER INSTRUCTIONS

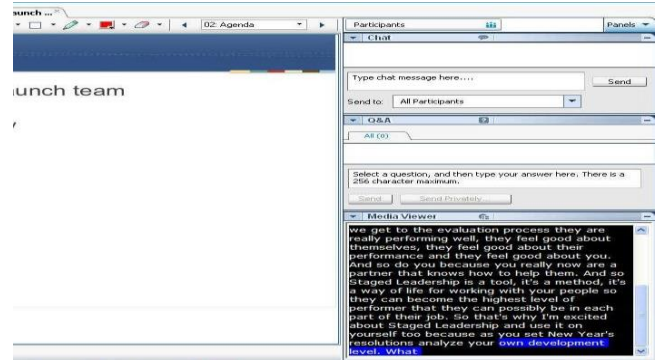
Follow these steps to access the Relay Conference Captioning service using WebEx Event Center.

1. Start your meeting.
2. Open the Multimedia screen by clicking **Share**, then **Multimedia**.
3. Copy and paste your confirmed Relay Conference Captioning URL in the **Address** section.

4. Click OK.



5. Your event will show all content and the text in the Media Viewer panel.



WEBEX MEETING CENTER AND TRAINING CENTER INSTRUCTIONS

Once you schedule a meeting with Relay Conference Captioning, you will receive a confirmation email with two links, one for embedding and another as a standalone URL to be used in a separate URL.

Use the standalone link in your meeting invitation or sent it directly to the participants who need to utilize Relay Conference Captioning. The text will automatically play and instructions for adjusting font size/color, etc. can be found directly on the site.

we connect. we deliver.

