

# New to Virginia!

## Remote Conference Captioning

### Never miss a word of an important conference call again!

New to Virginia Relay users, Remote Conference Captioning (RCC) allows people who have difficulty hearing what's said during conference calls to have a clearer understanding of the conversation and participate in the call more effectively. Using Communication Access Realtime Translation (CART) service to convert speech to text as it is spoken, RCC delivers word-for-word captions over the Internet while you listen over the telephone.

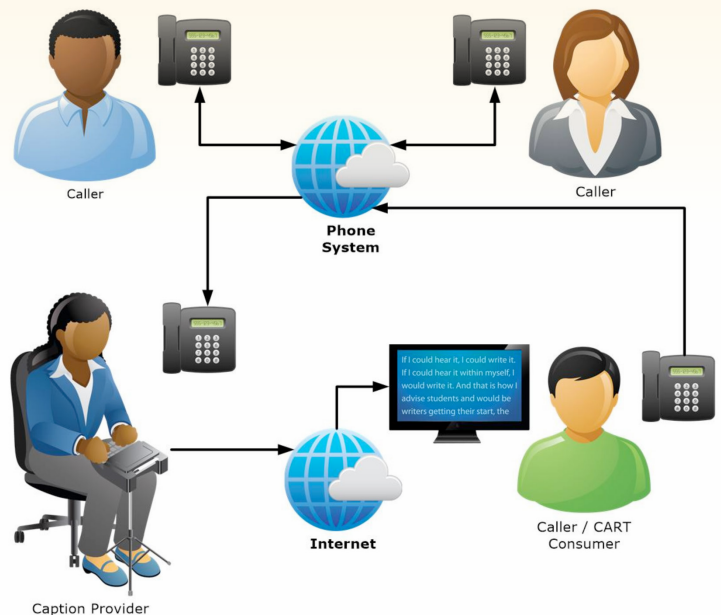
To use RCC, you will need access to a conference bridge to allow the certified captionist to listen to the audio portion of the call. You will also need access to an Internet-connected computer, tablet, or smartphone. There is no software to download, just a link to follow to view captions!

To request RCC services, complete an RCC Scheduling Request Form on the Virginia Relay website, [www.hamiltonrelay.com/rcc/index.html?state=VA](http://www.hamiltonrelay.com/rcc/index.html?state=VA), or call Virginia RCC Customer Care at 1-877-339-2665 (Voice). Virginia Relay users are guaranteed access to RCC services if scheduled at least 24 hours in advance. RCC services may also be available with a two-hour notice for emergency situations.

*Note: RCC is not a substitution for CART and is available only for conference calls.*

### How Remote Conference Captioning Works:

- All participants and the captionist access the conference call through the conference bridge
- The captionist listens and produces realtime streaming text that is sent over the Internet
- View the text on an Internet-connected computer or mobile device by clicking on the provided link
- The text shows up just seconds after someone has spoken!



To learn more about RCC,  
please contact Virginia RCC Customer Care

Call: 1-877-339-2665 (Voice)

Visit: [www.hamiltonrelay.com/rcc/index.html?state=VA](http://www.hamiltonrelay.com/rcc/index.html?state=VA)

Email: [varelayrcc@hamiltonrelay.com](mailto:varelayrcc@hamiltonrelay.com)

**Virginia Relay**  
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