Remote Conference Captioning (RCC) Frequently Asked Questions

1. How is Remote Conference Captioning (RCC) provided?
RCC services use Communication Access Realtime Translation (CART) service to deliver captions over the internet.

2. What is CART?
CART is a service that converts speech to text, as it is spoken, to provide accessibility to those who cannot understand the speaker.

3. What is the difference between RCC and CART?
RCC is specifically used for conference calls or virtual meetings where a participant in that event would benefit from captions of what is being said during that event. CART is intended for in-person interactions only.

4. Who benefits from captioning?
Individuals who are deaf or hard of hearing compose the largest segment of the population who use captioning. Anybody who has difficulty understanding a speaker, such as individuals whose native language is not English and individuals who have auditory processing challenges, find captioning very helpful in enhancing their comprehension of spoken English.

5. Who can request RCC services?
The individual who will directly benefit from RCC services or the event organizer on behalf of someone who needs RCC services. It is imperative that the individual requiring the use of RCC services is a resident of the state in which they are submitting their request.

6. Are your captioners certified?
Yes. All captioners undergo extensive testing and training by Caption First and are certified by the National Court Reporters Association (NCRA). All have been awarded and currently hold at least one of the following certifications:

- CRR – Certified Realtime Reporter
- CRC – Certified Realtime Captioner

All captioners have continued education requirements for their certification and are tested to write at a minimum of 180 words per minute while maintaining 98%

accuracy or better. Most of our captioners write in excess of 200 words per minute with over 99% accuracy.

7. Do captioners follow a Code of Ethics?

Yes. Captioners certified by the National Court Reporters Association follow their organization's Code of Professional Ethics, which includes confidentiality and security guidelines. Likewise, the National Verbatim Reporters Association has a Code of Ethics.

8. How many people can use RCC at a time?

There is practically no limit to how many people can watch the text as it is created. When privacy is important, access can be limited to only authorized consumers.

9. In what situations is captioning beneficial?

Put simply, captioning is beneficial in any situation where an individual needs access to visual communication of the spoken word.

10. How do I send audio from my event to the captioner?

For most events there are several ways to send the audio from the event to the captioner. The major factors involved in deciding which method to use include audio quality, event setup, ease of use, reliability and cost. Audio quality is perhaps the most important consideration because a captioner is especially dependent on high quality audio to provide real-time text and a transcript that meets the level of quality that you deserve. The following suggestions are based on many years of experience, but each event is unique, and Hamilton Relay would be happy to work with you to determine which solution(s) work best for your event.

- **Telephone** – Perhaps one of the best methods to deliver high-quality audio to a captioner. This system works best if all meeting participants are using a conference call system, or the event audio can be transferred directly from an audio technician's sound board to a telephone line by use of a device called an audio-telephone coupler. In small meeting rooms, a conference-quality phone can be used with good results. A desk phone with speaker capability is not recommended.
- **Webcast** – If the event is being broadcast via a webcast, this is a good method for the writer to obtain high-quality audio. This method is most used when the real-time text will be displayed inside or with the webcast.
- **VoIP** – Voice over Internet Protocol is gaining popularity as a method to deliver audio of acceptable quality. Using free programs such as Skype, the

audio can be delivered from any location to the captioner using a computer and the internet. Setup must be done carefully to ensure the best possible audio quality is delivered. The computer used to send the audio from the event to the captioner should have the best processor available and not be running other applications. The internet connection should be hard-wired (not wireless) and of at least 5Mbps speed. The computer must have audio input from a sound board or must have an external, good-quality, omni-directional microphone. The use of the computer's internal microphone is not recommended.

TIP: The more attention that is paid to making sure that high-quality, reliable audio is delivered to the captioner will result in better quality text and transcripts.

11. Can I request RCC for my in-person meeting?
No. RCC is only available for virtual meetings.

12. Can I customize how I view captions?
Yes. If you are viewing the text on your computer, there are many font and color combinations to fit your personal preference. You can also use the chat window to communicate with the captioner regarding setup, misspellings of names or acronyms. The chat window can be minimized by clicking on the "hide/show chat box" in the lower right-hand corner of the text window.

13. How do I cancel my request?
To cancel your RCC request, respond to the email you received confirming your request. You may also contact Hamilton Relay Customer Care to cancel your request. If possible, please make every effort to cancel services according to the cancellation window outlined for the service you have requested.

14. How do I participate in a virtual event and view captions at the same time?
If you are using Zoom, Adobe Connect, Webex or YouTube Live, captions can be embedded into your event for easy access. When you fill out the request form, share the event web link in the appropriate field. The instructions on how to embed captions using those platforms are either linked below:

- Zoom: https://support.zoom.us/hc/en-us/articles/207279736-Closed-captioning-and-live-transcription. Note: Some Zoom licenses do not allow embedded captions. Please check the Zoom website for details and updates regarding license details.

- Adobe Connect: https://helpx.adobe.com/adobe-connect/using/closed-captioning-html-client.html.
- Webex: https://help.webex.com/en-us/article/WBX18865/How-Do-I-Schedule-Closed-Caption-Meetings
- YouTube Live: https://support.google.com/youtube/answer/3068031?hl=en#zippy=%2Clive-caption-requirements-for-events%2Cturning-on-closed-captions-for-events.
- Microsoft Teams: https://support.microsoft.com/en-us/office/use-cart-captions-in-a-microsoft-teams-meeting-human-generated-captions-2dd889e8-32a8-4582-98b8-6c96cf14eb47

15. My RCC event will have breakout rooms with attendees splitting into smaller groups for discussion. Will captions be available in breakout rooms?
Yes, captioning can be available in a breakout room. However, the captioner can only be in one breakout room at a time. Ensure that the event coordinator knows to which room the captioner should be sent. Please be patient as the captioner makes the necessary technical changes to resume captions in the breakout room.

16. If I am not using Zoom, Adobe Connect, Webex or YouTube Live for my RCC event, how do I view captions and the event at the same time?
We recommend opening a second window to view captions. You will be supplied with a specific link for the event's captions. You can open the second window with the provided link and resize the window in such a fashion that it appears below the event screen. This allows you to see the RCC event while also being able to comfortably view the captions. Here are the steps to follow:

1. Right click on the task bar at the bottom of your screen. Choose Properties. Then click on little box next to Auto-Hide the Taskbar. Click APPLY. Click OK. This will cause your task bar to automatically hide and free up more real estate on your screen.
2. Open your browser to the event you are attending. If the event window is completely filling your screen, click on the double box icon at the top right-hand corner of your screen (turning it into a single box), to make the window resizable and smaller, without closing or hiding it.
3. Open a second browser window. Enter the URL that was provided. You can customize the caption window in several ways to suit your taste, but we recommend you set Themes to "Sunrise", Font Size to "24" and Font Family to "Verdana". Click on the "Show/Hide Header" and "Show/Hide Chat" options at the bottom right-hand side of the window for a clearer screen.

4. When you have finished setting up your screen, click on the icon at the top
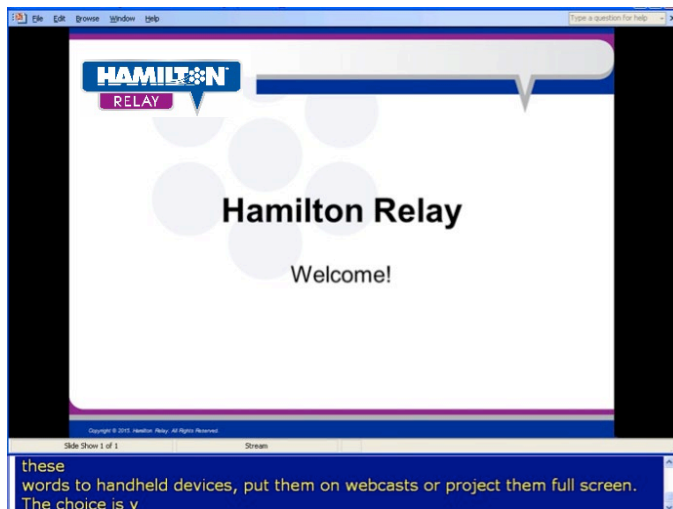
right-hand corner of your captions window to make your window resizable.

5. Layer the captions below the browser raising the bottom of the event browser window just enough to reveal the last 2 or 3 lines of captions. Stretch the two windows so that they fill the width of your screen, making sure to keep the captioning window below and under the event. The event should be the "active" window.

Your computer screen should look like the image below:

<u>17. Will I automatically receive a transcript after my RCC event?</u>
A raw, unedited transcript will be sent within one full business day of the completion of your RCC event.