

I do not have any relevant financial or non-financial information to disclose as pertains to this presentation.

***Arizona Relay  
Service and Relay  
Conference  
Captioning (RCC)***

**Presented at the  
AzTAP Conference**



Arizona Relay Service 7-1-1

**Michele Michaels** – ACDHH Hard-of-Hearing  
Specialist

**Ken Arcia** – Arizona Relay Outreach Manager

## Agenda

- Who are Michele and Ken?
- What is AZRS and RCC?
- Captioned Telephone
- Telephone Equipment Program
- Relay Conference Captioning
- Questions / Answers



# Who is Michele?

- Born / raised in Kansas
- BA in Human Communication
- Certified Public Manager
- Progressive bilateral hearing loss with tinnitus & SCDS
- Work Hx: AZRS, VCD, ACDHH



# Who is Ken?

- Born / raised in California
- BA in Psychology
- Deafened at age 21
- Relay user for 30+ years
- Moved to Arizona in April and does Outreach for Arizona Relay throughout the State





# Arizona Relay Service 7-1-1

Relay Services

AZTEDP

Relay Friendly Business

Resources

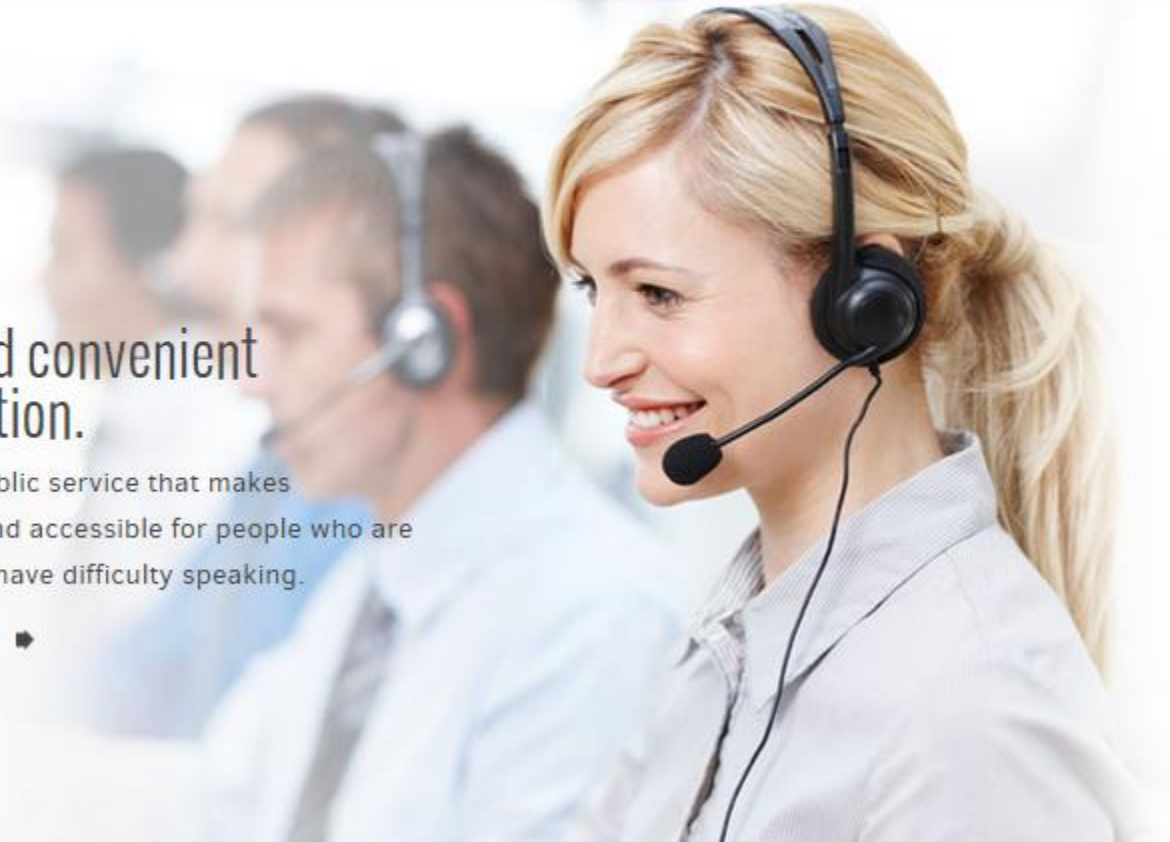
Customer Profile

Contact Us

## Accessible, reliable and convenient telephone communication.

Arizona Relay Service (AZRS) is a public service that makes communication by telephone easy and accessible for people who are deaf, hard of hearing, deaf-blind, or have difficulty speaking.

[Learn more about this great service](#) ➔



# TTY: 711 or 1-888-842-3372

## Users

The most common way to connect to the relay—allowing you to type your messages and read the other person's responses.

A TTY (or text telephone) device includes a keyboard for typing your side of the conversation—and a screen on which the other person's responses appear, which are typed by the Communication Assistant (CA).



# Voice Carry Over (VCO): 711 or 1-800-842-4681

## VCO

Voice Carry Over (VCO) service is available for people who can communicate clearly by talking, but have difficulty hearing on the phone.

These services allow you to enjoy the freedom of using your own voice while viewing captions of what's being said to you in your phone conversations.





# Hearing Carry Over (HCO): 711 or 1-888-842-3372

## HCO

With HCO, you can listen directly to the person you are calling. Using a TTY (text telephone), you type your responses to the Communication Assistant (CA) who will speak for you. You enjoy the freedom of using your own ears—while borrowing our voice.

HCO is especially helpful for people with impaired speech, cerebral palsy or other speech disorder.



# Speech to Speech (STS)

## 711 or 1-800-367-8939

Speech-to-Speech is especially useful for people who have a difficult time speaking or being understood on the phone.

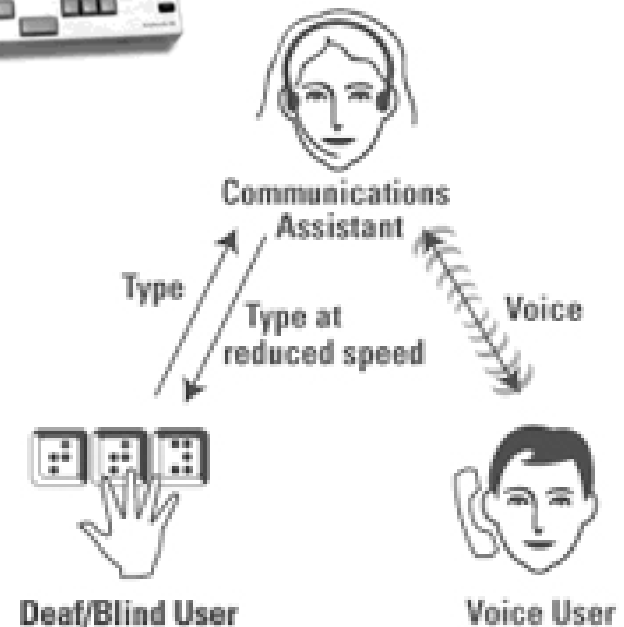
Speech-to-Speech (STS) Service is a type of Telecommunications Relay Service (TRS) that enables individuals with speech disabilities and/or who have difficulty being understood on the telephone to communicate on a telephone call through the assistance of a specially trained Communications Assistant (CA). The CA will serve to facilitate the communication back and forth between the person with the speech disability and the other person.



# Telebraille: 711 or 1-888-842-3372

People with combined hearing and vision loss can also connect with friends and family through the relay service.

A TeleBraille is a device that allows people with combined hearing and vision loss to place telephone calls to a standard telephone user. These calls can be placed through the relay service, another TTY or another TeleBraille.



# CapTel: (Captioned Telephone)

Captioned Telephone (CapTel®) service is available for people who can communicate clearly by talking, but have difficulty hearing on the phone.

These services allow you to enjoy the freedom of using your own voice while viewing captions of what's being said to you in your phone conversations.



# Arizona Telephone Equipment Distribution Program

## Arizona Telecommunications Equipment Distribution Program (AzTEDP)

New telephone products are now being offered by AzTEDP!

Take a look by downloading a packet [Here!](#)

AzTEDP clients needing demonstrations, technical assistance, and any service related to equipment are best served by appointment. Please call 602-542-1124 V/TTY or 1-866-223-3412 V/TTY or email [Vicki Thompson](#) or [Christine Milano](#) to ensure our availability to serve you.

The State of Arizona provides telecommunications devices at no cost to residents of the State of Arizona who need assistance communicating on the phone.

Applicants can qualify as Deaf, Deaf-Blind, Hard of Hearing or Speech Impaired.

# Arizona Relay Conference Captioning (RCC)

## How does Relay Conference Captioning work?



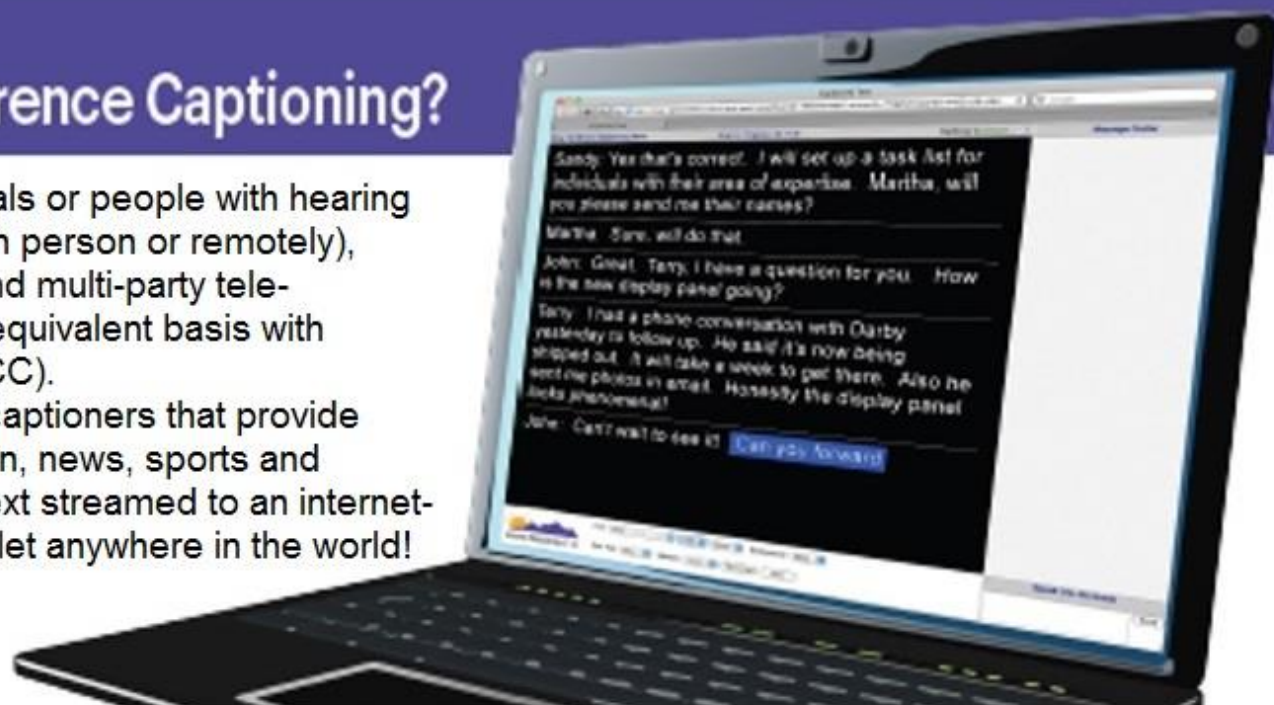


# Arizona Relay Conference Captioning (RCC)

## What is Relay Conference Captioning?

Deaf and hard-of-hearing individuals or people with hearing loss can participate in meetings (in person or remotely), phone calls, videoconferencing and multi-party teleconference calls in a functionally equivalent basis with Relay Conference Captioning (RCC).

RCC uses the same high-quality captioners that provide closed captioning for live television, news, sports and weather to deliver live, real-time text streamed to an internet-connected computer / laptop / tablet anywhere in the world!



## ***Arizona Relay Conference Captioning (RCC)***

What are the technical requirements for RCC?

- Internet Explorer 6.0 and above, Chrome, Firefox or Safari
- JavaScript and cookies enabled in the browser
- MS Windows ME, NT, 2000, XP, Vista, Windows 7 / 8 or Mac OSX
- 800x600 screen resolution, 1024x768 or higher recommended
- A high-speed internet connection is required
- No need to download / install software



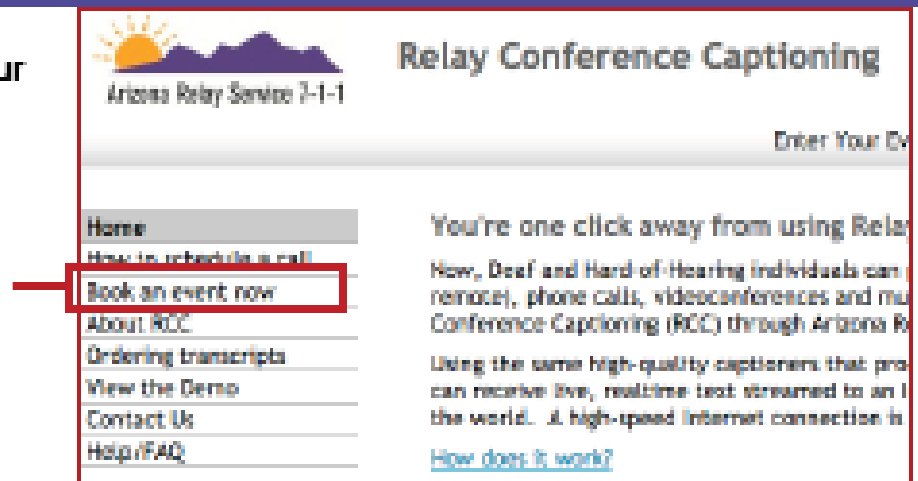
# Arizona Relay Conference Captioning (RCC)

## How do I schedule the RCC service?

- Arrange for a conference/audio bridge from your phone company or telecom services provider before using the RCC service.

including:

- Contact and event information



The screenshot shows the Arizona Relay Service website. The header includes the logo and the text 'Arizona Relay Service 7-1-1' and 'Relay Conference Captioning'. A navigation menu on the left lists: Home, How to schedule a call, **Book an event now** (highlighted with a red box), About RCC, Ordering transcripts, View the Demo, Contact Us, and Help/FAQ. The main content area on the right contains text about the service and a link for 'How does it work?'.

# [www.arizonarcc.com](http://www.arizonarcc.com)

***Please provide at least 48 hours notice (2 working days) for any conference call that you need captioned to guarantee coverage.***

# Arizona Relay Conference Captioning (RCC)

Fill out required information on the online form including:

- Contact and event information
- Teleconference call number and access code
- Date / Time of event
- Provide specific information (i.e. proper name, call agenda, speaker or PowerPoint notes, etc.) in order to receive caption accuracy.
- Make an appointment at least 48 hours in advance to guarantee the service.



## Relay Conference Captioning

Enter Your Event ID

[Join Event](#)

- [Home](#)
- [How to schedule a call](#)
- [Book an event now](#)
- [About RCC](#)
- [Ordering transcripts](#)
- [View the Demo](#)
- [Contact Us](#)
- [Help/FAQ](#)
- [Hours of Operation](#)
- [Tips for using RCC](#)
- [mobileRCC](#)
- [Web Conferencing](#)

### Contact Information

First Name

Last Name

Phone

E-Mail

(Enter only one address)

Alternative contact information

### Event Information

Teleconference Phone Number

Access Code

Event Title or Subject Matter

Event Notes

### Date and Time of Event

Begin Time:

8:00 AM

End Time (Est.):

8:00 AM

TimeZone:

Mountain

# Arizona Relay Conference Captioning (RCC)

## Transcript Options

- Retain copy of the transcript on server
- Destroy transcript after event to protect my confidentiality

## Participant Options

- Allow participants to view transcript
- Allow participants to view & save transcript
- Participants cannot view or save transcript

## Other Options

- Ensure security with SSL Encryption
- I am willing to be contacted for quality assurance purposes

(click only once)

Place Order

Cancel

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*Arizona Relay is administered by the Arizona Commission for the Deaf and Hard of Hearing*

# Arizona Relay Mobile Conference Captioning (RCC)

Visit

<http://mobilercc.sprintrelay.com>

and enter your name (used for identification purposes only) as well as your Event ID. The Event ID is the confirmation number you receive when ordering our real-time services.



Now we will see a  
demo using the  
[www.arizonarcc.com](http://www.arizonarcc.com)  
website.

# Arizona Relay Service

[www.azrelay.org](http://www.azrelay.org)

# Arizona Relay Conference Captioning (RCC)

[www.arizonarcc.com](http://www.arizonarcc.com)



