
Relay Conference Captioning: Adobe Connect

For Participants:

How do I access RCC captions in Adobe Connect?

The organizer/host sends invitation with the following details: **(1)**

- Adobe Connect meeting link,
- Date/time of meeting and
- Password (if applicable).

Click the link to open the **Adobe Connect. (2)**

- 1** ▶
- 2** ▶

Please join me in an Adobe Connect Meeting.

Meeting Name: Trade Show Conference Call
Summary: Overview upcoming event strategy
Invited By: Barbara Smith
When: Wednesday 5 February, 02:00 PM - 03:00 PM
Time Zone: (GMT-05:00) Eastern Time (US and Canada)

To join the meeting:
<https://meet49935620.adobeconnect.com/tradeshow/>

If you have never attended an Adobe Connect meeting before:
Test your connection: https://meet49935620.adobeconnect.com/common/help/en/support/meeting_test.htm

Step 1:

Select Registered user. **(3)**

Enter your email address and password (if applicable). **(4)**

Click “Enter Room” button to join the **Adobe Connect. (5)**

The screenshot shows the Adobe Connect login interface. At the top, it says 'Adobe Connect' with a logo. Below that is the meeting title 'Trade Show Conference Call'. There are two tabs: 'Guest' and 'Registered User', with a red arrow and the number '3' pointing to the 'Registered User' tab. Under the 'Registered User' tab, there are fields for 'Username' (containing 'dave@dmm.com') and 'Password' (with a masked password '.....'). A red arrow and the number '4' point to the password field. Below the password field is a link for 'Forgot password?'. There is a checkbox for 'Remember username'. At the bottom, there is a blue 'Enter Room' button with a red arrow and the number '5' pointing to it.

Step 2:

Captions are visible on the lower right of the screen. **(6)**

NOTE:

You may drag the captioning panel to a different location on the screen.

The screenshot shows the Adobe Connect meeting interface. At the top, there is a navigation bar with 'Meeting', 'Layouts', 'Pods', and 'Audio'. Below that is a 'Share' button. The main area displays a slide with the text 'Welcome to Acme Trade Show' and 'Presented by Barbara Smith'. On the right side, there is a 'Video' panel showing a woman (Barbara) with a headset. Below the video panel is a captioning panel with a red arrow and the number '6' pointing to it. The captioning panel contains the following text: 'Barbara: Yes that's correct. I will set up a task list for individuals with area of expertise. Dan, will you please send me their names?' followed by 'Dan: Sure, will do that.' and 'Barbara: Great. Let's start the presentation. Ok now here's the first slide'.

For Organizers/Hosts:

How do I embed RCC captions in Adobe Connect?

Step 1:

The organizer/host can embed RCC captions for an Adobe Connect meeting via the Adobe Connect captioning pod. First, reserve RCC and save the RCC Event ID number for the **Step 6** below.

NOTE: RCC Request must be submitted two (2) business days in advance of meeting to guarantee captioning.

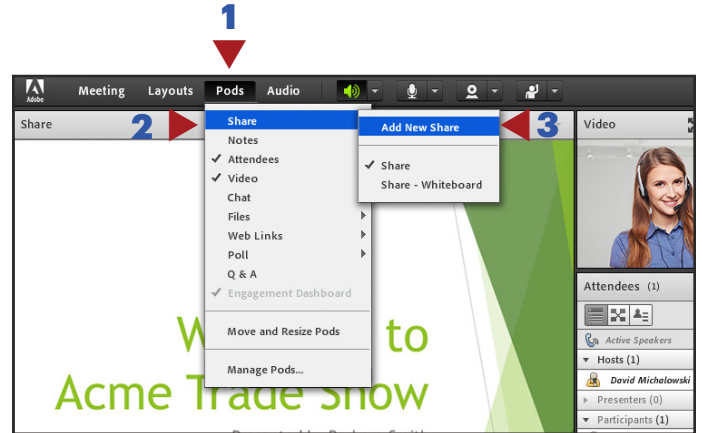
Download the AdobeConnectPod9 zipped file to a temporary folder:
www.captionedtext.com/AdobeConnectPod9.zip.

Extract the ZIP file to a temporary folder.

Step 2:

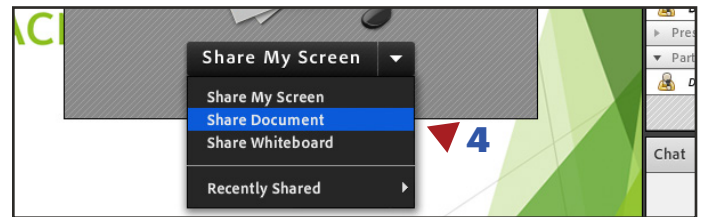
Open your **Adobe Connect** and click:

- Pods **(1)**,
- Share **(2)**,
- Add New Share **(3)** to open **Share My Screen** window.



Step 3:

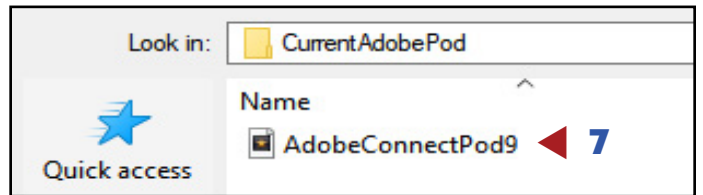
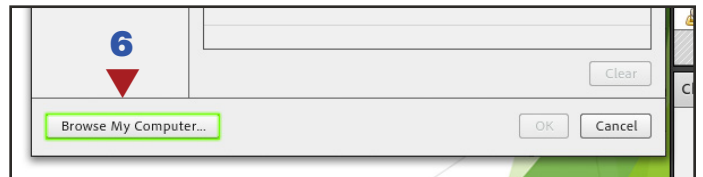
In the **Share My Screen** window, select **Share Document**. **(4)**



Step 3:

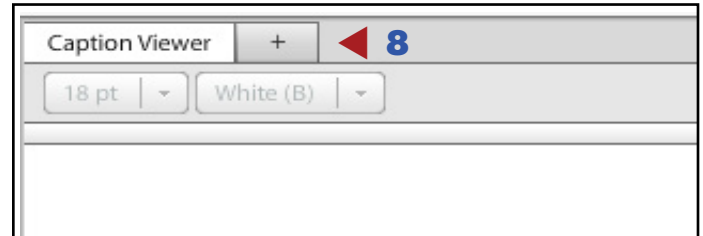
Click **Browse My Computer** button **(6)** and find the **AdobeConnectPod9 (7)** un-zipped file in the temporary folder on your computer.

Double click this un-zipped file to install the captioning pod..

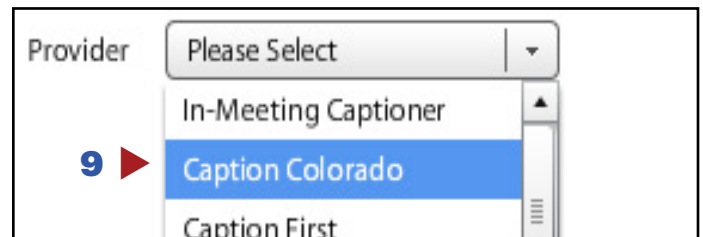


Step 5: Initiate Captioning

After the Adobe Connect captioning pod is installed, click **+** icon **(8)** to update the connection configuration in the menu bar.



Go to **Provider** field and select **Caption Colorado**. **(9)**



Step 6:

In the dialog boxes, enter the following settings:

- **Connection Name:**
Your meeting name
- **Host:**
connect.captioncolorado.com (pre-populated)
- **Port:**
80 (pre-populated)
- **Meeting ID:**
Enter Event ID number provided within RCC confirmation email



Provider: Caption Colorado

Port: 80

Connection Name: [Empty]

Meeting ID: [Empty]

Host: connect.captioncolorado.com

Buttons: Connect, Disconnect

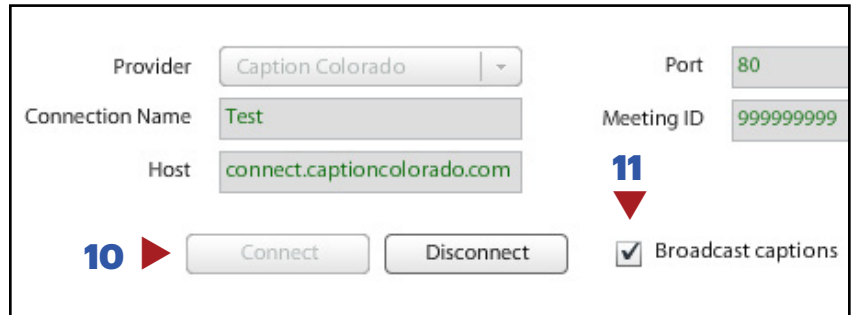
Checkbox: Broadcast captions

Step 7:

Click the Connect button. **(10)**

When the connection is completed, a yellow triangle is displayed.

Check **Broadcast Captions (11)** to enable the captioning feature. Green checkmark indicates that the captioning feature is working.



Provider: Caption Colorado

Port: 80

Connection Name: Test

Meeting ID: 999999999

Host: connect.captioncolorado.com

Buttons: Connect, Disconnect

Checkbox: Broadcast captions

Annotations: 10 (yellow triangle), 11 (green checkmark)

NOTE:

Customers may need to contact their IT team to have the following IP/Port combinations opened within the firewall:

IP Addresses

- 147.75.68.202
- 147.75.106.157

Ports

- TCP/80
- TCP/11100 - In the event there is a separate security appliance which may inspect and mutate port 80 traffic.

RCC Support:

Scheduling and Technical Department

Office: (833) 250-2784
E-mail: RCC@sprint.com
Fax: (877) 877-3291

Technical support is limited to the functions of Relay Conference Captioning and is not designed to assist participants with issues related to their computer, Internet connection, conference calling provider, etc.