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# 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)**

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)

**1** ▶

**2** ▶

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

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If you have never attended an Adobe Connect meeting before:

Test your connection: [https://meet49935620.adobeconnect.com/common/help/en/support/meeting\\_test.htm](https://meet49935620.adobeconnect.com/common/help/en/support/meeting_test.htm)

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### 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.

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### 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 Smith) 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.

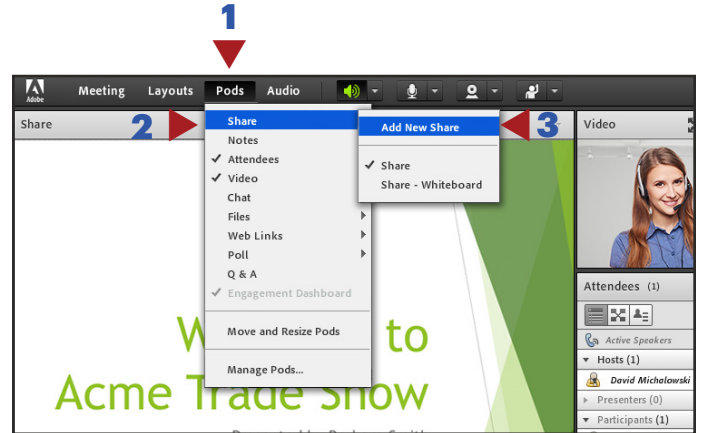
Download the AdobeConnectPod9 zipped file to a temporary folder:  
[www.captionedtext.com/AdobeConnectPod9.zip](http://www.captionedtext.com/AdobeConnectPod9.zip).

Extract the ZIP file to a temporary folder.

### Step 2:

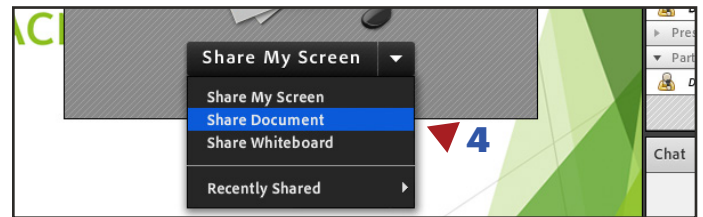
Open your **Adobe Connect** and click:

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



### Step 3:

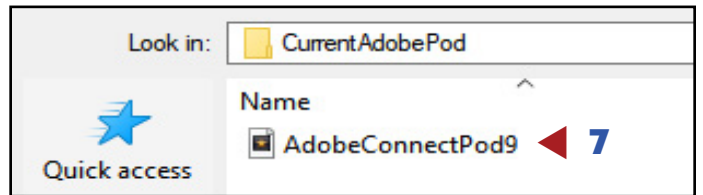
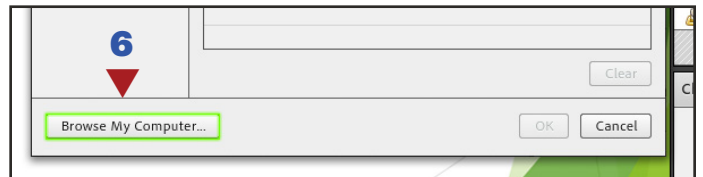
In the **Share My Screen** window, select **Share Document**. **(4)**



### Step 3:

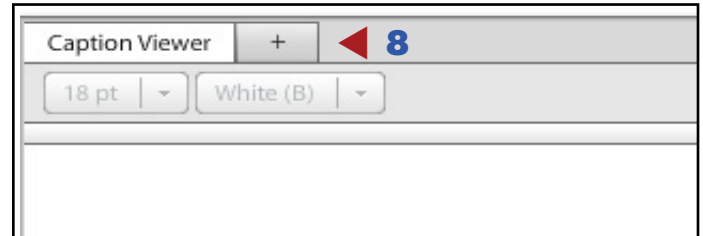
Click **Browse My Computer** button **(6)** and find the **AdobeConnectPod9 (7)** un-zipped file in the temporary folder on your computer.

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

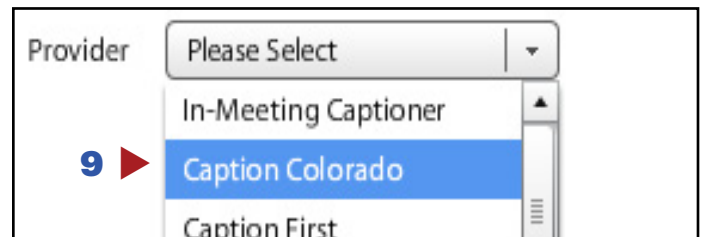


### Step 5: Initiate Captioning

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)**



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## 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

Connection Name: [Empty]

Host: connect.captioncolorado.com

Port: 80

Meeting ID: [Empty]

Buttons: Connect, Disconnect

Checkbox:  Broadcast captions

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## 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

Connection Name: Test

Host: connect.captioncolorado.com

Port: 80

Meeting ID: 999999999

Buttons: Connect, Disconnect

Checkbox:  Broadcast captions

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## 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.

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## RCC Support:

### Scheduling and Technical Department

Office: (833) 250-2784

E-mail: [captioning@t-mobile.com](mailto:captioning@t-mobile.com)

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.