

# Voice Carry-Over (VCO) ▪ 1-800-750-0750



## Communication solutions for people with a hearing loss who prefer to speak

- Speak directly to the person you are calling.
- A communication assistant (CA) serves as your “ears” and types everything said to you on a TTY or text display.
- Available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.
- Relay can permanently brand your call type as VCO.
- Special VCO phones are available. To find out how to obtain one in your area, call Sprint Relay Customer Service at 1-800-325-2223 (TTY/Voice).

### How do I place a VCO call?

Call the relay service and you will be connected with a CA. Depending on your need or preference, there are several VCO options to choose from. Please inform the agent of your preferred VCO type. An explanation of different VCO features can be found on the back of this flyer.

When you call Ohio Relay, you can instruct the CA to permanently brand your preferred call type as VCO. This eliminates the need for you to supply this information during future calls.

For assistance and detailed instructions about placing a VCO call, contact Sprint Relay Customer Service at **1-800-325-2223 (TTY/Voice)**.



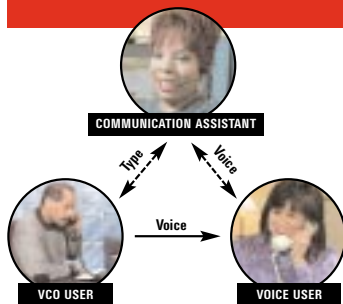
The point of contact<sup>SM</sup>



OHIO RELAY SERVICE™

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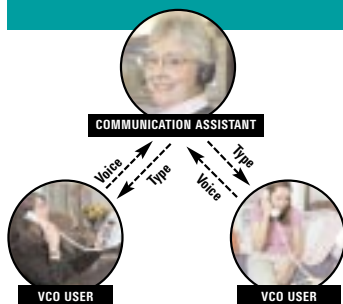
## VCO TO VOICE



During a VCO call the deaf or hard of hearing person uses their voice to speak directly to the hearing person. The CA types what the hearing person says. Both parties need to say “GA” or “Go Ahead” to indicate when they are finished with their turn.

- 1 Dial 1-800-750-0750.
- 2 Ohio Relay will answer with “1234” (for CA number), “F” or “M” (for CA gender) and “VOICE (OR TYPE) NOW GA.”
- 3 Voice or type the area code and telephone number of the party you want to call.
- 4 The CA will type “GA” as your cue to speak.

## VCO TO VCO

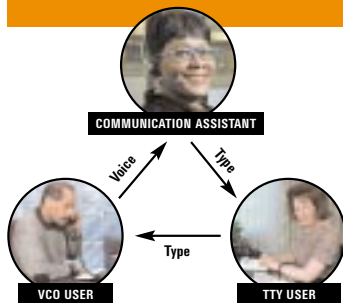


The CA will serve as both users’ “ears” and type what each person says. This is ideal for people who have a VCO phone or don’t wish to type.

- 1 Dial 1-800-750-0750.
- 2 Ohio Relay will answer with “1234” (for CA number), “F” or “M” (for CA gender) and “VOICE (OR TYPE) NOW GA.”

- 3 Voice or type “VCO TO VCO PLS”. Then voice or type the area code and telephone number you want to call, followed by “GA”.
- 4 The CA will type the greeting of the person you have called followed by “GA” as your cue to start speaking. Remember to wait for “GA” before responding.

## VCO TO TTY

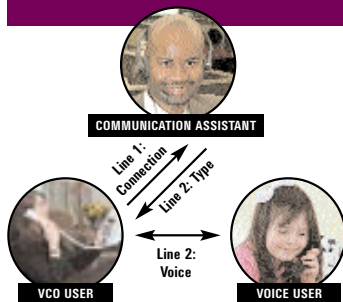


The CA will type what the VCO user says to the TTY user. Whatever the TTY user types will go directly to the VCO user’s TTY or text display equipment.

- 1 Dial 1-800-750-0750.
- 2 Ohio Relay will answer with “1234” (for CA number), “F” or “M” (for CA gender) and “VOICE (OR TYPE) NOW GA.”

- 3 Voice or type “VCO TO TTY PLS”. Then voice or type the area code and telephone number you want to call, followed by “GA”.
- 4 When the TTY user answers, the CA will announce it is a VCO to TTY call and will type the message “GA” as your cue to start speaking.
- 5 The CA will type what you say to the TTY user you are calling. Remember to wait for “GA” before responding.

## TWO-LINE VCO



The voice line must have conference/three-way calling capability. Two-line VCO provides a more natural conversation without the pauses required during single line VCO calls.

### If you have conference calling feature:

- 1 Dial 1-800-750-0750 using ASCII or TTY.
- 2 Ohio Relay will answer with “1234” (for CA number), “F” or “M” (for CA gender) and “VOICE (OR TYPE) NOW GA.”
- 3 Type the area code and telephone number of your second line and then type “TWO LINE VCO GA”.

- 4 When your second line rings, answer it by voice and ask the CA to hold.
- 5 Press the conference button and then dial out to the third party’s number.
- 6 Press the conference button again to “bridge” all three parties.

### If you have three-way calling feature:

- 1 Follow steps 1–4 above. Press and release the receiver button or flash key on your phone.
- 2 Dial out to the third party’s number.
- 3 Press and release the receiver button or flash key again to “bridge” all three parties.

Two-line VCO allows a customer with two telephone lines to use one line to speak directly to a hearing person and the other line to simultaneously read the hearing person’s typed responses.

Please note: A TTY with ASCII direct connect may not work for VCO or Two-Line VCO.