



Instructions for Using Two-Line Voice Carry Over (VCO) Relay

VCO relay is an option for people with hearing loss significant enough to prevent them from hearing and understanding conversations clearly over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The communication assistant (CA) facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO users specialized telephone equipment.

Two-line VCO is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of "GA" (go ahead) instructions¹. You can respond in real time, and even interrupt, rather than wait for the other person to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user.

Requirements for Two-Line VCO

- A TTY or a personal computer equipped with a modem. (This is for Line 1.)
- One telephone line from your local telephone company; no additional services needed. (This is Line 1.)
- One telephone line from your local telephone company, with "Three-Way Calling" service installed by your local telephone company. (This is Line 2.)
- A telephone with a flash button is recommended for use with the telephone line that has "Three-Way Calling." Otherwise, the switch-hook on the telephone may be used to obtain a second dial tone. (This is for Line 2.)

Making a Two-Line VCO Relay Call

1. Using your TTY, VCO phone or computer, dial the two-line VCO number: **1-866-855-4611**.
2. Minnesota Relay will answer with the CA's number and gender: "MN RELAY CA XXXXF/M VOICE (OR TYPE) NOW GA."
3. Voice or type, "HELLO TWO LINE VCO PLS CALL ME BACK ON (provide the area code and number of Line 2, you voice phone).
4. The CA will call you back on Line 2. Answer by speaking and check that the CA can hear you. The CA will type back a response on your TTY or VCO phone. Ask the CA to hold.
5. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
6. From your voice phone, dial the number of the person you want to call.
7. Press the flash button or switch-hook to reconnect the Relay CA.
8. When the called party answers, the CA will start typing that person's spoken words to you. The Relay will not be identified or explained by the CA.
9. You will speak directly to the other person. There is no need for either of you to wait for a "go ahead" or "GA". The Relay and the CA will be "invisible."

¹ With *single-line* VCO, the term "GA" or "go ahead" is important for VCO relay calls for turn taking purposes. "GA" insures that the VCO user and the standard phone user do not respond at the same time and miss each other's communication.

Receiving a Two-Line VCO Relay Call

1. Answer the call with your voice and ask the caller to hold.
2. Place the voice caller on hold, and create a conference call as required by your telephone equipment.
3. Dial the two-line VCO number: **1-866-855-4611**.
4. Speak immediately when the CA answers. Explain that this will be a two-line VCO call and to type only what the other person says after you have “conferenced” that person into the call.
5. Instruct the CA to call your TTY/VCO phone number.
6. When your TTY/VCO phone rings, answer by typing—then “conference” between the voice caller on your voice line and the CA on your TTY/VCO phone line.

You will speak directly to the caller. There is no need for either of you to wait for a “Go Ahead” or “GA”. The Relay will not be identified or explained by the CA.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: www.mysprintrelay.com.

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: Sprint.TRSCustServ@sprint.com. Sprint Customer Service representatives are available 24/7.

Tips for Using Two-Line VCO Relay

1. When the CA calls your second line, answer: "Hello, CA. Can you understand my voice? Please type back to me if you can."
2. The CA should type "Yes" or "Yes, I can understand your voice."
3. On your voice line, repeat your intentions: "CA, I am making a two-line VCO call. I am going to put you on hold and conference in another person. I want you to type their voice, not my voice. Do you understand?"
4. Once the CA has typed "Yes", tell the CA you are putting him/her on hold.
5. You are encouraged to work with your CA as a team player. CA's are an important part of your call. The more clearly they understand your intentions, the better they can serve you.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Options for Filing a Complaint or Commendation

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:
Voice/TTY: 1-800-676-3777 E-mail: Sprint.TRSCustServ@sprint.com
Online: www.sprintrelay.com/contact_us/index.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775 TTY: 1-888-206-6555
VP: 651-964-1514 / 1-866-635-0082 E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322) TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232 Online: www.fcc.gov/complaints

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

**Minnesota Relay Outreach:
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org**