



RELAY CALLING WITH TWO-LINE VCO

Two-Line VCO (2LVCO) makes it possible for both parties—the person who is Deaf/hard-of-hearing and the person who is hearing—to talk to each other over the phone. The Deaf/hard-of-hearing person speaks directly to the other person, and when he or she responds, is able to read what is said.

Two separate telephone lines are needed to use 2LVCO and one of the two lines must have three-way calling service installed by your local telephone company. One line is used to relay the text of what is said to the VCO user, and the other line is used for talking and listening.



YOU CALL THE RELAY AND, THEN, CALL THE OTHER PERSON.

1. Deaf/hard-of-hearing person calls Relay on first line and asks Operator to call back on second line.
2. Deaf/hard-of-hearing person calls other person on second line.
3. Other person speaks and listens.
4. Relay Operator listens.
5. Relay Operator types.

First telephone line for typing.

Second telephone line with three-way calling for speaking only.

Note: The use of "GA" or "Go Ahead" is optional.

EQUIPMENT NEEDED

1. One telephone line from your local telephone company, no additional services needed. (This is for line #1.)
2. One telephone line from your local telephone company, with three-way calling service installed by your local telephone company. (This is for line #2.)
3. 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.)
4. A TTY or a personal computer equipped with a modem. (This is for line #1.)



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RELAY CALLING WITH TWO-LINE VCO, *continued*



MAKING A CALL

1. Call the telephone Relay service on line #1 and request Two-Line VCO by indicating:
"Two-Line VCO, please call me back on (provide the telephone number of line #2)."
2. The Relay Operator will call you back on line #2. Answer by speaking and double-check that the Relay Operator can hear you.
3. Then, obtain a second dial tone by pressing the flash button or switch-hook.
4. Dial the other person.
5. Press the flash button or switch-hook again to reconnect the Relay Operator.
6. The Relay Operator hears everything that you and the other person say (on line #2) and types only what the other person says to you (on line #1).

RELAY CALLING WITH REVERSE TWO-LINE VCO

With Reverse Two-Line VCO (R2LVCO), other people can call you directly without needing to call the Relay service first. The advantages of R2LVCO can be tremendous for those who frequently receive calls from other people. All you do is provide the other person with your voice telephone number and they call you directly. You are in complete control of your telephone call from the moment you answer your telephone. With R2LVCO, you connect the Relay Operator to the call yourself—whether you initiated the call or the other person calls you. This means that the other person simply calls you directly, and does not need to connect to you through a Relay Operator.

Two separate telephone lines are needed to use R2LVCO. One of the two lines must have three-way calling service installed by your local telephone company. One line is used to relay the text of what is said to the R2LVCO user, and the other line is used for talking and listening.



RELAY CALLING WITH TWO-LINE VCO, *continued*



OTHER PERSON CALLS FIRST. YOU ANSWER AND, THEN, DIAL THE RELAY

1. Deaf/hard-of-hearing person answers incoming voice call on line #2 and dials Relay Operator on line #1.
2. Deaf/hard-of-hearing person receives a call from the Relay Operator on first line through a TTY.
3. Other person speaks and listens.
4. Relay Operator listens.
First telephone line for typing.
5. Relay Operator types.
Second telephone line with three-way calling for speaking only.

EQUIPMENT NEEDED

1. One telephone line from your local telephone company, no additional services needed. (This is for line #1.)
2. One telephone line from your local telephone company, with three-way calling service installed by your local telephone company. (This is for line #2.)
3. 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.)
4. A TTY or a personal computer equipped with a modem. (This is for line #1.)

USING REVERSE TWO-LINE VCO

1. Answer the voice line when it rings (be sure this line has three-way calling service installed) and ask the hearing person to hold for one moment.
2. Obtain a dial tone by pressing the flash button or switch-hook and dial the Relay service.
3. When the Relay Operator answers, say "Reverse Two-Line VCO, please call me at TTY number (provide telephone number of your TTY line)."
4. When your TTY line rings, answer it and verify that it is the Relay Operator calling you back.
5. Press the flash button again to reconnect the other person on the voice line and begin your conversation. The Relay Operator will type what the other person says on the TTY line.

PLEASE NOTE: The VCO user must tell the Operator that the call is a Reverse Two-Line VCO because the Operator does not process these calls often and may be confused.