

Two-Line Voice Carry-Over

Connecting people to people...
One call at a time.

For a more natural conversation without pauses or “GA”s

Two-Line Voice Carry-Over (2LVCO) makes it possible for both parties—the deaf/hard-of-hearing person and the hearing person—to speak to each other. At the same time, the deaf/hard-of-hearing person is also able to read what the hearing person says. There is no need to say “GA” or “Go Ahead.”

Two separate phone lines are needed for 2LVCO, one of which must have three-way calling service provided by your local phone company. Because two lines are used, the Relay Operator hears everything but types only what the hearing party says to the deaf/hard-of-hearing person.

How do I place a Two-Line VCO call?

- ❶ Dial NYRS at **1-800-662-1220** on line #1 (ASCII or TTY) and type, “TWO LINE VCO PLS CALL ME BACK ON (provide the telephone number of line #2, your voice phone)”.
- ❷ The Relay Operator will call you back on line #2. Answer by speaking and check that the Relay Operator can hear you.
- ❸ Press the flash button or switch-hook to obtain a second dial tone. Dial the hearing party.
- ❹ Press the flash button or switch-hook to reconnect the Relay Operator. Begin your conversation.

More detailed information on 2LVCO is available on the back of this flyer or by calling NYRS 24-hour Customer Service at **1-800-676-3777 (TTY/Voice)** or the New York Relay Service Inquiry line at **1-800-664-6349 (Voice)** or **1-800-835-5515 (TTY)**.



Just dial 7-1-1 to make
a New York Relay call!

www.nyrelay.com

- Service Information • Newsletter
- Helpful Documents

For information on Relay through TTY public payphones contact NYRS Customer Service

All Voice Carry-Over, all the time 1-800-662-1220

Two-Line Voice Carry-Over is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

Two-Line Voice Carry-Over

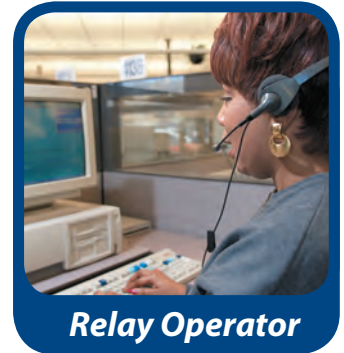
A Conversation Diagram of Two-Line VCO



⑤ Relay Operator listens to hearing person and types verbatim to deaf/hard-of-hearing person.

← Line #1 for typing →

← Line #2 with 3-way calling for speaking →



④ Hearing person speaks and listens directly to deaf/hard-of-hearing person.



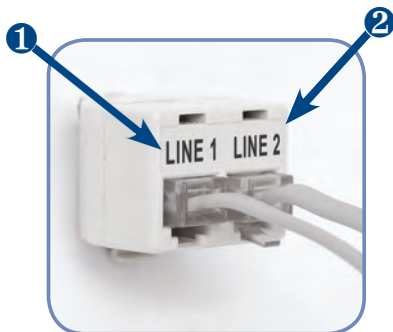
① Deaf/hard-of-hearing person calls NYRS on line #1 (ASCII or TTY) and asks the operator to call back on line #2 (Voice).

② Deaf/hard-of-hearing person answers line #2 and asks the operator to hold.

③ Deaf/hard-of-hearing person calls hearing person on line #2 and conferences the call.

What equipment do I need to use Two-Line VCO?

① One telephone line from your local phone company. This is line #1 (ASCII or TTY).



② A second telephone line from your local phone company with "Three-Way Calling" feature. This is line #2 (Voice).

③ A TTY or personal computer equipped with a modem. This is for line #1.



④ A telephone with a "flash" button is recommended for use with line #2. Otherwise, the "switch-hook" on a telephone may be used to obtain a second dial tone.

