

# VCO Direct



**Communication Solutions for people with a hearing loss who prefer to speak**

**7-1-1 or 877-826-6977**

## **What is Voice Carry-Over?**

Voice Carry-Over (VCO) Direct is a service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person. If you are a late-deafened individual who has difficulty hearing over the phone, VCO Direct is the perfect communication solution for you!

A Relay Operator types what the hearing person says to your TTY or VCO phone for you to read. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.

Now, when, you dial 1-877-826-6977, your calls are automatically handled by a Relay Operator who specializes in all types of VCO calls, such as VCO to Voice, VCO to TTY, VCO to VCO, or Two-Line VCO. With this service, you no longer have to specify your call type to the Relay Operator.

VCO Direct is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

For more information, visit at [nyrelay.com/vco](http://nyrelay.com/vco)

For further assistance with VCO, call New York Relay 24-hour Customer Service at **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).

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

**“ Thanks to  
New York Relay,  
I can communicate  
easily! ”**



New York Relay Service is funded by New York's Telecommunications Carriers.

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# Voice Carry-Over

## What works for you...

During a VCO call the deaf or hard-of-hearing person uses his/her voice to speak directly to the hearing person. The Relay Operator 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 Call 7-1-1 or 877-826-6977
- 2 New York Relay will answer with the Relay Operator's number, Relay Operator's gender, and "VOICE OR TYPE NOW GA."
- 3 Voice or type the area code and telephone number the VCO user wants to call, followed by "GA."
- 4 The Relay Operator will type the greeting of the person the VCO user has called followed by "GA."

- 5 The VCO user talks to the voice user.



- 6 After the VCO user says, "Go Ahead", it is the voice user's turn to respond.



- 7 The relay operator types the voice user's message. The VCO user reads the message on the TTY or VCO phone.



## New York Relay offers **three additional VCO options** for making phone calls:

### OPTION #1: VCO to VCO

The Relay Operator 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. Call 7-1-1 or 877-826-6977.
2. New York Relay will answer with the Relay Operator's number. Relay Operator's gender, and "VOICE OR TYPE NOW GA."
3. Voice or type "VCO TO VCO PLS." Then telephone number you want to call followed by "GA."
4. The Relay Operator 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.

### OPTION #2: VCO to TTY

The Relay Operator 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 VCO phone.

1. Call 7-1-1 or 877-826-6977.
2. New York Relay will answer with the Relay Operator's number, Relay Operator's 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 Relay Operator will announce it is a VCO to TTY call and will type the message "GA" as your cue to start speaking.
5. The Relay Operator will type what you say to the TTY user you are calling. Remember to wait for "GA" before responding.

### OPTION #3: 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.

1. Call 7-1-1 or 877-826-6977.
2. New York Relay will answer with the Relay Operator's number, Relay Operator's gender, and "NUMBER CALLING PLS 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 Relay Operator 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 the **THREE-WAY** calling feature:

1. Follow steps 1 to 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.

