

New York Relay. Connecting people to people... One call at a time!

New York Relay blue logo

Voice Carry-Over Speech-to-Speech (VCO-STS) Service

711 or

844-214-4986 for English



The Voice Carry-Over Speech-to-Speech (VCO-STS) service is designed for people who are Deaf or Hard-of-Hearing who prefer to use their voices directly.

In choosing the VCO-STS service the user permits the Relay Operator to repeat words the user has spoken but are not understood by the other party. This allows the conversation to progress without delay and may ease the frustration of being asked to repeat or concerns about being misunderstood.

This relay service is available in English-to-English.

The TRS Customer Profile allows you to store your relay call preferences and helps speed up call processing. Also you can register with Customer Service to be sure that your calls are “branded” VCO.

How Does VCO-STS Work?

Just dial 711 (or 844-214-4968 for English) on your VCO phone. The relay operator will answer with “New York Relay”.

Tell the relay operator that you want the VCO-STS call and then provide the area code and telephone number you wish to call and say “Go Ahead”. The relay operator will dial the number and connect you to the other party.

- 1 You speak to the other party. Say “Go Ahead” (“GA”) at end of each message. The “GA” indicates that it is the other party’s turn to respond..
- 2 The relay operator repeats your spoken words if needed.
- 3 The other party speaks and the relay operator types everything the other party says. indicates that it is the other party’s turn to respond.
- 4 You read the other party’s voiced words on your VCO phone.



For more information, visit nyrelay.com/vco-sts