

Voice Carry-Over



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

711 or 866-656-8260 (English)
866-656-1842 (Spanish)

What is Voice Carry-Over?

Voice Carry-Over (VCO) is a service that enables a person with hearing loss to speak directly to the other party. When the other party speaks, the Relay Operator serves as the VCO user's "ears" and types everything said to the TTY or text display equipment.

VCO is available 24 hours a day, 365 days a year, is completely confidential, and there are no restrictions on the length or number of calls placed.

For more information, visit arkansasrelay.com/vco.

Follow us at facebook.com/arkansasrelay.

Arkansas Relay's 24-hour Customer Service

English: 866-931-9027 (VCO only)

Spanish: 800-676-4290 (TTY/Voice)

Email: access@t-mobile.com

“ I can communicate easily thanks to Arkansas Relay! ”



Voice Carry-Over

What works for you...

During a VCO call, the deaf or hard-of-hearing person speaks directly to the other party. The Relay Operator types what the other party says. Both parties need to say “GA” or “Go Ahead” to indicate when they are finished with their turn.

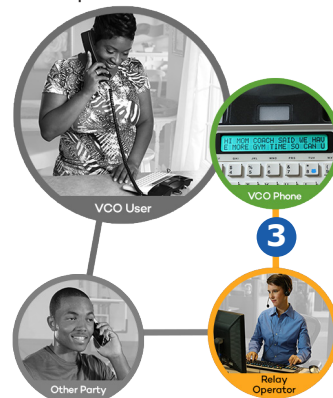
1 The VCO user talks to the other party.



2 After the VCO user says, “Go Ahead”, it is the other party’s turn to respond.



3 The relay operator types the other party’s message. The VCO user reads the message on their VCO phone.



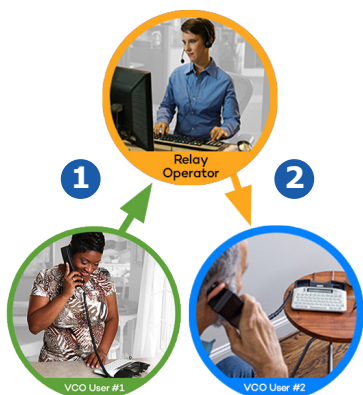
Arkansas Relay also offers three additional VCO options:

VCO to VCO

The Relay Operator serves as both users’ “ears” and types what each person says. This is ideal for people who have a VCO phone or don’t wish to type.

VCO user #1 speaks. **(1)**
The Relay Operator types their message to VCO user #2, who sees it on their screen. **(2)**

VCO user #2 replies by speaking. **(3)**
The Relay Operator types their message to VCO user #1, who sees it on their screen. **(4)**



VCO to TTY

The Relay Operator types 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.

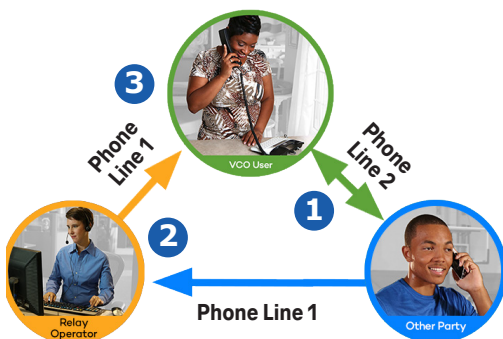
The VCO user speaks. **(1)**
The Relay Operator types their message to the TTY user, who sees it on their TTY. **(2)**

The TTY user types their conversation to the VCO user, who reads it on their VCO phone screen. **(3)**



Two-line VCO

Two-line VCO allows a VCO user with two telephone lines to use one line for speaking directly to the other party while the second line is used to receive the other party’s typed responses.



While the 1st phone line is connected to the Relay Operator, the VCO user speaks directly to the other party on the 2nd phone line. **(1)**

The Relay Operator types the other party’s message to the VCO user on the 1st phone line. **(2)**

The VCO user reads the message on the VCO phone or TTY via the 1st line **(3)** while listening to the other party on the 2nd line. **(1)**