

Voice Carry-Over

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

711 or 877-447-5992 (English)
877-447-7261 (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 relayhawaii.com/vco.

Relay Hawaii's 24-hour Customer Service

English: 844-882-3160 (TTY/Voice)

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

Email: access@t-mobile.com



“ I can communicate easily thanks to Relay Hawaii! ”

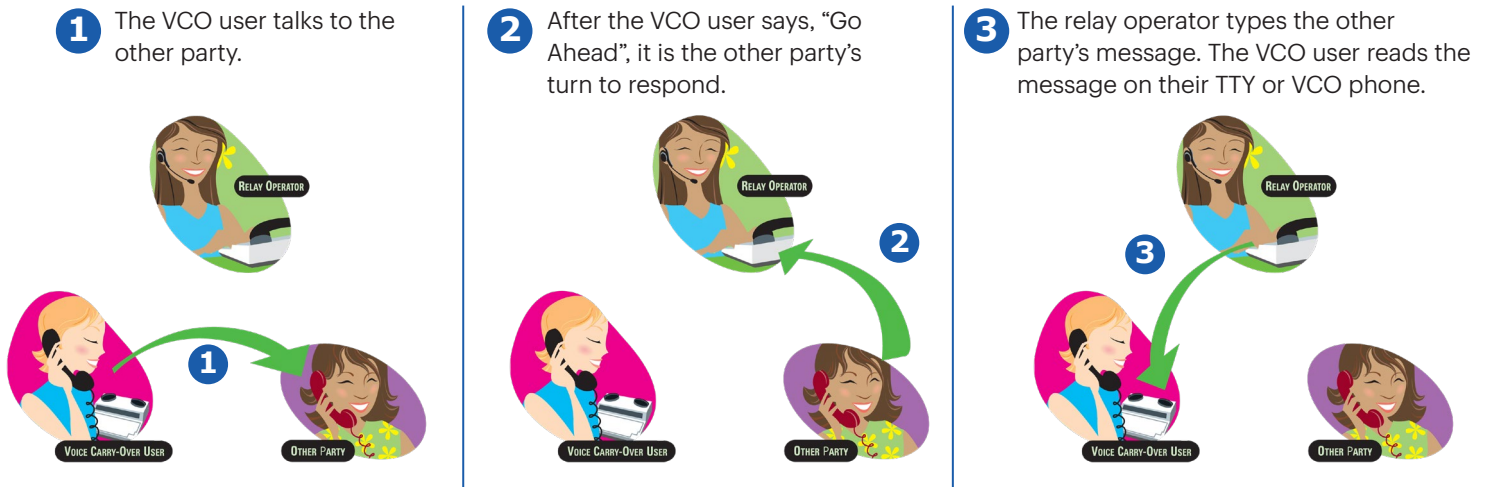


Voice Carry-Over



What works for you...

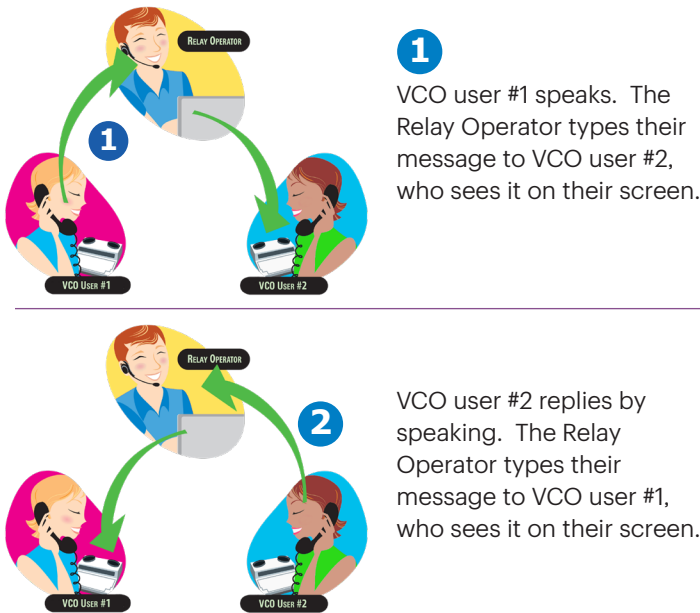
During a VCO call, the deaf or hard-of-hearing person speaks directly to the other party. The Relay Operator types what the other party says. Both parties need to say "GA" or "Go Ahead" to indicate when they are finished with their turn.



Relay Hawaii also offers three additional VCO options:

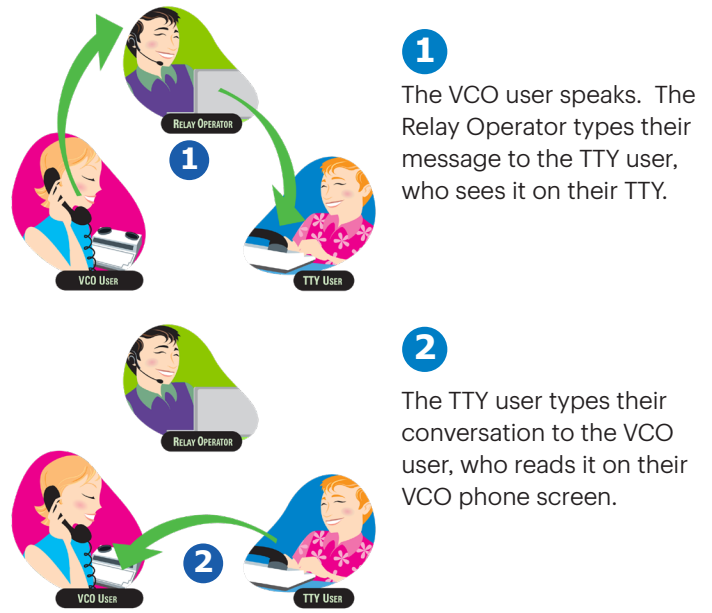
VCO to VCO

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 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.



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.

