

How to connect with Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY:** 1.800.367.8939
- **ASCII:** 1.888.842.3372
- **Voice:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Captioned Telephone Service:**
To reach a Captioned Telephone Service user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.800.842.6520
- **Spanish:** 1.800.842.2088
(includes Spanish-to-Spanish and translation from English-to-Spanish)

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Arizona para obtener más información sobre la repetición telefónica en español:

- **Captioned Telephone Service:** Para ponerse en contacto con un usuario de Captioned Telephone Service, marque el 1.866.217.3362 Español
- **Español:** 1.800.842.2088 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.866.519.8277 Español
- **Correo Electrónico:** info@azrelay.org
- **Departamento de Servicio al Cliente:**
1.866.744.7471 Español

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Commission for the Deaf and Hard of Hearing
Attn: Arizona Relay Customer Service
100 N. 15th Avenue, Suite 104
Phoenix, AZ 85007
TTY: 1.800.347.1695
Voice: 1.866.259.1768
Fax: 1.866.519.8277
E-mail: info@azrelay.org

Arizona Relay Service 7-1-1

VCO (voice carry over)



Arizona Relay Service 7-1-1

VCO (voice carry over)

Arizona Relay (AZRS) is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Voice Carry Over (VCO) is an effective service for people who have a hearing loss and who use their voice on the phone.

VCO users speak directly to the person being called and, through specialized equipment, read what is spoken by the other party.

With VCO, you won't have to struggle to hear what others say over the phone and you can enjoy the freedom of using your own voice.

Required Equipment To make a VCO call, you will need either a TTY (text telephone, sometimes called TDD) or a device made specifically for VCO calls. This equipment will allow you to read telephone conversations on a screen and respond using your own voice.

Specialized VCO equipment can be obtained in a variety of ways. The Arizona Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

- Arizona Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

dial 1.800.842.9818 or 7-1-1

Customer Profile

A Customer Profile allows you to customize your relay calls. Using a profile can ensure that all calls made and received via relay automatically connect in VCO.

There are a number of benefits when you create a Customer Profile including faster call processing, speed dialing, customized call greeting, improved typing speed, use of abbreviations, selection of long distance carrier, automatic VCO and others.

To create a Customer Profile, visit: www.azrelay.org/callerprofile.cfm or contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

Making a VCO Call

Making a VCO Call Using a TTY

1. Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for Arizona Relay: **1.800.842.9818**.
2. When the Communication Assistant (CA) answers, type: "VCO PLS GA."* (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA types: "VCO ON GA," pick up the handset and speak to the CA providing the number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
4. When the CA indicates that the call has connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA"—and place the handset back on the TTY.
5. The CA types the response of the other person for you to read on your TTY screen. Turn-taking continues in this manner until the call is complete.
6. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

Making a VCO Call Using a VCO Device

1. Connect to Arizona Relay by dialing 7-1-1 or the toll free number: **1.800.842.9818**.

2. When the Communication Assistant (CA) answers, press the button that sends a recorded VCO prompt. (NOTE: Having automatic VCO set up in your Customer Profile eliminates this step.)
3. After the CA answers with "VCO ON GA," provide the number you wish to call, then say "GA."
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.
5. If you wish to make another call, the CA is available after you have disconnected from your initial call. Simply tell the CA you want to make another call and provide the phone number.

Examples of VCO devices include the Ameriphone and Uniphone.

*"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you say "GA."

Receiving a Call as a VCO User

When people want to reach you by phone, they can call through Arizona Relay by dialing 7-1-1 or the toll free Voice number: **1.800.842.4681**. If you don't have a Customer Profile, you will need to answer incoming calls in one of two ways:

Answering Voice First

1. Pick up the handset and say "This is a VCO call GA." (If you are using a TTY without a Y-jack or line splitter, you must put the handset onto the TTY immediately after you say "GA.")
2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

Answering TTY First

1. Place the handset onto your TTY (unless you are using a VCO device or a Y-jack/line splitter) and type "VCO PLS GA." NOTE: If you have a VCO device, simply press the "VCO MSG" button that sends a recorded VCO prompt.

2. The CA will send his/her CA number and gender, followed by "VCO ON GA."
3. You may then speak directly to the caller, using "GA" to take turns.
4. The CA types the response of the other person for you to read on your screen. Turn-taking continues in this manner until the call is complete.

2-Line VCO

This enhanced relay feature offers you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user. This service requires two telephone lines. For more information, visit: <http://www.hamiltonrelay.com/traditional/711/2linevco/index.htm>.

Tips for VCO Users

- Do not start speaking to the CA until you see "VCO ON GA" on the screen.
- The CA cannot hear you until the CA turns on the VCO feature. It is very important to wait for the "VCO ON" confirmation.
- The CA turns off VCO while the other party is speaking and will not hear you (the VCO user) until the "GA" is given.
- When connecting with the CA, please do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to use VCO. You can do so by either typing "VCO PLS GA" on your TTY or by pressing the button that will send the message on your VCO device.
- Every time a VCO call is placed, the CA will ask the person being called if he/she is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the call begins.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Arizona Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

Arizona Relay Service 7-1-1



Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations, speaking directly to the other party.



Communication Assistant facilitates the conversation by typing the hearing party's side of the conversation.



Family, Friends and Businesses use a standard telephone to communicate freely.

More information on VCO Calls

For more details on VCO calls, including how to place VCO-to-TTY, VCO-to-Speech-to-Speech calls, establish call set-up and to benefit from other convenient options, visit www.azrelay.org/calls_vco.cfm or contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).