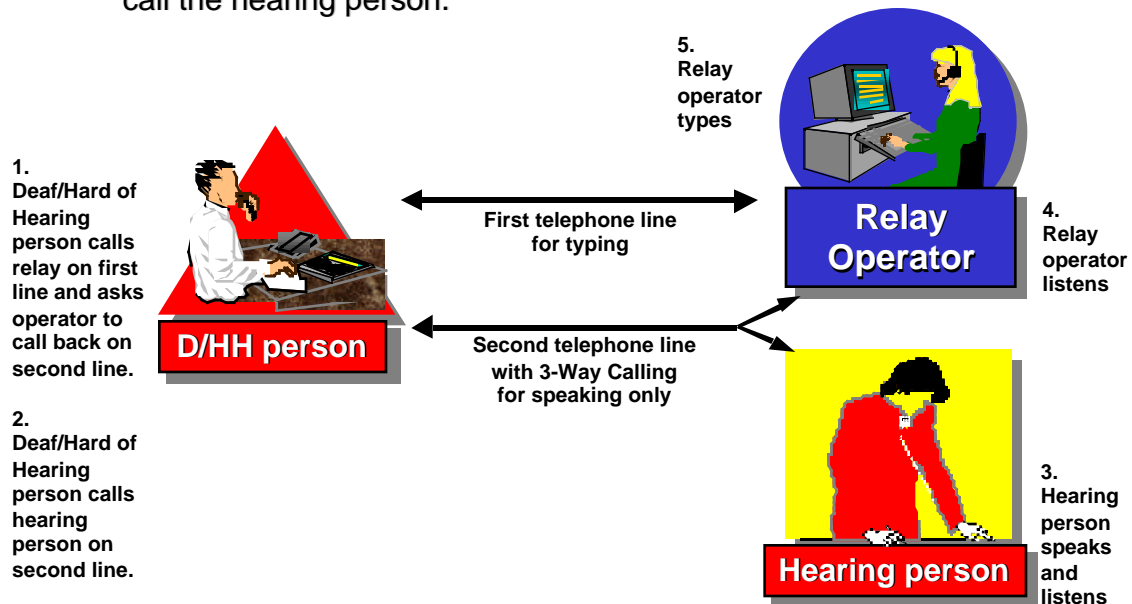


Relay Calling with Two-Line VCO

Two-line VCO (2LVCO) makes it possible for both parties --the person who is deaf/hard of hearing and the person who is hearing-- to speak and hear each other while making it possible for the deaf/hard of hearing person to read what the hearing person has said. Plus, there is no need to say "GA" or "Go Ahead."

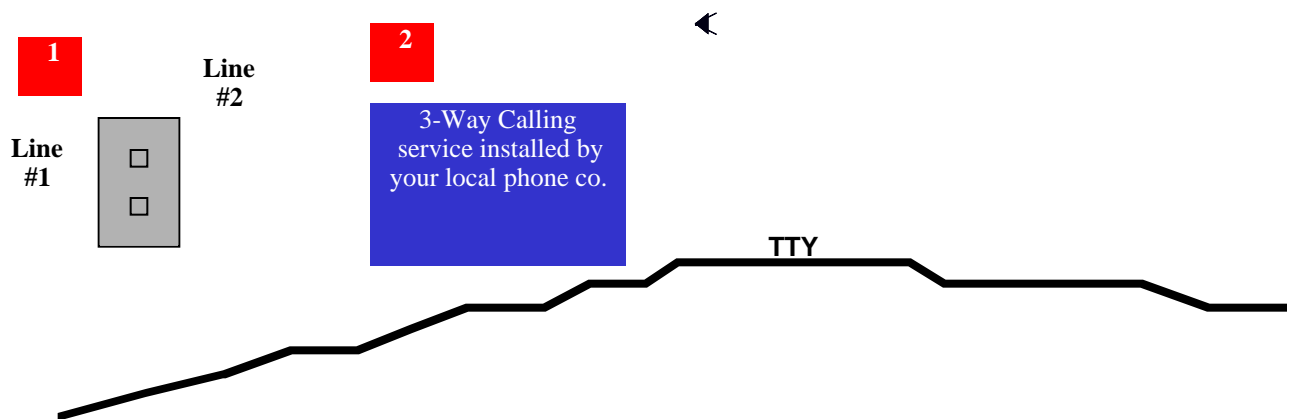
Two separate telephone lines are needed to use 2LVCO and one of the two lines must have three-way calling service installed by your local telephone company. The deaf/hard of hearing person reads what the hearing person says on one telephone line (the relay operator uses this line to type on the TTY). The deaf/hard of hearing and hearing person talk to each other on the other telephone line (the relay operator listens only).

- You call the relay and, then, call the hearing person.



Equipment Needed

1. One telephone line from your local telephone company, no additional services needed. (This is line #1.)
2. One telephone line from your local telephone company, with "Three-Way Calling" service installed by your local telephone company. (This is line #2.)
3. A telephone with a flash button is recommended for use with the telephone line that has "three-way calling." Otherwise, the switch-hook on a the telephone may be used to obtain a second dial-tone. (This is for line number #2.)
4. A TTY or a personal computer equipped with a modem. (This is for line #1.)



Making

1. Call the telephone relay service on line #1 and request Two-line-VCO by indicating: "Two-line VCO, please call me back on (provide the telephone number of line #2)."
2. The relay operator will call you back on line #2. Answer by speaking and double-check that the relay operator can hear you.
3. Then, obtain a second dial-tone by pressing the flash button or switch-hook.
4. Dial the hearing party.
5. Press the flash button or switch-hook again to reconnect the relay operator.
6. The relay operator hears everything that you and the other party say (on line #2) and types only what the hearing party says to you on line #1.

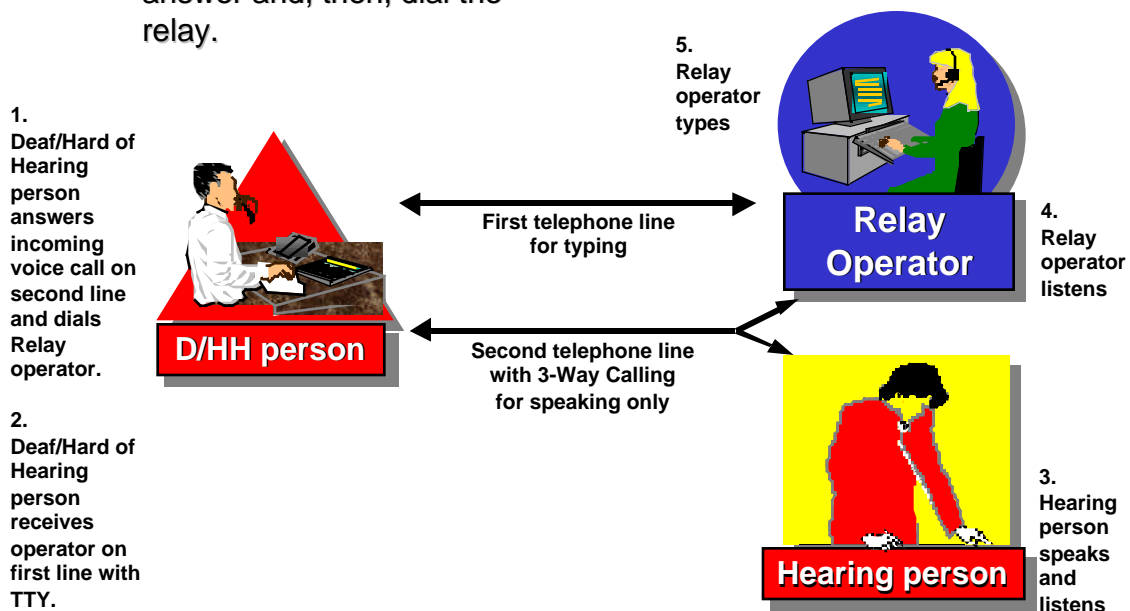
Relay Calling with Reverse Two-Line VCO

With Reverse Two-Line VCO (R2LVCO), hearing people can now call you directly without needing to call the relay service first. The advantages of R2LVCO can be tremendous for those who frequently receive calls from hearing people. All you do is provide the hearing person with your voice telephone number and they call you directly. You are in complete control of your telephone call from the moment you answer your telephone.

R2LVCO is similar to Two-Line VCO (2LVCO). The difference is that with R2LVCO, you connect the relay operator second, whereas with 2LVCO, you connect the relay operator first. In R2LVCO, you receive a call from a hearing person first and, then, dial to connect the relay operator second. In 2LVCO, you dial the relay operator first and, then, dial to connect the hearing person second.

Two separate telephone lines are needed to use R2LVCO. One of the two lines must have three-way calling service installed by your local telephone company. The deaf/hard of hearing person reads what the hearing person says on one telephone line (the relay operator uses this line to type to you on the TTY or computer). The deaf/hard of hearing and hearing person talk to each other on the other telephone line (the relay operator listens only on this line).

- 1. Hearing person calls first. You answer and, then, dial the relay.



Equipment Needed

1. One telephone line from your local telephone company, no additional services needed. (This is line #1.)
2. One telephone line from your local telephone company, with "Three-Way Calling" service installed by your local telephone company. (This is line #2.)
3. A telephone with a flash button is recommended for use with the telephone line that has "three-way calling." Otherwise, the switch-hook on the telephone may be used to obtain a second dial-tone. (This is for line number #2.)
4. A TTY or a personal computer equipped with a modem. (This is for line #1.)



Using Reverse Two-Line-VCO

1. Answer the voice line when it rings (be sure this line has three-way calling service installed) and ask the hearing person to hold for one moment.
2. Obtain a dial tone by pressing the flash button or switch-hook and dial to the relay service.
3. When the relay operator answers, say "Reverse-Two-Line-VCO, please call me at TTY number (provide telephone number of your TTY line)."
4. When your TTY line rings, answer it and verify that it is the relay operator calling you back.
5. Press the flash button again to reconnect the hearing person on the voice line and begin your conversation. The relay operator will type what the hearing person says on the TTY line.

PLEASE NOTE: The VCO user must tell the operator that the call is a Reverse 2 line VCO because the operator does not process these calls often and may be confused.