

Instructions for Using Two-Line Hearing Carry Over (HCO) Relay

HCO relay allows a person who can hear but who has very limited or no speech capability to make a phone call. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type their response to a communication assistant (CA), who voices those responses to the other party.

To use HCO relay you must have a TTY (text telephone).

With *single-line* HCO, the term “GA” or “go ahead” is important for HCO relay calls for turn taking purposes. “GA” insures that the HCO user and the standard phone user do not respond at the same time and miss each other’s communication. When you hear “GA”, you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you type “GA.”

Two-Line HCO is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of “GA” (go ahead) instructions. You can respond in real time, and even interrupt, rather than wait for the other party to say “GA.”

Requirements for Two-Line HCO

- Direct-Connect TTY or Internet access with its own dedicated line.
- Voice telephone with its own telephone number.
- 3-way conference calling feature on the voice line (contact your local telephone company for information).
- As a two-line HCO user, you may want to use a speakerphone or a phone that allows you to use a headset for hands-free conversation. This will allow you to hear what the caller is saying while simultaneously typing your response.

Making a Two-Line HCO Relay Call

1. Using your TTY or computer, dial **7-1-1** or the toll free number: **1-800-627-3529**.
2. When the CA answers the call, inform her/him that this will be a two-line HCO call. You may do so by typing “2LHCO call. PLS CALL ME BACK ON MY VOICE LINE AT XXX-XXX-XXXX.”
3. The CA will dial your voice number and type back: “Dialing XXX-XXX-XXXX, Ring 1, 2, 3”.
4. Answer your voice line by typing “HELLO CA I AM GOING TO MAKE A 2 LINE HCO CALL. I (WANT/DO NOT WANT) YOU TO IDENTIFY AND/OR EXPLAIN RELAY. I AM GOING TO PUT YOU ON HOLD AND CONFERENCE IN ANOTHER PERSON. I CAN HEAR YOU AND THE OTHER PERSON. I WANT YOU TO VOICE WHAT I TYPE WHILE I TYPE IT. DO YOU UNDERSTAND?”
5. When the CA has confirmed, type “WHEN THEY ANSWER THE PHONE PLEASE VOICE (type your greeting before you dial your call).
6. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
7. From your voice phone, dial the number of the person you want to call.

8. Connect the conference *immediately* on your voice phone. Note that terms such as “hold”, “switch hook,” “flash”, “conference” and “link” may vary according to your telephone company’s features and procedures.
9. When the called party answers, the CA will start speaking your greeting to the person you have called.
10. You will be able to hear what the other party says. There is no need for either of you to wait for a “Go Ahead” or “GA”.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference Form

A Customer Preference form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

Call 1-800-657-3775 to request a *Minnesota Relay Customer Preference form*, or download the form at www.mnrelay.org.

Filing a Complement or Complaint

If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the Relay call, the CA’s identification number and the nature of your complement or complaint.

You may also file a relay complaint with the Federal Communications Commission by calling 1-888-225-5322 (voice)/1-888-835-5322 (TTY) or on line at www.fcc.gov/cgb/complaints.html.

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

Minnesota Relay Consumer Relations Office:

1-800-657-3775

E-mail: mnrelay@state.mn.us

Visit our Web site: www.mnrelay.org