Sprint IP Relay
Two-Line Hearing Carry-Over

Allows a person with a speech disability to listen and type his conversation while the Relay Operator reads aloud to the other party.

sprintip.com
How does Two-Line Hearing Carry-Over (HCO) work?

1. On Internet connection (Line 1), the HCO user types their conversation for the Relay Operator to read to the other party.

2. On the phone connection (Line 2), the Relay Operator reads the HCO user’s typed message to the other party.

3. The HCO user listens to the other party response using Line 2 (phone connection).

**NOTE:** The HCO user can listen to while typing at the same time.

Technical Requirements:

- An Internet connection (Line 1) is for a personal computer, laptop or tablet.
- A standard phone with three-way calling OR a wireless phone with the “add call” feature (Line 2).

The Internet and telephone connections allow the HCO user to hear everything and the Relay Operator to read the HCO user’s typed conversation to the other party.
Instructions to make a Two-Line Hearing Carry-Over (HCO) call:

1. Go to sprintip.com and click Login.

2. Type your username and password to complete Login.

3. Number to Dial: Enter your standard or wireless phone number.

4. Dialing Instructions: Type 2 Line HCO will be used and click Call Now.

5. The Relay Operator will call your standard or wireless phone number.

6. Type to the Relay Operator your announcement or greeting to the other party you are calling.

How to bridge the other party and Relay Operator:

7. **For standard phone:** Follow three-way calling feature instructions provided by your telephone service provider.

   **For wireless phone:** Tap Add Call and enter the phone number you want to call.

8. When the other party answers, tap Merge or Merge Calls to reconnect with the Relay Operator to begin your 2 Line HCO call.

9. Type Relay GA. The Relay Operator will voice your greeting and you will hear everything spoken.

Registration is required. Visit mysprintrelay.com to get a Sprint IP 10-digit number.
Sprint IP Relay
Customer Support

For further assistance with 2 Line HCO, contact Sprint Accessibility Care:

- **accessibility@sprint.com** (Email)
- **800-676-3777** (TT/Voice)
- **800-676-4290** (Español)
- **sprintip.com**
  - Click link “Need help? Call Customer Service”

Sprint Accessibility Services

Sprint Accessibility also offers other services:

- **Sprint Accessibility**
  sprint.com/accessibility
- **Sprint CapTel**
  sprintcaptel.com
- **Sprint Speech-to-Speech (STS)**
  sprintsts.com
- **Sprint Relay Store**
  sprintrelaystore.com
- **Sprint Teleconference Captioning (STC)**
  sprintrelay.com/stc

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