Sprint IP Relay
Two-Line Voice Carry-Over

Allows a person with a hearing loss to read and speak directly to the other party while the Relay Operator types what is heard.

sprintip.com
How does Two-Line Voice Carry-Over (VCO) work?

1. On the phone connection (Line 2), the VCO user speaks directly to the other party.

2. On Line 2, the Relay Operator listens to the other party’s response and types the response to VCO user on Internet connection (Line 1).

3. On Line 1, the VCO user reads the other party’s responses.

**NOTE:** The VCO user can read the other party’s response while talking 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).

Telephone connection allows the VCO user to speak directly to their caller. While the Internet connection allows the Relay Operator to hear and type everything to the VCO user.
Instructions to make a Two-Line Voice Carry-Over (VCO) 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 VCO will be used and click Call Now.

5. The Relay Operator will call your standard or wireless phone number (Line 2).

How to bridge the other party and Relay Operator:

6. **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.

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

8. Begin your conversation. The Relay Operator will type what the other party says and you may speak directly to the other party.

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 VCO, contact Sprint Accessibility Care:

- accessibility@sprint.com (Email)
- 866-931-9027 (Voice Carry-Over)
- 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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