

2-Line HCO

A 2-Line HCO call is designed to be **interactive** and give people who have a speech disability **more control** of their call. 2-Line HCO allows the user to listen and respond in **real time**.

2-Line HCO

2-Line Hearing Carry Over

Equipment Needed:

- 1.) Two separate phone lines **with two different phone numbers**.
 - * One phone line for “voice”, which also must have 3-way calling capabilities. **
 - * The second line for a Direct Connect TTY or a PC with internet access.
- 2.) One phone lines must have **3-way calling**, which can be purchased through your local phone company.
- 3.) Either a Text Telephone (TTY) or a Personal Computer (PC) with internet access.

****2-Line HCO users may want to use a speaker phone or a phone that allows you to use a headset for a hands free conversation.. This will allow the 2-Line HCO user to hear what the caller is saying while simultaneously typing their response.**



LINE #1: 2-LHCO user calls CA via TTY (7-1-1 or Internet at: www.hamiltonrelay.com)

LINE #2: CA calls 2-LHCO user back on their voice line. 2-LHCO user will put CA on HOLD and dial the number of the 3rd person. Immediately after dialing, the 2-LHCO user will conference the call.

LINE #2, 3-Way: CA can voice everything the 2-LHCO user is typing as it is being typed. 2-LHCO user can hear everything the 3rd party is saying at all times throughout the calls.

Once the CA is on HOLD, the 2-Line HCO user dials the person he wants to talk to via 3-way calling and immediately conferences in the CA. The CA is then able to hear ringing and when the call is answered, the CA introduces the call. The 2-Line HCO user can type while listening to the other person talk. No “GA” or “SK” is necessary. The CA will voice the 2-Line HCO user’s message during the natural flow of conversation.

Making a Call

- 1 Dial 711 with your Direct Connect TTY or connect with the relay via the internet at www.hamiltonrelay.com.
- 2 Type “CA I AM MAKING A 2 LINE HCO CALL. PLS CALL ME BACK ON MY VOICE LINE”.
- 3 The CA will dial your voice number. You will see (DIALING XXX-XXX-XXXX), (RING 1, 2, 3...) Answer your voice line by typing “HELLO CA I AM GOING TO MAKE A 2 LINE HCO CALL. I (“**WANT**” or “**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?”
- 4 When the CA has confirmed that s/he understands, type “WHEN THEY ANSWER THE PHONE PLEASE VOICE (**type your greeting before dialing your call**)”.
- 5 On your voice phone, place the CA on hold, as required to make a 3-way call. *
- 6 When you hear dial tone, dial the number of the person you want to call. Once you have finished dialing IMMEDIATELY hit the button to conference/join the call. This will allow the CA to hear the person answer and immediately voice your greeting.

***NOTE:** The 3-way calling feature is activated in different ways depending on the phone you have. You may have a “HOLD” or “FLASH” button that can be used to put one caller on hold while dialing another and then connecting the calls. It is also common for the “switch-hook” to be used for this feature. The switch hook is the button on your phone that you use to hang up at the end of a call. When pressed down and off quickly, you may hear a double beep sound indicating that you have put your call on HOLD. You will also hear dial tone. Now you may dial the number of the person you wish to call immediately press down and off again to join the person on hold (the CA) and the person you are calling.

2-line HCO/Speech to Speech

This option works the same as 2-Line HCO, but with the help of a specially trained Communications Assistant. The 2-LHCO/STS user can choose between voicing their own conversation or having the CA voice the conversation for them. If the HCO user chooses to voice his/her conversation and becomes tired or is having difficulty being understood, he/she can type his/her part of the conversation and call on the CA to “revoice” as needed. You can switch between these two options at any time during the call.

The abbreviations used in this information may be specific to Hamilton Relay Service, Inc. Your state relay may use different acronyms for Communication Assistant, customer profile, etc.