

T-Mobile IP Relay Two-Line Voice Carry-Over

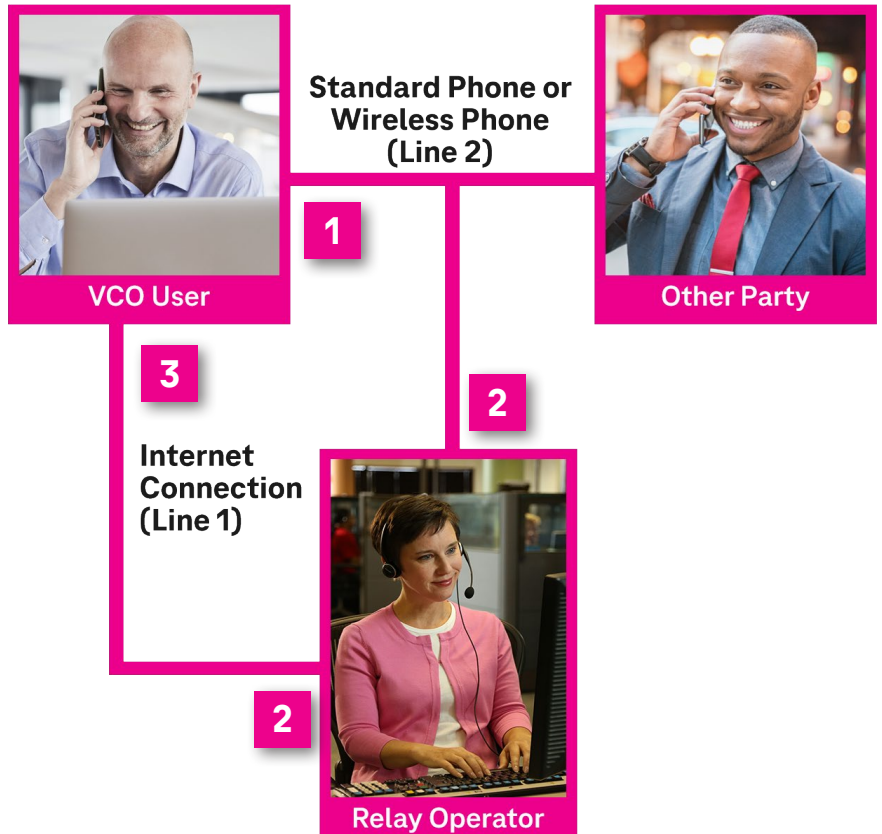


Device and screen images simulated

T-Mobile IP Relay's 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.

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:

- 1 An Internet connection (Line 1) is for a personal computer, laptop or tablet.
- 2 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 VCO user to speak directly to the other party and the Relay Operator to type everything heard to the VCO user.

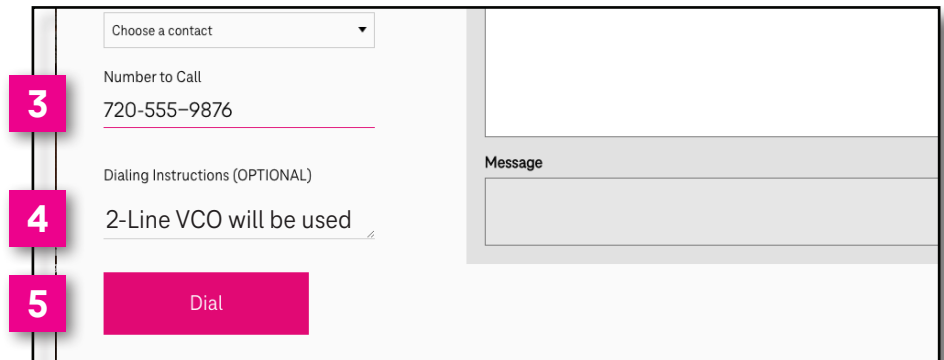
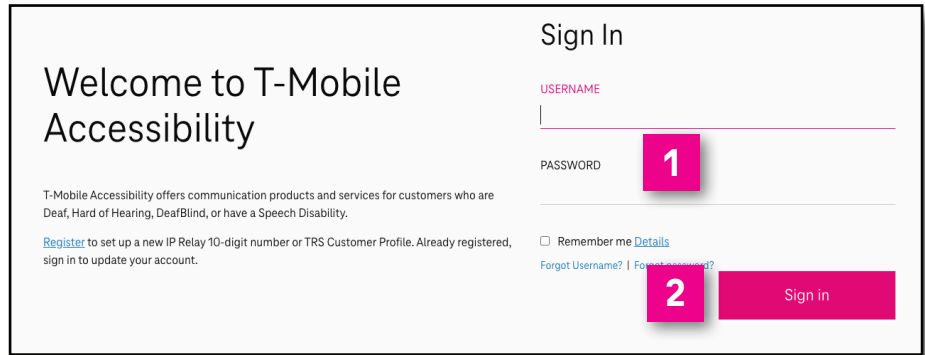


Instructions to make a Two-Line Voice Carry-Over (VCO) call:

Go to t-mobile.com/iprelay

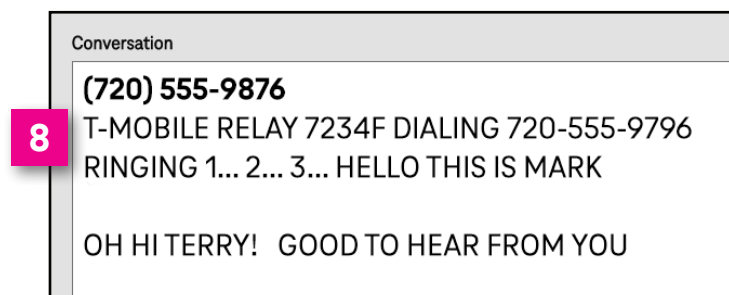
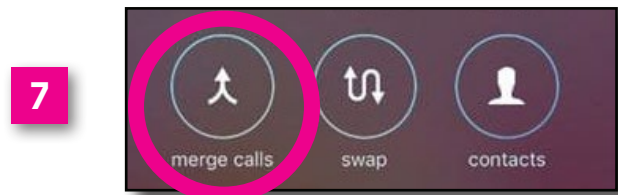
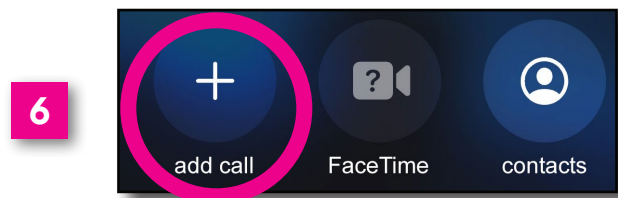
- 1 Type your **username** and **password**.
- 2 Click to **Sign in**.
- 3 **Number to Dial:**
Enter your standard or wireless phone number.
- 4 **Dialing Instructions:**
Type **2 -Line VCO** will be used.
- 5 Click **Dial**.

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



How to bridge the other party and Relay Operator:

- 6 **For wireless phone:**
Tap **Add Call** and enter the phone number you want to call.
For standard phone:
Follow three-way calling feature instructions provided by your telephone service provider.
- 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 t-mobile.com/iprelay to set up a new IP Relay 10-digit number.

T-Mobile Accessibility Care Contact Information

Voice/TTY:

(800) 676-3777

Speech-to-Speech:

(877) 787-1989

Español:

(800) 676-4290

Email:

iprelay@t-mobile.com

Fax:

(877) 877-3291

Websites:

t-mobile.com/iprelay

tmobileaccess.com/iprelayinfo

