

# SPRINT IP RELAY TWO-LINE VOICE CARRY-OVER (2LVCO)



## WHAT IS 2LVCO?

2LVCO allows a VCO user to speak directly to another caller while the Relay Operator types everything heard to the VCO user.

## WHAT IS REQUIRED TO USE 2LVCO?

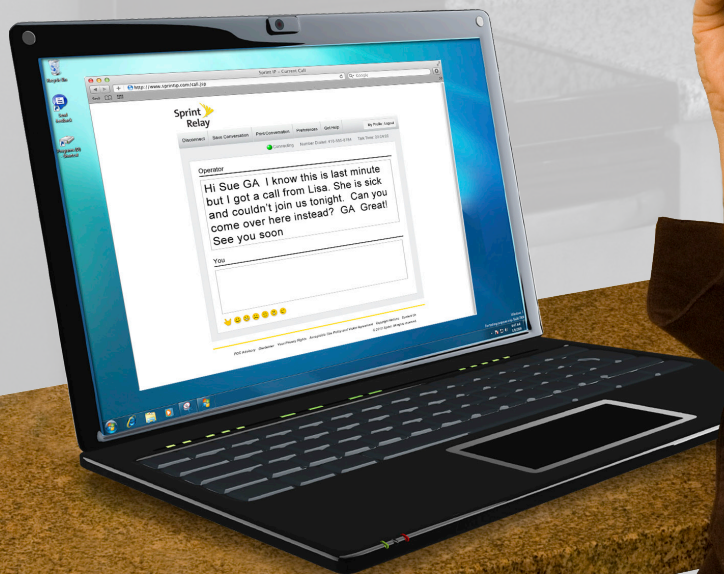
Two separate lines or devices are required.

- Line one is for a personal computer, laptop or tablet.
- Line two is for a standard or wireless phone with “three-way calling” capability or the “add call” feature.

The two lines allow the relay operator to hear everything and type everything heard to the VCO user.

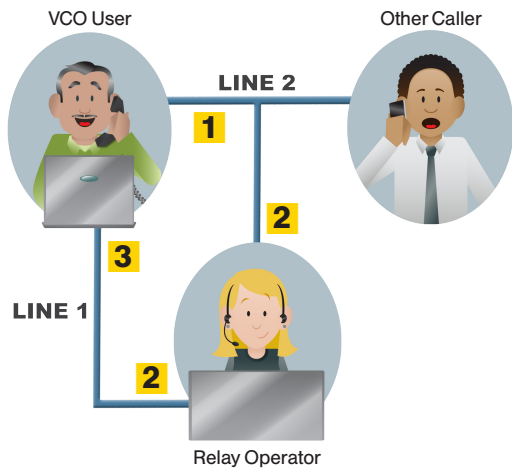
For further assistance with 2LVCO,  
contact Sprint Relay Customer Service:

- [Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com) (Email)
- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Español)



# TWO-LINE VCO

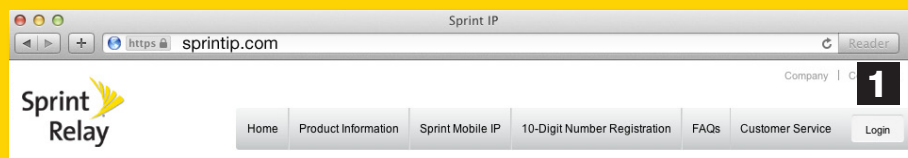
## How Does It Work:



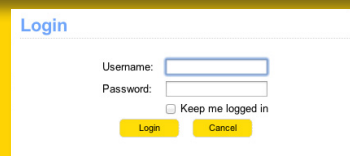
- 1** On Line 2, the VCO user speaks directly to the other caller using a standard telephone or wireless phone.
- 2** On Line 2, the Relay operator listens to the other caller's response and types the response to VCO user on Line 1.
- 3** On Line 1, the VCO user reads the other caller's response using a computer/laptop or tablet.

**NOTE:** The VCO user can read to the other caller's response while talking at the same time.

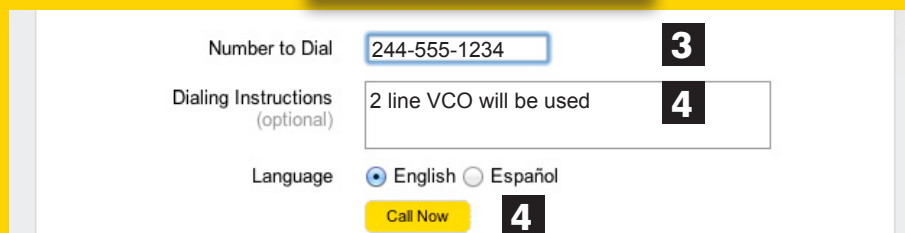
## Step-by-Step Instructions to Make a 2-Line VCO Call



- 1** Go to **sprintip.com** and click **Login**.

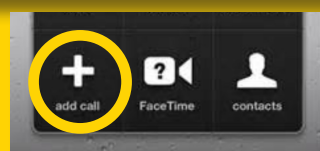


- 2** Type your **username** and **password** to complete **Login**.



- 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**.

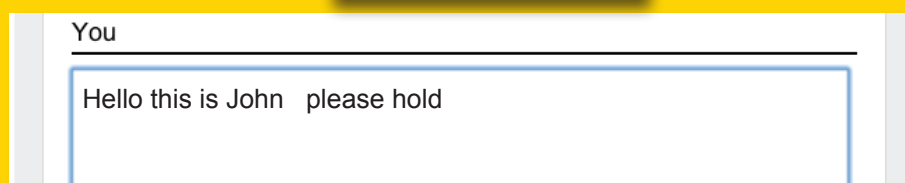


- 5** The Relay Operator will call your standard or wireless phone number (Line 2). Answer call and speak to the Relay Operator: ***This is a two-line VCO call, please hold while I connect my call.***

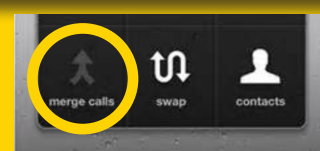
- 6** Tap **Add Call**.

- 7** Enter the phone number you want to call.

- 8** When the other caller answers, you can begin by saying ***Hi This is John, please hold.***



- 9** Immediately tap **Merge** or **Merge Calls** to reconnect with the Relay Operator to begin your 2LVCO call.



- 10** Continue your conversation. The Relay Operator will type what the other caller says.

**NOTE:** Registration is required. Visit [mysprintrelay.com](http://mysprintrelay.com) for a Sprint IP 10-digit number.