

How to connect with Arizona Relay

To place a call through Arizona Relay, simply dial 7-1-1. Or call one of the toll free numbers below:

- **TTY:** 1.800.367.8939
- **ASCI:** 1.888.842.3372
- **Voice:** 1.800.842.4681
- **VCO:** 1.800.842.9818
- **Captioned Telephone Service:**
To reach a Captioned Telephone Service user, dial 1.877.243.2823
- **Speech-to-Speech:** 1.800.842.6520
- **Spanish:** 1.800.842.2088
(includes Spanish-to-Spanish and translation from English-to-Spanish)

Póngase en contacto con el Departamento de Servicio al Cliente del Relevo de Arizona para obtener más información sobre la repetición telefónica en español:

- **Captioned Telephone Service:** Para ponerse en contacto con un usuario de Captioned Telephone Service, marque el 1.866.217.3362 Español
- **Español:** 1.800.842.2088 Voz/TTY
(incluye español a español y la traducción del inglés al español)
- **Fax:** 1.866.519.8277 Español
- **Correo Electrónico:** info@azrelay.org
- **Departamento de Servicio al Cliente:** 1.866.744.7471 Español

If you have suggestions, comments or concerns, please contact AZRS Customer Service at:

Arizona Commission for the Deaf and Hard of Hearing
Attn: Arizona Relay Customer Service
100 N. 15th Avenue, Suite 104
Phoenix, AZ 85007
TTY: 1.800.347.1695
Voice: 1.866.259.1768
Fax: 1.866.519.8277
E-mail: info@azrelay.org

Arizona Relay Service 7-1-1

HCO *(hearing carry over)*



Arizona Relay Service 7-1-1

HCO *(hearing carry over)*

Arizona Relay (AZRS) is a free, 24-hour service that allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Impaired to communicate with each other via the telephone. Through the use of specialized equipment, relay users communicate freely with friends, family and businesses who use a standard telephone.

Hearing Carry Over (HCO) is an effective service for people who have difficulty speaking and who are able to hear on the phone.

HCO users can listen directly to the person on the other end of the phone and, through specialized equipment, type their responses to a Communication Assistant who voices those responses to the other party.

With HCO, you won't have to worry about whether your responses are being understood and you can enjoy the freedom of using your own hearing while borrowing our voice.

Required Equipment To make an HCO call, you will need a TTY (text telephone, sometimes called TDD). This equipment will allow you to type your responses on a keyboard while listening directly to the other party.

Specialized HCO equipment can be obtained in a variety of ways. The Arizona Relay Outreach Coordinator will be happy to assist you in obtaining equipment. For further information, contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

- Arizona Relay is a **free** service.
- All calls are kept **confidential**.
- Long distance charges apply.

dial 1.800.367.8939 or 7-1-1

Customer Profile

A Customer Profile allows you to customize your relay calls. Your profile ensures that all calls made and received via relay automatically connect in HCO mode.

There are a number of benefits to creating a Customer Profile including faster call processing, speed dialing, customized call greeting, use of abbreviations, selection of long distance carrier and automatic HCO.

To create a Customer Profile, visit:
www.azrelay.org/callerprofile.cfm
or contact Arizona Relay Customer Service:
1.800.347.1695 (TTY) or **1.866.259.1768** (Voice).

Making an HCO Call

Making an HCO Call Using a TTY

- Place your telephone handset on the TTY and dial 7-1-1 or the toll free number for Arizona Relay: **1.800.367.8939**.
- When the Communication Assistant (CA) answers, type: "HCO PLS GA."* (NOTE: Having automatic HCO set up in your Customer Profile eliminates this step.)
- After the CA types, "HCO ON GA," type to the CA the number for the person you wish to call, followed by "GA." Be ready to listen for the voice of the person on the other end.
- When the CA indicates that the call has connected, place the handset in the cradle and type to the other person. When you are ready for the other person to respond, type "GA" and pick up the handset to listen to the other party.
- The CA voices what you type to the other person. Turn-taking continues in this manner until the call is complete.
- If you wish to make another call, the CA is available after you disconnect from your initial call. Simply tell the CA you want to make another call and provide the phone number.

If you prefer to keep the handset in one position for listening rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected to the same line. The handset can remain in one position (at your ear to listen to the other party), allowing you to type your side of the conversation with greater convenience.

**"GA" ("Go Ahead") is a term used in relay calls for turn-taking purposes. "GA" ensures that the relay user and the standard telephone user do not respond at the same time. When you see "GA," you know it is your turn to talk. The same is true for the CA (before and after the call) and the standard telephone user, who will not reply until you type "GA."

Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Arizona Relay by dialing 7-1-1 or the Voice number: **1.800.842.4681**. If you have created a Customer Profile, calls you receive through the relay will automatically be processed as HCO calls.

If you don't have a Customer Profile, you will need to answer incoming calls in the following way:

- Connect your TTY and type a message that says: "HCO PLS GA." The CA will then connect Hearing Carry Over and type: "HCO ON GA." Your call can then proceed as usual.

Arizona Relay can also facilitate calls for HCO users who want to contact TTY users. To make an HCO to TTY call, dial the relay and inform the CA that you are calling a TTY user. Once the call is connected, you will be able to listen just as you would on a regular HCO call, and type your response directly to the TTY user.

2-Line HCO

This enhanced relay feature gives you more control and allows for an interactive conversation without the use of "Go Ahead" ("GA") instructions. You can respond in real time and even interrupt, rather than wait for the other

party to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to voice the typing of the HCO user. This service requires two telephone lines, allowing for more natural conversations. For more information, contact AZRS Customer Service.

911 Emergency Calls

In the event of an emergency, call 911 or your local emergency services TTY number directly. Arizona Relay will make every effort to assist you in an emergency. Note that relay centers are not 911 centers and do not assume responsibility for the call.

More information on HCO Calls

For more details on HCO calls, including how to place HCO to TTY and HCO to Speech-to-Speech calls, visit <http://www.hamiltonrelay.com/traditional/711/hco/index.htm> or contact Arizona Relay Customer Service: **1.800.347.1695** (TTY) or **1.866.259.1768** (Voice).

Tips for HCO Users

- Do not start typing until you see "HCO ON GA" on the screen or until you hear the CA indicate that Hearing Carry Over has been activated.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type "GA" each time you are finished typing and are ready for a response.
- You may make as many consecutive calls as you wish.
- When you are receiving a relay call and do not have a Customer Profile established, the CA is waiting for you to indicate that you wish to place an HCO call. You can do so by typing "HCO PLS GA" on your TTY.
- Every time an HCO call is placed, the CA will ask the person being called if he/she is familiar with Hearing Carry Over. If the person is not, the CA will explain how HCO works before the call begins.

Arizona Relay Service 7-1-1



Speech Impaired Person uses specialized equipment to conduct telephone conversations, listening to the other party and typing responses.



Communication Assistant facilitates the conversation by voicing what the text user types to the other party.



Family, Friends and Businesses use a standard telephone to communicate freely.