



# How to connect with Montana Relay

## Hearing Carry Over (HCO)

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

- **TTY:** 1.800.253.4091
- **Voice:** 1.866.253.4090
- **Voice Carry Over (VCO):** 1.877.826.7161
- **Speech-to-Speech:** 1.877.253.4613
- **Spanish-to-Spanish:** 1.866.225.1866  
(includes Spanish to Spanish and translation from English to Spanish)

For complete instructions on how to place any type of relay call, visit [www.hamiltonrelay.com](http://www.hamiltonrelay.com).

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

- **TTY:** 1.800.253.4091
- **Voz:** 1.866.253.4090
- **Voz y Visualización (VCO):** 1.877.826.7161
- **Voz a Voz:** 1.877.253.4613
- **Español a Español:** 1.866.225.1866  
(Incluye español a español y la traducción del inglés al español)
- **Fax:** 402.694.5110
- **Correo Electrónico:** [spanish@hamiltonrelay.com](mailto:spanish@hamiltonrelay.com)

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

**Montana Relay**  
 P.O. Box 4210  
 Helena, MT 59604  
 Voice/TTY: 1.866.735.2968  
 Fax: 406.444.5999  
 E-mail: [relay@mt.gov](mailto:relay@mt.gov)



tell a friend

share the news

make a call

wish them well

Connecting you with important people in your life.

Montana Relay is a 24-hour service that

allows people who are Hearing, Deaf, Hard of Hearing, Deaf-Blind or Speech Disabled

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 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 Montana Relay Outreach Coordinator will be happy to assist you in locating equipment. Contact Montana Relay Customer Service: **1.866.735.2968 v/tty.**

## 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: <http://www.hamiltonrelay.com/states/mt.htm> or contact Montana Relay Customer Service: **1.866.735.2968**.

## 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 Montana Relay: **1.800.253.4091**.
- 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 required on HCO calls for turn-taking purposes. "GA" ensures that the HCO user and the standard telephone user do not respond at the same time and miss each other's communication. When you see "GA," you will know it is your turn. The same is true for the CA (before and after the call) and the standard telephone user. "GA" is the standard way for either caller and the CA to indicate they are done conversing for the moment.

## Receiving a Call as an HCO User

When people want to reach you by phone, they can call through Montana Relay by dialing **7-1-1** or the voice number: **1.866.253.4090**. 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.

Montana 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, visit: <http://www.hamiltonrelay.com/traditional/711/2linehco/index.htm>

## 911 Emergency Calls

When making emergency calls, dial **9-1-1** directly without using relay.

## 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 Montana Relay Customer Service: **1.866.735.2968**.

## 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.

## Hearing Carry Over

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



**Communication Assistant (CA)** 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.

