

VOICE CARRY OVER (VCO) AND HEARING CARRY OVER (HCO) IN-HOUSE PRACTICE INSTRUCTIONS

FOR VESTA PALLAS OR VESTA MERIDIAN

*This practice feature can be used in-house from one Workstation to another or from one PSAP to another.
All VCO and HCO practice calls should be made during the least busy hours of operation
and should be conducted in a professional manner.*

Voice Carry Over (VCO) Communications

A Captioned Telephone ("CapTel") is designed to allow hard of hearing people to receive both the voice and written captions of the conversation. For non-9-1-1 calls, the captions are supplied by a captioning service. **For the purposes of 9-1-1 in Massachusetts, CapTel 9-1-1 calls will be a direct VCO call into the PSAP, with no third-party involvement.**

The Call-taker needs to communicate by typing messages to the user on a TTY, and then listening to the CapTel user respond by voice. The CapTel user does not have a keyboard to type on and can **ONLY** communicate with their VOICE.

The TTY Window of VESTA is set up for ease in switching between TTY and audio (voice) mode using the **TTY Disable/TTY Enabled** toggle button. **Switching between TTY mode and "listening to"/voice mode must be done each time the conversation switches** from the Call-taker (who is typing on a TTY) to the caller (who is speaking over the telephone handset).

IN-HOUSE SIMULATION (PRACTICE USING TWO WORKSTATIONS):

Call Taker 2 Role-play: (9-1-1 Caller)

From any available Workstation, have Call Taker 2 go in on a 2-way emergency line, dial 9-1-1 (or use internal Admin/Intercom lines by dialing another console's 4-digit extension). Then click the **TTY** button to open the **TTY** Window, click **TTY Disable** to make **TTY Active**.

Call Taker 1 Role-play:

When 9-1-1 (or the Admin/Intercom) rings, Call Taker 1 should answer at another Workstation and treat as silent 9-1-1 call.

State the following: 9-1-1 this line is recorded what is your emergency?

Repeat the greeting: 9-1-1 this line is recorded what is your emergency?

State the following: Stay on the line while I check for TTY. Don't hang up.

Click the TTY button to open the window, click TTY Disable to make Active.

The person at the other Workstation will see the greeting come across. (ADVISED) Send the pre-programmed message again "911 what ur emergency q ga". (Under "Greeting" tab. Slight delay in captions during while TTY is being initiated.) At this time, both Workstations are in the TTY mode and role playing can begin.

Call Taker 2 Role-play: (9-1-1 Caller)

Call Taker 2 should then **TYPE** the following message to simulate what the CapTel phone will be sending automatically once in VCO mode. **"USE VCO YOU MUST TYPE TO ME ON TTY I WILL TALK TO YOU BY VOICE GA"**
This confirms that the 9-1-1 "captions" has been received and to explain how the call should be handled.

Keep your TTY window open to receive all future TTY messages from Call Taker 1 – but ALL of your correspondences WILL BE VERBAL, requiring you to **Activate and Deactivate the TTY**.

Call Taker 1 Role-play:

Once the above message is received, Call Taker 1 should type or send pre-programmed message to obtain necessary information to process the call.

Keep your TTY window open to send additional message to the 9-1-1 Caller – but ALL of the CALLER's responses WILL BE VERBAL, requiring you to **Activate and Deactivate the TTY**.

PSAP TO PSAP PRACTICE:

The same process can be used. The only difference will be instead of dialing 9-1-1 from the 2-way line, the caller will dial the 2-way emergency number for the town that they are practicing with. Keep in mind on PSAP to PSAP practice calls, no address will appear on the ALI screen because the number dialed was the 2-way emergency number which may/may not receive ANI or ALI information.

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Hearing Carry Over (HCO) Communications

Hearing Carry Over allows individuals with speech disabilities, but who hear well, to type his/her side of the telephone conversation to the other person on a text display (commonly a TTY) and listen to the other person's voice responses. The caller's responses are typed to you directly. The Call-taker needs to communicate by talking, while the HCO user types responses using a TTY.

The TTY Window of VESTA is set up for ease in switching between TTY and audio (voice) mode using the **TTY Disable/TTY Enabled** toggle button. **Switching between TTY mode and "listening to"/voice mode must be done each time the conversation switches** from the Call-taker (who is speaking over the telephone handset) to the caller (who is typing on a TTY).

IN-HOUSE SIMULATION (PRACTICE USING TWO WORKSTATIONS):

Call Taker 2 Role-play: (9-1-1 Caller)

From any available Workstation, have Call Taker 2 go in on a 2-way emergency line, dial 9-1-1 (or use internal Admin/Intercom lines by dialing another console's 4-digit extension). Then click the **TTY** button to open the **TTY** Window, click **TTY Disable** to make **TTY Active**.

Call Taker 1 Role-play:

When 9-1-1 (or the Admin/Intercom) rings, Call Taker 1 should answer at another Workstation and treat as silent 9-1-1 call.

State the following: 9-1-1 this line is recorded what is your emergency?

Repeat the greeting: 9-1-1 this line is recorded what is your emergency?

State the following: Stay on the line while I check for TTY. Don't hang up.

Click the TTY button to open the window, click TTY Disable to make Active.

The person at the other Workstation will see the greeting come across. (ADVISED) Send the pre-programmed message again "911 what ur emergency q ga". (Under "Greeting" tab. Sometimes a slight delay while TTY is being initiated.) At this time, both Workstations are in the TTY mode and role playing can begin.

Call Taker 2 Role-play: (9-1-1 Caller)

Call Taker 2 should then **TYPE** the following message a response to the Call Taker 1 similar to this:
"USE HCO YOU MUST TALK TO ME BY VOICE I WILL TYPE TO YOU ON TTY GA"

Keep your TTY window open to send additional message to the Call Taker 1 – but ALL of the CALL TAKER's responses WILL BE VERBAL, requiring you to **Activate and Deactivate the TTY**.

Call Taker 1 Role-play:

Once the above message is received, Call Taker 1 should disable the window and **TALK** to the 9-1-1 Caller.

Keep your TTY window open to receive all future TTY messages from the 9-1-1 Caller – but ALL of your correspondences WILL BE VERBAL, requiring you to **Activate and Deactivate the TTY**.

PSAP TO PSAP PRACTICE:

The same process can be used. The only difference will be instead of dialing 9-1-1 from the 2-way line, the caller will dial the 2-way emergency number for the town that they are practicing with. Keep in mind on PSAP to PSAP practice calls, no address will appear on the ALI screen because the number dialed was the 2-way emergency number which may/may not receive ANI or ALI information.

*For additional information on VCO and HCO, please visit our website at www.mass.gov/e911
and look under the **PSAP Resources** in the bottom right corner.*