

I'm a VCO user and it is different from the Captel, it's easier to make a VCO call because the Relay Operator intervenes on the call if the person you are calling doesn't understand how to use the system. Using the Captel the captionist is just there typing the information on the screen for me to see, so if the person doesn't understand the call they will just hang up and I have to go thru it all over again and sometimes it takes to long to do that , so sometimes I will just forget about the call. But when I receive a call it's nice not having to go thru the Relay Operator , it's almost normal for me like a regular call. So in closing if I had the choice between using the Captel or my VCO, I would choose the Captel hands down.