

Overview of Telecom Options for People Who are Deaf or Hard of Hearing 21st Century Edition

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Changes in Telecom



- Once upon a time, TTYs ruled the land
 - TTY use has declined dramatically, but is not quite gone yet
- IP and wireless communications have opened many new and better options
 - Note: TTYs **do not work reliably** on IP networks
 - Note: TTYs are still one of the few direct communication options for 9-1-1 calls



- Telecom among people who are deaf or hard of hearing today
 - Videophones and Video Relay Services
 - IP Captioned Telephone Services
 - IP Relay
 - Amplified phones
 - Hearing Aid Compatible phones
 - HD Voice

Videophones



Captioned Phone



IP Relay



Amplified Phones



HAC Phones

8:31 AM 100%         

← Hearing

Flash notification

Flash the camera light when you receive notifications or incoming calls, or when alarms sound.



Turn off all sounds



Hearing aids

Improve the sound quality of your device for use with hearing aids.



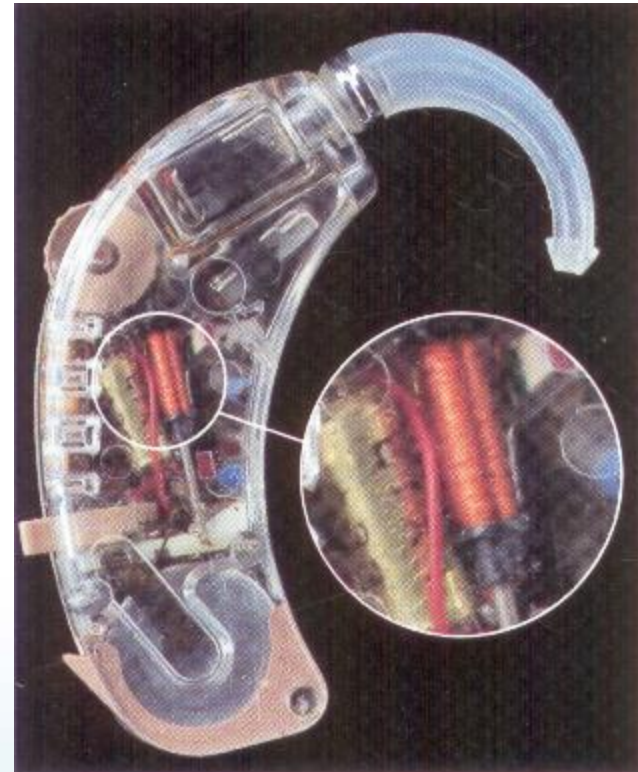
Samsung subtitles (CC)

Off

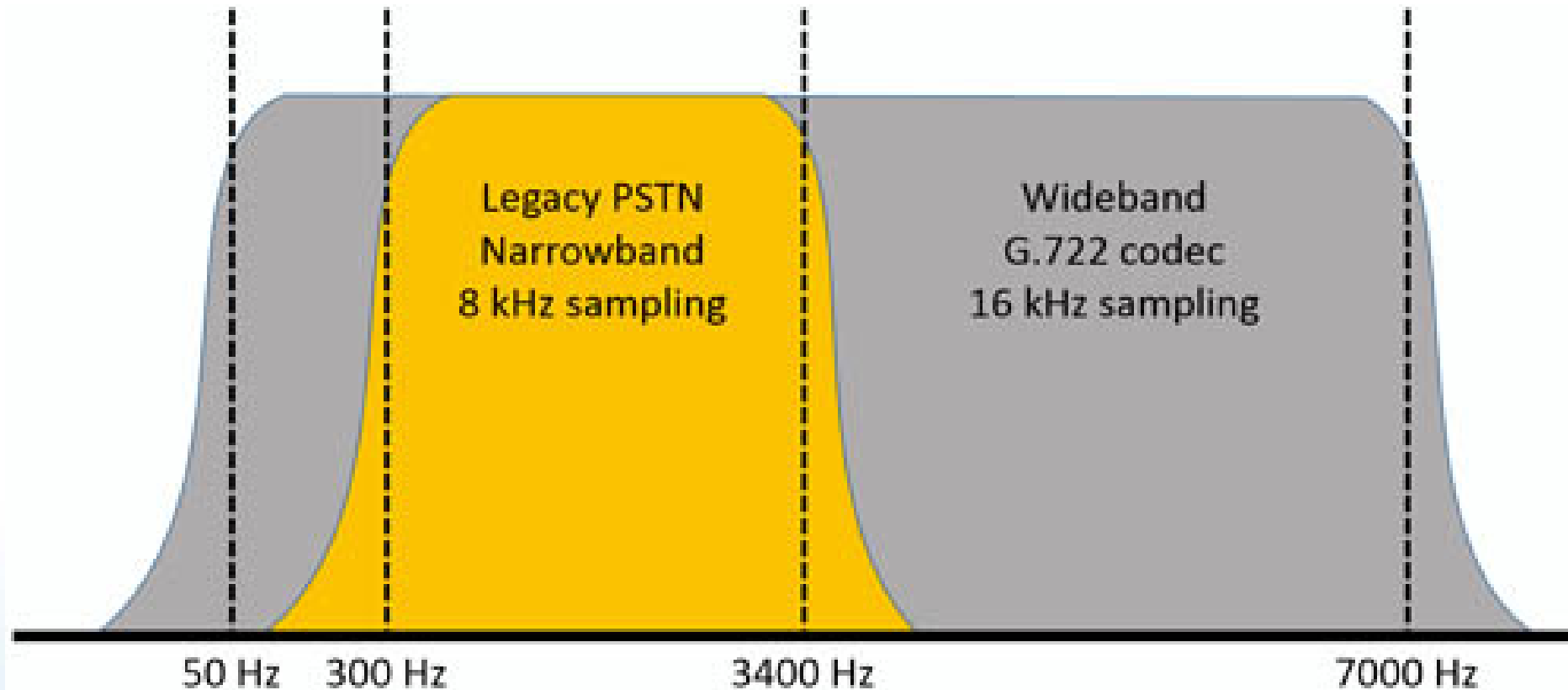
Google subtitles (CC)

On

Sound balance



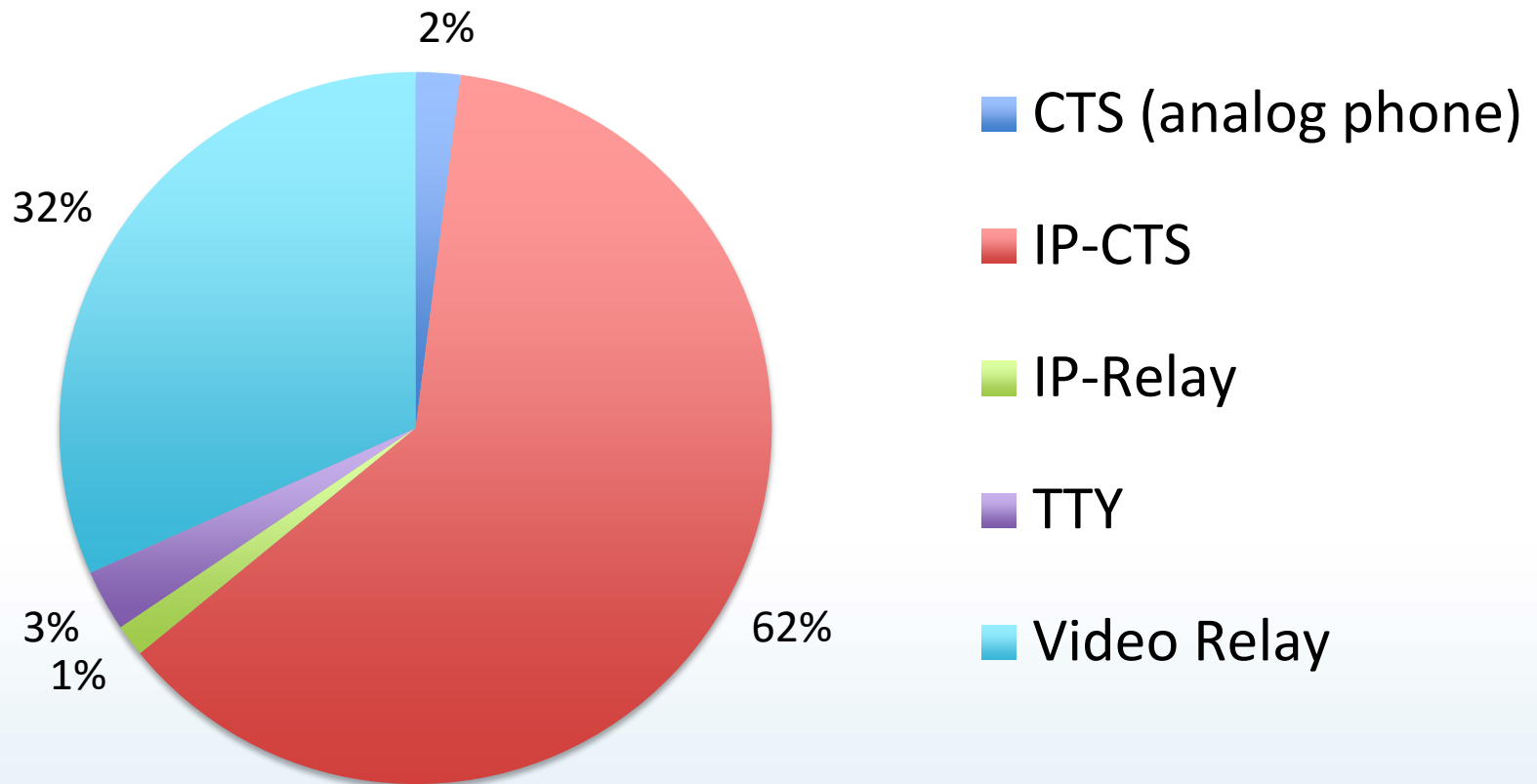
HD Voice



Popularity of options



Relay popularity



Final words



- We also use mainstream telecom options like everyone else:
 - Texting/IM
 - Facetime, Skype video, Hangouts, ...
 - Email
 - Etc etc
- None of these offer the ability to make calls through the 10-digit phone system

Questions



- Questions? Comments?
- Contact me:
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