VOLUME 39, NO. 1 ■ SPRING 2008

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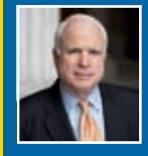

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Board Views

BY DR. ROY MILLER
TDI President

Like Ripples on a Pond

Have you ever noticed how things that were developed primarily or exclusively for people with disabilities often end up being used by millions of people in mainstream society? Like ripples on a pond that are produced by a rock thrown into the water, their usage just keeps expanding.

For example, when Title II of the Americans with Disabilities Act (ADA) mandated that state and local governments make their programs and services as accessible to people with disabilities as to people who are not disabled, cities started modifying their sidewalks by incorporating curb cuts to make it possible for people who use wheelchairs to travel around the city as freely as other folks. But what eventually happened is that kids riding bicycles, mothers pushing babies in strollers, skateboarders, roller bladders, people with arthritic hips who wanted to avoid steps, and countless others began using the curb cuts. And today millions of pedestrians head for the gentle sloping curb cuts at intersections as if it were a lifelong habit. The ripple made by curb cuts just keeps getting bigger.

Two-way pagers and text messaging are other examples of things that were designed primarily to improve the lives of people with disabilities (in particular, folks who were deaf), but over time they have become immensely popular in the general population. Not too long ago, if you encountered a person with a Wyndtel pager you could almost bet your bottom dollar that the person was deaf. But today everywhere you look you see a Blackberry, or Treo, or Sidekick, or one of hundreds of cell phones with Short Message Service (SMS) or Instant Message (IM) capabilities.

While text messaging once primarily provided a vital communications link for people with hearing loss, today it is a business necessity, a teenager's lifeline, and a source of quickly and easily communicating with friends and loved ones almost anywhere in the world. "Today text messaging is the most widely used mobile data service on the planet, with 72% of all mobile phone users worldwide or 1.9 billion out of 2.7 billion phone subscribers at end of 2006 being active users of the Short Message Service (SMS). In countries like Finland, Sweden and Norway over 90% of the population use SMS. The European average is about 85% and North America is rapidly catching up with over 40% active users of SMS by end of 2006" [http://en.wikipedia.org/wiki/Text_messaging]. Again, what began as a technology that would facilitate communications among deaf people has expanded to where it is used by billions of people worldwide. Another ripple just keeps getting bigger.

Closed captions are another technology that was developed to enhance the lives of deaf and hard of hearing people. In particular, captions were created to enable people with hearing loss to derive the same entertainment and informational benefits from television as everyone else. But over the years closed captions have wormed their way into the hearts of "everyone else." Once it became clear that closed captions could provide benefits to persons learning English as a second language, to persons learning to read, especially young children, to people viewing television in necessarily quiet environments such as hospital rooms and nursing homes, and to people watching television in extremely noisy environments such as bars, captions became another ripple on the telecommunications pond – and are being

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used by an ever increasing number of people.

Now, in this issue of *TDI World* you will read about videophones. Admittedly, videophones were not specifically developed for use by deaf and hard of hearing people. AT&T developed its Picturephone technology in the early 1960's, and demonstrated it at the 1964 New York World's Fair. The Picturephone technology and service was made available to the general public in New York, Washington, DC, Chicago and Pittsburgh in 1970, but was discontinued in 1974 because of the small number of subscribers. After many years of additional research and development, AT&T made available to the general public the VideoPhone 2500 in 1992, but because of the high cost of the equipment it was purchased by very few people.

Although not specifically designed for people with hearing loss, it was apparent early on that affordable and effective video communications would be perfect for people who used sign language. And so the wheels of developmental progress began to turn. At first the combination of poorly engineered webcams and unsophisticated software sent terrible video across dial-up phone lines (but it was better than nothing). Because of limitations in the technology it was unable to capture fluid signers in action without the image jerking, blurring, and often freezing up. But then broadband applications entered the scene.

With the advent of D-Link and the VP-100, videophone technology offered affordable, reliable and effective communications to the signing community, a community that quickly began to enjoy peer to peer telecommunication services that were nearly functionally equivalent to those enjoyed by hearing people. But they still had to revert to using TTY technology and Telecommunications Relay Service (TRS) for telecommunication with the hearing world.

AND LIKE RIPPLES ON A POND, THOSE TECHNOLOGIES WILL CONTINUALLY EXPAND ACCESS TO MAINSTREAM SOCIETY FOR DEAF AND HARD OF HEARING PEOPLE, A GOAL FOR WHICH TDI STRIVES EVERYDAY!

Then, after TDI and other deafness related organizations successfully advocated with the Federal Communications Commission (FCC), the Commission ruled that Video Relay Services (VRS) were a form of TRS and providers were eligible for reimbursement from the TRS fund. This opened the flood gates as VRS providers distributed countless free videophones to the signing community realizing that they would recover the cost of the phones easily by the profits from increased VRS calls that they handled. Since then we have seen the development and marketing of the VP-200 and Ojo videophones, and the signing community has enthusiastically "adopted" the technology (videophones) that they feel best meets their communication needs.

In this issue of *TDI World* you will be introduced to three new videophone products – the VPAD from Viable, The Z™ from CSDVRS, and the accessaphone™ from Tenacity. The VPAD was launched at the beginning of this year; The Z™ was unveiled at the NAD Conference in July, and working prototypes of the accessaphone™ were also demonstrated at the NAD Conference.. With new convenience and functional features, it is clear that these new phones will, like expanding ripples on a pond, further increase videophone usage.

Also in this issue of *TDI World* you will read about two new Internet-based CapTel Relay Services, namely, Hamilton Web Cap Tel and Sprint WebCapTel. These two new services are accessible to anyone anywhere that they have Internet access and a phone (hard-wired or wireless). The user does not need to have a special CapTel phone. These services have the potential of becoming even bigger ripples on the telecommunications pond than videophones, as the number of hard of hearing people is far, far greater than the number of sign language speakers who might use videophones.

Like curb cuts, text messaging, and captions, videophones and Internet-based CapTel Relay Services will see increased availability and use as time passes. And like ripples on a pond, those technologies will continually expand access to mainstream society for deaf and hard of hearing people, a goal for which TDI strives everyday!

Capitol Commentary

BY CLAUDE STOUT
TDI Executive Director

How to Advocate During the U.S. Presidential Election

This year we have had an interesting experience observing how the primaries played out in both the Republican and Democratic presidential nominating processes. U.S. Senator John McCain (R-AZ), a former prisoner-of-war during the Viet Nam war is the Republican nominee for U.S. President. And the Democrats have arrived at their historical choice, U.S. Senator Barack Obama (D-IL), who if elected, would be the first president of several things. Not only would he be the first president of color, but also the first to have been born in the turbulent Sixties, would make him one of the youngest Chief Executives ever elected.

Last November, TDI joined other disability groups as a co-sponsor of the *Presidential Candidates Forum: A National Forum on Equality, Opportunity, and Access* in New Hampshire. I attended the event where all of the contenders for the White House had the rare opportunity to disclose their plans on improving the quality of life for all people with disabilities, and to address their concerns about accessibility issues. Questions proposed by TDI and other advocates covered a variety of issues, such as the likely level of disability representation within the political leadership under the new administration, ensuring access to new and emerging technology, disability needs in emergencies, and access to 9-1-1 services.

I am not writing this article to tell you for whom to vote as our next president of the United States. I challenge us all (myself included) to not only consider each party's platform and make a choice for America's future, but also to learn the views of candidates of both parties from ongoing news coverage as the political campaigns heat up throughout America until Election Day on November 4.

The presidential candidates will seek to cover key issues such as the state of the U.S. economy, the wars in Iraq and Afghanistan, foreign relations, immigration, education, and import/export trade to win votes from the American electorate. As during previous election years, disability access will not be an issue under their radar on a regular basis.

I encourage you to make efforts to attend events organized by both presidential campaigns in your own communities. Make sure you let them know of your accessibility needs (sign language interpreting or real time captioning) at the events. Listen to what the presidential candidate(s) say on different issues. If there is an opportunity to ask questions, raise your hand, and make a comment as a concerned U.S. citizen. Let them know your name and city of residence first, and that you are deaf, hard of hearing, late-deafened, or deaf-blind, and then encourage them to address their stance on disability access and their plans to improve the standard of living for people with disabilities during their presidency. Let them know that people with disabilities (including those who are deaf and hard of hearing) make up twenty percent of the American population. Or you can say one out of every five Americans experience having a disability.

Here are some suggestions for you to make yourself heard at campaign events. The candidates will appreciate your input, and the audience will learn

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some new things from you, too.

Here below are what you can ask the presidential candidates:

What are your plans to increase hiring of people with disabilities for employment in the Federal government ?

What are your plans for the Federal Communications Commission (FCC)? This Commission has continued to make great strides in disability access in areas of telecommunications and information services.

What are your plans to ensure that students who are deaf and hard of hearing are getting accessible materials and communication support in local public schools? Very often, schools are not providing sign language interpreters, caption writers, or videos with captioning or audio description in both the classroom and online learning environments.

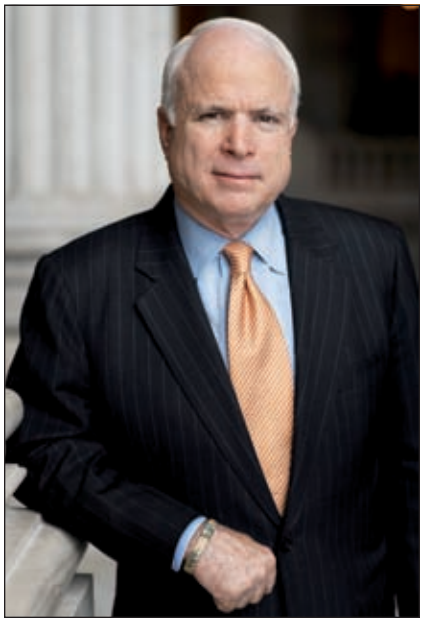
Here below are the kind of comments you can make with the candidates or their campaign staff:

We fully support the Americans with Disabilities Act. Congress is considering modifying the Act with a Restoration Act. If I have a hearing aid or a cochlear implant, I will still be deaf or hard of hearing. Having a hearing aid or cochlear implant doesn't necessarily give me back my full hearing capability. Some of the judges in America do not agree with this fact.

The Digital Television transition is coming. But there are still a lot of digital television models on the shelf at many stores throughout America that for which captions are not easily accessed. We ask that you support us by making sure that the manufacturers give us easy access to captions by having the "CC" button on the remote control. If we are not buying new digital television sets, we are buying converter boxes to work with our old

analog TV sets. It is difficult to know which converter boxes are or are not accessible for us.

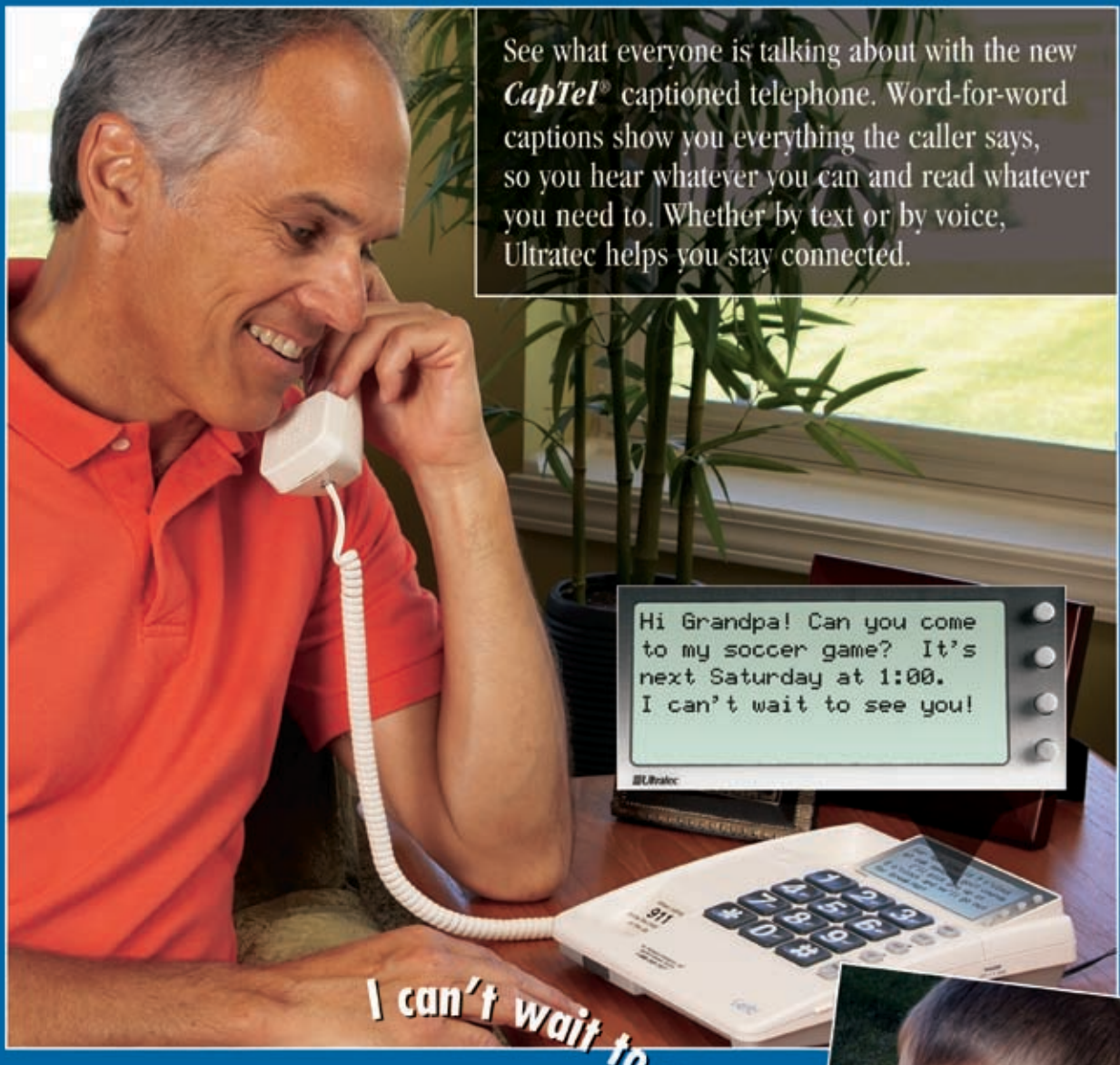
Many of us commute to work by public transit. Very often, there are no visual monitors at the train stations, in the train cars, or on buses. Thus, others hear the information from the public address system, and plan accordingly. If we cannot hear or understand the audio information, we may be left stranded at the train station, and find out much later what was happening.



Emergency preparedness is important for all Americans. We encourage that you make a special commitment as our next president to see that the federal government works with cities and towns to ensure that they have reverse 911 community notification systems ready via text or relay service to serve the needs of individuals who are deaf and hard of hearing.

Public policy begins with any one of us consumers. It doesn't begin inside the beltway around Washington, DC. The more we interact with the presidential candidates and their campaign staff in the coming months, the more it will help us achieve our policy goals in the future. They need to be aware of our needs and issues regarding disability access. The more frequent input they get from us, the more they will be conscious of and committed to take action on our needs. We should no longer need to be defining who we are, and what we need to experience as full-fledged Americans. If we do our part well this year as an active, participating voter bloc, whoever wins the White House would be morally committed to aspire toward substantial progress for disability access as a major part of the national agenda.

See for Yourself!



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Accessible Tech

BY JAMES HOUSE
TDI World Editor

Misinformation Technology

Finding Your Way Around?

In addition to promoting access to telecommunications and media, TDI is recognizing that there are other technological accessibility issues that have nothing to do with what we have been working on in the past. As part of the "new" TDI mission, we find ourselves dealing with barriers that are inherent in the hottest and latest information technology. Many technologies that provide information have been around for years such as timers for different purposes (Have you burned your food lately because you didn't hear the timer on your stove go "ding"?). Still, there are many exciting innovations yet to come.

Anindya "Bapin" Bhattacharyy

In years past, inventions such as the telephone or the light bulb, were remarkable achievements by individuals. Anyone who knows history can easily say that Thomas Edison invented the electric light bulb and Alexander Graham Bell invented the telephone. As technologies of the 19th and 20th centuries make way for modern innovations, we find that the gadgetry has become more specialized and complex. Nowadays, new innovations are no longer created by bright individuals working alone, new technology typically originates in university or military environments, or even in outer space. For example, the Internet was originally a collaboration between the military and university experts. Many medical treatment protocols were results of lab tests conducted in outer space. In today's world, it takes roughly 18 months to develop a new digital wireless handset. Most of the work is done behind the scenes as the industry standards are developed in collaboration between service providers, product manufacturers and consumers.

In a recent interview with CBS Evening News, Anindya "Bapin" Bhattacharyya showed the nation how people who are deaf blind like himself can live more independently through technology. Bapin is what some might call a "tech guru" at the Helen Keller National Center in Long Island, New York. Among several other things Bapin demonstrated, was his $10,000 high-tech Braille Global Positioning System (GPS)[1]. Instead of a small touch screen, Bapin senses the Braille dots on his fingertips as he navigates his way around town. He says it is so good that even he can tell a cab driver that he already passed his destination and to please back up. The only drawback to this unique technology is the price – What good is new technology if people who need it most cannot afford it?

Many products are hitting the market now that "beep" or "talk". For several years now, if you misplaced your wireless phone, you could call that number from a nearby phone and

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As technology becomes more sophisticated, TDI is faced with the challenge of extending the concept of functional equivalency from telecommunications and media access to everything that has to do with the exchange of information.

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listen for it to ring – perhaps buried under the sofa cushion. Lost keys will beep if you clap close by. Soon, refrigerators that warn you the door is open, will also be able to scan barcodes on your groceries. Built in computers that track consumption will alert you if you are running low on milk and order more online for delivery. Those features are nice, but for many of our readers, it is difficult to find something that provides the same features in a visual way. Why sound? Why don't the products flash or vibrate? Technology has long been available to use indicator lights and even text.

As technology becomes more sophisticated, TDI is faced with the challenge of extending the concept of functional equivalency from telecommunications and media access to everything that has to do with the exchange of information. To those who view video conferencing as a luxury feature for businesses or texting as the latest teen-age fad, TDI often reminds them that the technology is a lifeline that empowers many consumers to be productive members of society. As an old proverb would say "Give a man a fish, you feed him for a day. Teach a man to fish, you feed him for the rest of his life."

As always, TDI is interested in hearing about your experiences – not only in using the telephone, the television or even your computer, but also with any other high tech toys you have your eyes on. We have learned its best not to assume the worst. Go ahead and try out any new gizmos that catch your eye, you may be pleasantly surprised as some of them are easy for everyone to use. Tell us all about it – even if you had a good discovery.

[1] *According to Wikipedia, the Global Positioning System or GPS (http://en.wikipedia.org/wiki/Global_Positioning_System), is more than a network of over 30 satellites orbiting the earth, developed since 1972. Following the downing of KAL 007, in 1983 by a Soviet interceptor pilot as a result of an apparent navigational error, President Reagan ordered the military to make the GPS network available to civilians as a navigation aid. Orbiting more than 12,000 miles above the earth, the GPS satellites continuously send signals down to receivers, which are tracked by numerous monitoring stations operated by the US Air Force and other agencies,. The receivers convert the signal data from between six and twelve "visible"satellites and calculates its position anywhere on the planet. Today, some hand held GPS receivers are used by hikers or mounted on vehicle dashboards while other receivers are integrated into computers, telephones or watches.*

A young blind woman gets around independently using her Braille GPS device.

The Power of Choice – Your Choice

Susan Chappell

People have called for a better communication option for years, and accessphone™ has been listening.

SUSAN CHAPPELL

Imagine a world where you had a choice of how you communicate. That's right, a choice — a choice to enable voice, video, secure real time text, or even all 3 at once, right from your desktop.

Say hello to a better way to communicate. Say hello to *accessaphone™*.

In today's world there are times when captioning and video display are increasingly valuable, both at home and in the workplace. Text-to-speech applications and Braille displays also add improved flexibility for millions, further enhancing our ability to communicate effectively.

Publicly used phones, hospitals, restaurants, hotels, shops, stadiums, and businesses all require improved communication options as well — and on a larger scale, people from around the world can be brought together by simply applying technology that will be readily available through *accessaphone™*.

accessaphone™ is engineered to work with existing technology, which will be expanded to include TTY (both 45 baud and 50 baud), as well as with the most modern videophone and real time text solutions.

People have called for a better communication options for years, and accessaphone™ has been listening. Some have stated they want the option to choose a Video Relay Service rather than have one assigned to them. Others have requested the ability to use equipment already owned rather than having to purchase additional single-purpose equipment. The ability to record the text part of a conversation with permission from the other party has also been requested, along with a communications choice that could operate using a wireless network while traveling. We've listened to these requests as well, and are enhancing a communication option that not only meets these needs, but surpasses them.

The power of choice is now achievable through *accessaphone™*.

Available in the workplace today, *accessaphone™* works on a digital phone with a computer (or it can enhance a soft phone that is part of your computer) by controlling the call functions in a very easy way. For instance, you answer the phone by pressing the space bar or "Alt-A." To conference in another party, you press "Alt-C" and then the number of the third party.

accessaphone™ provides full call control through intuitive key strokes and it has built in text-to-speech that can be turned on or off should you prefer to use another speech engine or none at all. You can also activate the Audible Caller ID function for incoming calls. When activated, you can hear the name and/or number of the caller without having to even look at the phone. All information is displayed on the screen in font size and contrast that is accessible for sighted and low-vision users.

accessaphone™ can also be controlled through voice commands using

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The UbiDuo is a communication device that enables people who are deaf/hard of hearing to communicate instantly with anyone, face-to-face, without any barriers. Imagine the freedom of direct communication - your own words, your own thoughts, and no barriers. The UbiDuo is the ultimate solution for anyone with communication barriers.

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Dragon Naturally Speaking© software or other speech engines that are readily available. In addition, screen magnifiers and Braille displays are compatible with *accessaphone*™.

Keyboard control with sticky keys, one finger control, a "no time out feature", shortcuts, and reduced number of keystrokes to facilitate your communication are also available with *accessaphone*™.

There are many other features such as integration with your address book for contacts, call log for tracking all phone calls, inserting notes for a call to record information you do not want to lose — each designed to enhance productivity and save time.

This article answers three questions:

1. Why *accessaphone*™?

2. Who should use *accessaphone*™?

3. How did *accessaphone*™ come into existence?

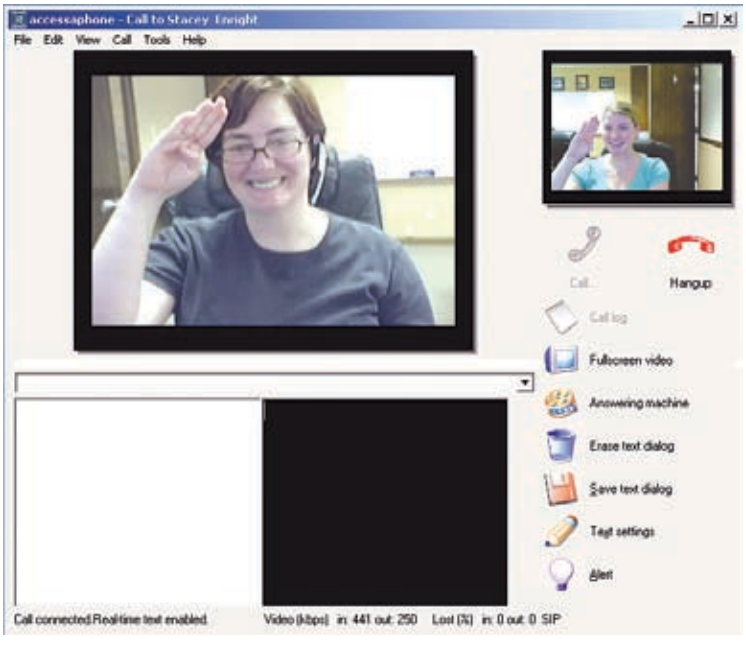
Today we have telephones, computers, videophones, TTY machines, Braille displays, and mobile phones to name a just a few. At some locations we have all of the above. With advances in technology, the need for having all of these devices is becoming obsolete. We can now use a single multi-function product to achieve the same communication choices.

accessaphone™, a software enhancement to Voice over Internet Protocol phone systems (VoIP), is being expanded to enable communication through voice, video, secure real time text, and TTY.

Traditionally a voice call was made to another voice receiver. Tomorrow, it can be voice to text, TTY to voice, video to video, video to video and text, or video and voice and text at the same time - and this is only the beginning.

Enhancements to accessaphone™ that are currently in demonstration for market feedback, are secure real time text, integration/compatibility with TTY devices, and high definition video functionality. Working prototypes were demonstrated at the National Association of the Deaf Conference in New Orleans on July 7 - 11 and also at National Council of Independent Living Conference in Washington, DC July 23 - 25.

Per the universal design process, feedback from users is included in the creation of the optimum communication experience. Feedback from conference attendees further refines the final product updates as well. With *accessaphone*™ installed on



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regular size laptop computers, desktop computers and small tablet computers, visitors to the booths conducted calls with video features, real time text features, and voice phone calls - all 3 at the same time on one device.

accessaphone™ empowers anyone who wants the ability to choose how they want to communicate over the phone. Currently *accessaphone*™ is designed for the work place, to work on phone systems installed in business and government offices. A home version and mobile version will be in development in the very near future.

Businesses need access to a diverse, talented labor pool and the ability to enable each employee to use the phone as they choose. Co-workers need improved methods to communicate with each other to facilitate progress in the work environment as well, which

makes the accessaphone™ an ideal choice for today's marketplace.

As an example, Becky needs to ask Charles about the status of some market research. Charles is deaf and prefers to sign. Becky does not know how to sign very effectively, so she calls Charles through the video relay and can conference directly to Charles at the same time to get the benefit of body language and expression. Additionally, Charles and Becky could text directly to each other on the same phone call.

With permission from both parties, the text could be saved by "cutting and pasting" into a word document. Future versions could automatically save the text or insert text with date and time stamps in the appropriate document.

Everyone benefits from being able to read text, communicate via sign and body language communication.

Through the use of the universal design process, Tenacity™, the founder of *accessaphone*™, began conducting

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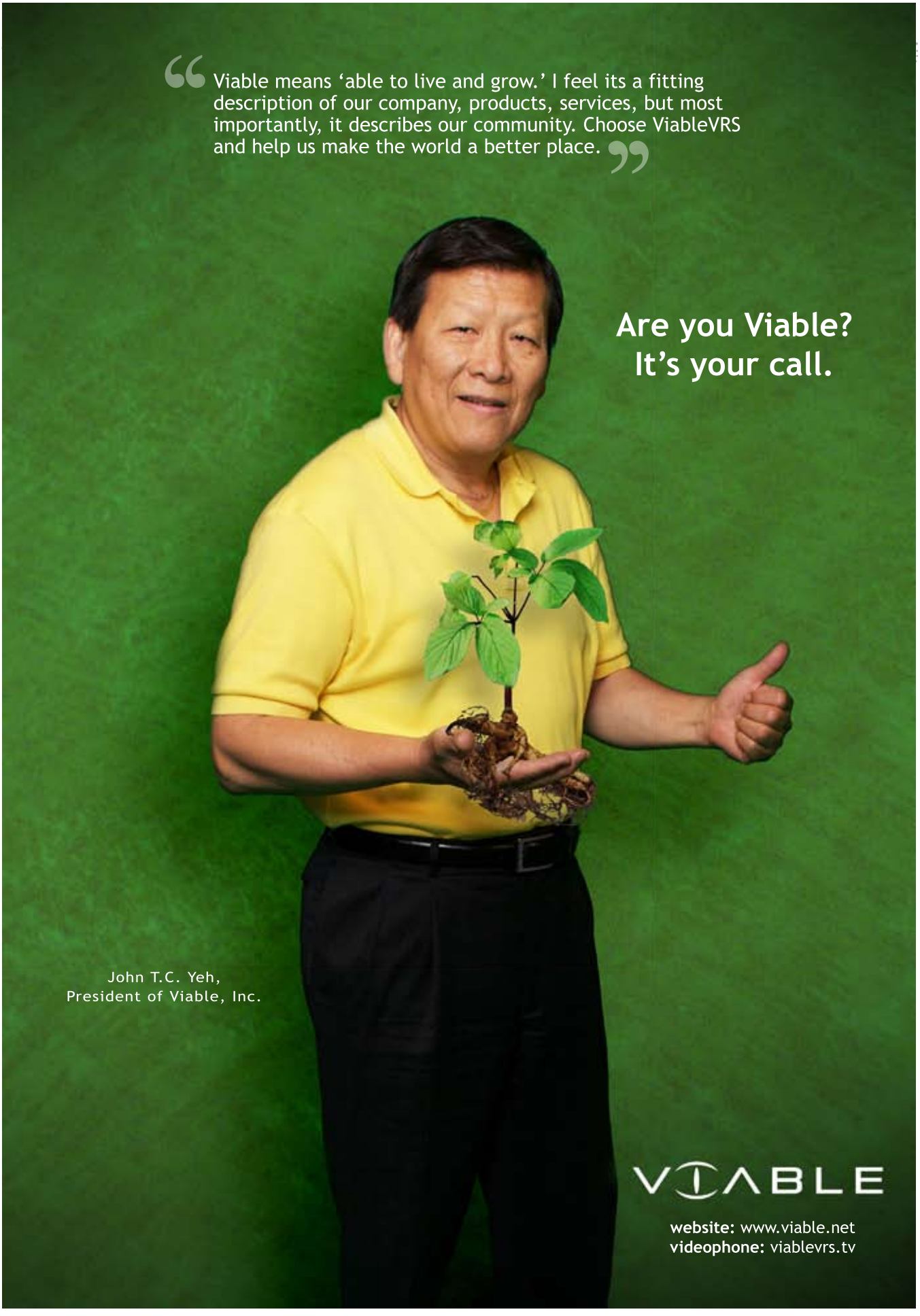
“Viable means ‘able to live and grow.’ I feel its a fitting description of our company, products, services, but most importantly, it describes our community. Choose ViableVRS and help us make the world a better place.”
Are you Viable?
It’s your call.
John T.C. Yeh,
President of Viable, Inc.
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meetings with leaders in the blind, low-vision and mobility-impaired in 2006 and leaders in the deaf and hard of hearing community in early 2007. Working in teams to closely to achieve the desired end user features and functionality, developing prototypes, iteratively receiving feedback, and refining once again, *accessaphone™* is now in its third version.

The addition of secure real time text and TTY integration once market feedback is incorporated is scheduled for launch in early 2009. Inclusion of video (video, voice, real time text) is scheduled for the middle of 2009 as well.

Some highlights as defined by the Leaders and progress on the desired end user features and functionality, include the following:

- Ten-digit numbers to apply to Telecommunications Relay Services (TRS) and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities as well as E9-1-1 Requirements for IP-Enabled Service Providers. Kevin Martin, the chairman of the Federal Communications Commission (FCC) stated in the REPORT AND ORDER AND FURTHER NOTICE OF PROPOSED RULEMAKING Adopted: June 11, 2008 and Released: June 24, 2008:

"In March, the Commission committed to adopt an order providing a ten-digit numbering system for Internet-based TRS by the end of June and to require that the ten-digit numbering system be implemented no later than December 31, 2008. I am pleased that we fulfill these commitments today. Ten-digit numbering will enable Internet-based TRS users to make and receive calls like anyone else, eradicating another barrier that stands in the way of functional equivalency. Functional equivalency means individuals with disabilities having access to the same services as everyone else. This equal access is vital to accessing jobs, education, public safety, and simple communications with family, friends, and neighbors."

accessaphone™ is 100% compatible with ten-digit numbering system and also supports IP Address system used internationally (SIP protocol).

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- Secure real time text will meet a lot of people's needs including those who are hearing to communicate with their co-workers who are in the deaf or hard of hearing population and those who do not use sign language. Just as universal TV captioning meets the needs of not only those who are deaf or hard of hearing, real time text will also meet the needs of the hearing to communicate more completely. Design plans include two real time text sections — one for real time text discussions and one for the display of captioned emergency messages.
- Compatibility between a TTY and accessaphone(tm) enables a company to receive TTY calls into any accessaphone(tm) extension which adds the ability to transfer the call to any other *accessaphone™* extension, and all without the need for an analog phone line. Captioning will be added as current business negotiations progress.
- *accessaphone™* is designed to be compliant with legacy phone systems and deployed throughout the enterprise. An employee can use any phone in the office with their set preferred method to communicate and not be restricted to only the phone on their desk.
- Additional requested features and functionality for future upgrades includes compatibility with alerters, e9-1-1, secure Instant Messenger, and Voice/Text Mail.

Truly, leaders applying universal design principles have produced an application of the true definition of complete communication and the power of choice.

As people, we communicate through use of our bodies as well as media. The ability for everyone to have equal access and comparable functionality of the phone system is demanded and protected in our laws.

To date this has not been fully realized. Thus *accessaphone™* was created and will continue to be enhanced to maintain accessibility and comparable functionality, while enabling the power of choice in communication.

If there is any one secret of success in communication, it lies in the ability to put yourself in the other person's place and to experience communication from that point of view as well as your own.

Modification of quote by Henry Ford "If there is any one secret of success, it lies in the ability to get the other person's point of view and see things from that person's angle as well as from your own."

New Sprint WebCapTel Helps People with Hearing Loss Enjoy the Phone Again

"Kudos, for the WONDERFUL new Internet CapTel by Sprint!! The workplace applications are just immense!!! I made several calls today using WebCapTel. I LOVE it! I'm especially excited about this service for my sister…she never took to the CapTel phone for some reason, but is a huge computer person and always has her laptop close at hand. I'm sure this service will benefit her greatly!"

–WebCapTel User

BY CHERYL GENTRY-JONAGAN

Sprint WebCapTel® is a free, revolutionary new web-based service that allows a person who prefers to use their own voice, but has difficulty hearing over the telephone, to read word-for-word captions on a computer monitor. This service is expected to help an estimated 31 million Americans with hearing loss understand communication clearly over the telephone.

Sprint WebCapTel allows individuals of all ages who prefer to use their own voice the opportunity to supplement their hearing ability with text captions. Sprint WebCapTel user would make or receive calls with captions, while logged into the Sprint WebCapTel website (www.sprintcaptel.com). The user can listen to the other person speaking through any telephone, including wireless phones, cell phones or landline phones, as long as they have access to a telephone and the internet. Sprint WebCapTel users do not pay long distance charges for calls that they make through the service. Cell phone users, however, may be charged for the actual use of minutes by their cell phone provider.

WebCapTel can be used with any phone, including wireless phones, while reading captions on a computer with internet access.

During a Sprint WebCapTel call, when the person on the other line speaks to the WebCapTel user, everything heard gets turned into words that can be read on the user's computer screen. In addition to being able to read captions of the conversation, a Sprint Web-CapTel user also has the ability save the conversation and customize the screen to their preference, including the background, font size and color. When a call is completed, the user can save the captioned conversation for later review, allowing the caller to concentrate on their participation in the phone conversation.

Prior to making a call, the Sprint Web-CapTel user will log onto the www.sprintcaptel.com website and provide both the 'calling to' number as well as the number to call them back. This enables the user to speak for themselves while reading typed captions of what the other party is saying. Captions appear virtually at the same time as the person speaks, allowing callers to enjoy the natural flow of an interactive telephone conversation.

While the service is free, users must register to use the service. To sign up, a user can simply go to the Sprint WebCapTel registration page and enter all of the required information; the caller can select their username and password. There are security measures in place to prevent unauthorized users from signing up. Sprint WebCapTel users will be e-mailed a link to click on to verify that their email is valid,

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and then they will be able to make and receive calls on Sprint WebCapTel.

WebCapTel Technology

- Sprint's WebCapTel service was developed by Ultratec, Inc., a leading technology company based in Madison, Wisconsin.
- Ultratec provides the word recognition service and technology to caption the words spoken by the hearing party as accurately as possible, without intervening in the communications. www.ultratec.com.
- All calls are kept confidential. Sprint does not maintain any records of what is said on a call.

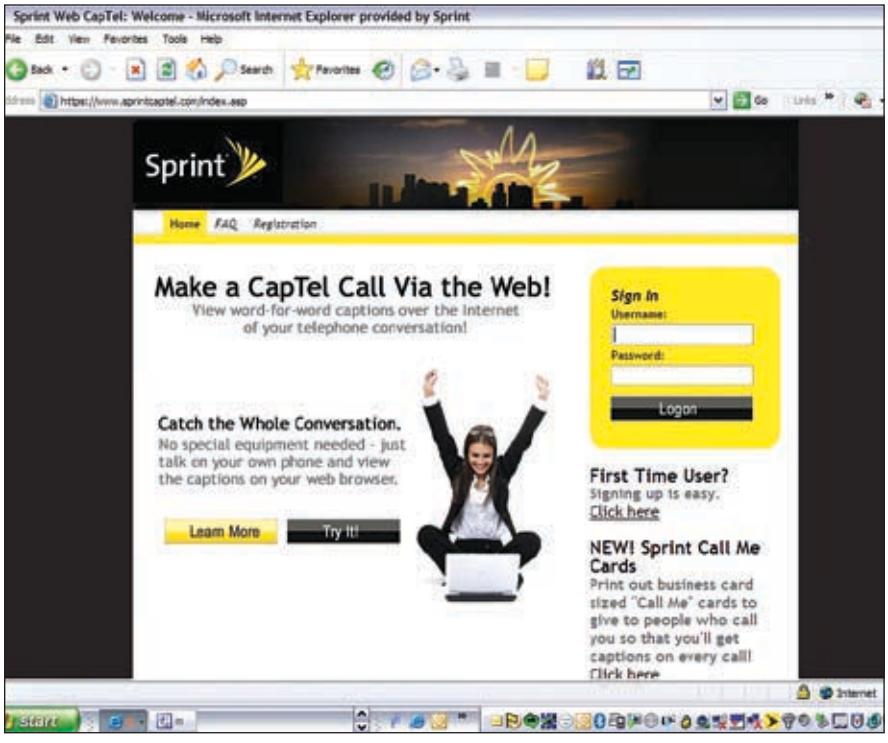
9-1-1 through WebCapTel

Sprint is proud to be able to provide 9-1-1 calling through Sprint WebCapTel. In case of an emergency, a user can reach 9-1-1 with captions by using Sprint WebCapTel. When reaching 911 through Sprint WebCapTel, the user must be able to speak to the location agent to determine where the emergency is in order to identify the correct emergency services agency.

9-1-1 services through Sprint WebCapTel will be a different than if 911 were dialed on the phone. Dialing 9-1-1 through the phone will almost always get to the right emergency center faster than dialing 9-1-1 through Sprint WebCapTel. Sprint will provide captions for callers who dial 9-1-1 through WebCapTel.

Sprint Wireless Devices for Use with Sprint WebCapTel

Nearly any phone can be used with Sprint WebCapTel. Sprint is committed to improving the lifestyle of individuals with hearing disabilities. As a technology innovator, Sprint understands technology provides an excellent opportunity to assist and enhance the lives of people with disabilities. As



a result, Sprint is working to increase the accessibility and usability of our services to make it easier for everyone to communicate more effectively.

Sprint is a telecom service provider dependent upon handset manufacturers to create and manufacture handset features that improve the experience of its hard-of-hearing customers.

Sprint encourages handset manufacturers to design easy-to-use devices that incorporate a host of features and functions that assist customers with hearing impairments. Sprint works with consumer groups representing people with impaired hearing to identify features which enhance handset accessibility. Sprint provides this important information and feedback to our equipment manufacturers encouraging them to pursue more features.

Sprint now sells several handsets compatible with hearing aids in accordance with the Federal Communications Commission (FCC) Hearing Aid Compatibility (HAC) orders.

Hearing Aid Compatibility (HAC)

Sprint provides a number of wireless phones that have been measured and rated for use with hearing aid devices. These ratings have been developed to assist hearing-aid callers in finding phones that may be compatible with their particular hearing aid devices.

- "M" rating refers to using the phone with a hearing aid in the microphone setting. The higher the M rating, the more likely it is the caller will be able to use the phone with a hearing aid on the microphone setting.

- "T" rating refers to using the hearing aid set on telecoil. The higher the T number the more likely the caller will receive better interoperability performance between their phone and hearing aid on the telecoil setting. Reduced feedback and reduced background noise are additional benefits of using a hearing aid set on telecoil during phone use. To determine the likelihood of successful cell

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phone use with a specific hearing aid, add the T rating number of the cell phone to the T rating number of the applicable hearing aid. These phones, in conjunction with Sprint WebCapTel, will improve accessibility over the phone for people with hearing loss.

The Sprint Relay Store is an online store to purchase wireless devices for individuals with hearing impairments (www.sprintrelaystore.com) and offers phones or devices from the entire Sprint device portfolio. However, Sprint has conducted extensive research and believes the phones featured by the Sprint Relay Store in this article are the phones proven to be most beneficial to hard-of-hearing callers.

Sprint PCS Phones	HAC Rating	Sprint PCS Phones	HAC Rating
Blackberry Curve 8330	M4/T4	Palm Centro	M4/T4
BlackBerry 7130e	M3/T3	Palm Treo 700wx	M3
BlackBerry 8130	M3/T3	Palm Treo 755p	M4/T4
BlackBerry 8703e	M4/T4	Samsung M300	M4/T4
CDM-120	M3	Samsung M500	M4/T4
LG – LX550 Fusic	M4/T4	Samsung M510	M3
LG – LX160	M4	Samsung Upstage	M4
LG – LX570 Muziq	M4/T4	Sanyo KATANA II	M4
LG – LX260 Rumor	M3/T3	Sanyo KATANA DLX	M4/T4
HTC Mogul	M4/T4	Sanyo SCP-3100	M4/T4
HTC Touch	M3	Sanyo SCP-3200	M4/T4
MOTORAZR V3M	M4/T4	Sanyo SCP-7050	M4/T4
MOTORAZR V9M	M4		
MOTORAZR2	M3		

BlackBerry Curve 8830 by RIM

Features:
Access to Sprint TV
Sprint Mobile Broadband
GPS-enabled
BlackBerry Push Technology
Phone as Modem
Bluetooth wireless technology
Media Player
Brilliant Color display
Enhanced attachment viewing
Productivity Tools
E911 Emergency Location enabled
1GB Memory card
Camera / Video Recorder
TTY/TDD compatible

BlackBerry 8703e by RIM

Features:
Digital Dual-Band
Sprint Mobile Broadband
GPS-enabled
BlackBerry Push Technology
Phone as Modem
Bluetooth wireless technology
Speakerphone
Brilliant Color display
Enhanced attachment viewing
Productivity Tools
E911 Emergency Location enabled
Multiple languages
TTY/TDD compatible

BlackBerry 8830 by RIM

Features:
Digital Quad-Band
International BlackBerry
Operates on CDMA, GSM and GPRS networks
Sprint Mobile Broadband
GPS-enabled
BlackBerry Push Technology
Phone as Modem
Bluetooth wireless technology
Speakerphone
Brilliant Color display
Enhanced attachment viewing
Productivity Tools
E911 Emergency Location enabled
Multiple languages
TTY/TDD compatible

Included Accessories for all three BlackBerry models: Holster, Travel charger, USB Cable, Rechargeable Li-ion battery, Software CD

New Technology

The Z

"We researched the market and learned that not every user needs the same videophone or features, so we developed several different types of videophones."

– Andy May

BY TRUDY SUGGS, T.S. WRITING SERVICES

After a year of meticulously working with engineers, product designers and software designers, CSDVRS unveiled its most innovative product to date: The Z™. As snazzy as the name, The Z is actually a series of videophones customized to meet different needs, each providing nothing but the highest of quality in video relay services (VRS).

CSDVRS worked on The Z for nearly a year prior to its release. "We researched the market and learned that not every user needs the same videophone or features, so we developed several different types of videophones," said Andy May, Chief Marketing and Development Officer. "The products include a dynamic, free software-based videophone, an incredible low-cost videophone that is perfect for everyone and a high performance videophone for the high-volume business VRS user."

CSDVRS partnered with Mirial, Tandberg and Creative Laboratories, along with beta testers who were deaf or hard of hearing, to create products that were not only user-friendly, but also specifically compatible with assorted video needs. And this hard work appears to have paid off. Premiering at the National Association of the Deaf (NAD) conference in New Orleans during early July, The Z products were met with great enthusiasm by conference-goers. By 1 p.m. on the last day of the conference,

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over 60% of the 1,500 conference participants had placed orders for The Z.

The Z Products

In looking at each of the products, it's easy to see why The Z has proven to be so popular. With several products to choose from, customers can determine which The Z product best fits their needs.

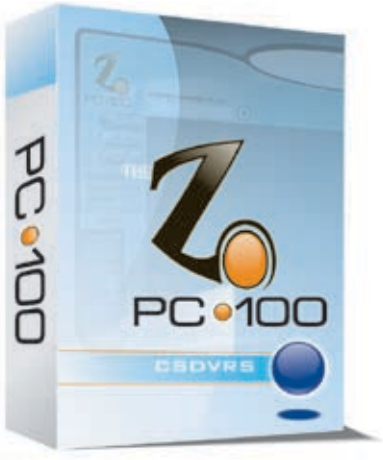
The Z™ Model 340

The Z-340, perfect for the everyday user or traveler, can be placed on a desk, connected to a television, or even mounted on a wall. The seven-inch screen, easily closed for safe traveling, delivers high-quality video over broadband or WiFi connections. It also comes with an external, removable battery that provides two hours of video. The videophone supports H.323 and SIP, a common Internet videophone protocol which allows other callers using different videophones to call The Z users.

"This product is perfect for the person who uses the videophone or VRS daily and wants access to all of the CSDVRS features, such as the Personal 800 number and the shared address book," said Chris Wagner, Vice President of Marketing.

The Z™ Model 150

Ideal for the business-oriented, high-volume user, the Z-150 is a desktop-based videophone that does not require a separate television monitor. It has an 8.4-inch built-in screen that utilizes H.323 and SIP as well. "This model was created in partnership with Tandberg, a recognized world leader in videoconferencing solutions," said Wagner. "It's perfect for the high-end VRS user, especially because this videophone provides features usually reserved for high-caliber video equipment – features such as ISDN



connectivity and interoperability with systems like Polycom, Lifesize and Cisco. It also offers an address book that can be modified via the customer's computer, with the changes appearing on the Z-150."

The Z-PC100

For those who prefer using video relay services via a PC, there's the Z-PC100. Designed by deaf people, the Z-PC100 is user-friendly in its set-up and usage. Compatible with Windows Vista, the Z-PC100 features one-touch dialing for VRS, Voice Carry-Over and Spanish relay calls. Utilizing full-motion video technology, the connection provides 30 frames per second with an intuitive interface for contact lists and call histories. Users only need a computer that is at least 800 mHz with Windows XP/Vista installed, and a Web cam. This will be available as a free download. (*Note: Mac users can use CSDVRS by downloading xMeeting, also available at the CSDVRS Web site.*)

Z-150

The Z-340 is available for $99 (retail value: $699) and the Z-150 for $299 (retail value: $1,500). "Instead of giving videophones away for free, we decided to sell them at drastically reduced prices because we want customers to have ownership of their videophones. This also enables us to provide more phones to more customers and provide superior services," said Tim Rarus, Vice President of Sales. The videophones will be available during the fourth quarter of 2008, although people can sign up today by going to the CSDVRS Web site.

What Makes The Z Different?

With such an array of products currently available on the market, what makes The Z products different from other videophones? "That's an easy question," May answered. "Our products are of nothing but the best quality and features. For instance, our Z-340 is 50% smaller than Viable's VPAD, and 20% smaller than GoAmerica's MVP. They're also lighter in weight." The Z ip340 and Z-150 do not require extra equipment, since both come with built-in screens.

Another advantage is that the Z-340 comes with a removable battery. "This is more convenient than built-in batteries, because if you're traveling all day, you won't have to worry about running out of power or needing to recharge," Rarus said. "You can simply replace the battery with another one and recharge the first battery."

The space-efficient Z-340 and Z-150

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have keypads with easy-to-read buttons on the devices themselves, features that were designed based on customer feedback. "We truly believe in the products we provide, because they were designed for and by customers themselves. They also work with all other videophones currently on the market," added Wagner.

Wagner noted that a crucial factor of CSDVRS services is the excellence of their interpreters. "Even the best video technology in the world means nothing if our interpreters aren't of superior quality. For this reason, we require all of our interpreters to be nationally certified," he explained. "Every video interpreter employed by CSDVRS is screened through internal and remote evaluations by both certified interpreters, including certified deaf interpreters, and deaf or hard of hearing customers."

Built-In Features

Each videophone provided by

CSDVRS offers built-in features that include some of the company's most popular services, such as the Personal 800 Number service. This service allows customers to receive calls directly from hearing callers without having to use phone number extensions or complex instructions. A customer is given a standard toll-free number that automatically connects hearing callers to a video interpreter, who then connects directly to the customer.

Other CSDVRS services include:

Who Just Called – If a customer is not available to receive a VRS call, s/he will receive an e-mail and/or text message with the name and telephone number of the caller. If the hearing caller wishes to leave a message, a video message will also be sent to the customer.

CallByName™ (myvp.tv) – Instead of trying to remember people's numbers or IP addresses, CallByName/myvp.tv allows customers to create an address that uses a name instead of numbers.

myvco.tv – Voice carry-over allows deaf and hard of hearing customers to speak directly, using their own voices, to hearing callers. Myvco.tv makes this possible with CSDVRS.

Spanish VRS – Customers can make and receive telephone calls to/from any hearing person who speaks Spanish. Calls can be made in the U.S. or to over 45 countries.

"Since the day CSDVRS was founded by deaf individuals determined to improve communications opportunities, we have continually embraced leading-edge technologies to turn 'what-if' dreams into welcome realities," Wagner said. "CSDVRS believes that all people should have access to the most varied communication options possible – and The Z products are good examples of how we make this happen."

About CSDVRS

CSDVRS was founded as a division of Communication Service for the Deaf, Inc. (CSD) in 1999. After working closely with the Texas Public Utilities Commission, CSDVRS launched its inaugural service in 2000. CSDVRS was developed based on feedback from the deaf and hard of hearing

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More information will be posted on www.tdi-online.org as details are finalized. Those interested to participate on the Conference program are welcome to contact Conference Program Co-Chairs Joe Duarte (vicepresident@tdi-online.org) and Fred Weiner (southeastregion@tdi-online.org).

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community. Using CSD's 30-year expertise in the interpreting industry, community interpreters' abilities were transitioned to a video–based relay environment at CSDVRS. By 2001, CSDVRS was the nation's only 24-hour video relay service (VRS) provider, and was also the first to offer Spanish VRS, video mail and personal 800 numbers.

In 2006, CSDVRS spun off as a stand–alone, for–profit organization.

Today, CSDVRS stands alone as the pioneer of the VRS industry. While other providers have followed our lead, CSDVRS is dedicated to that same spirit of innovation and commitment to excellence that took VRS from a dream to reality as the nation's premier VRS provider.

Z-340

For more information on The Z products or to order, visit www.csdvrs.com.

Great Accomplishments

Captioned Telephone: A Convenient Way for Those With Hearing Loss to Use the Telephone Again

Communicating on the telephone was such an important part of Theaux's profession that he needed to find something to assist him.

Project and architectural engineer Danny Theaux has the mobility and convenience he needs by using captioning services through the Internet.

BY ANNE GIRARD

Every weekday morning, Danny Theaux arrives at his office near New Orleans, where he works as a project and architectural engineer. His job requires constant and immediate communication with architects, business owners, subcontractors, suppliers, and more. There are e-mails, faxes and instant messages to handle. And like many professionals, the majority of Theaux s day is often spent on the telephone. Theaux handles his high-pressure job with all the finesse and expertise of the long-time pro he is.

What sets Danny Theaux apart from most other people in his position is the fact that he has been profoundly deaf since birth.

Fitted with hearing aids at 18 months, Theaux learned to cope with his deafness while he was growing up. Friends, neighbors and specialists helped him to work on his speech and hearing abilities from kindergarten through high school.

Rather than let a disability get in the way, Theaux moved on to college, earning an Associate Degree in Architectural Engineering at McNeese State University in Lake Charles, Louisiana. At the same time, Theaux enrolled in a sign language class at Tulane University that was taught by a fellow architect who was also deaf.

Moving into the professional world, hearing aids and sign language worked well for Danny Theaux for most of

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his life. But suddenly, one day in 1998, he noticed his hearing aids weren t working quite as well as they used to. And it wasn t that the hearing aids were bad — his ability to hear was clearly getting worse. Even more powerful digital hearing aids from LSU were unable to help Theaux with his increasing hearing loss.

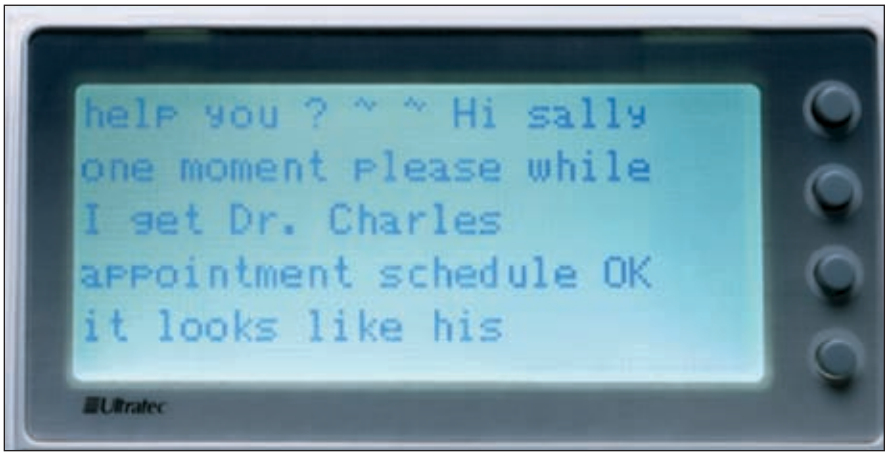
In 1999, Theaux received a cochlear implant, which helped his hearing tremendously. But to his great frustration, the new technology made telephones nearly impossible for him to use.

Even with the cochlear implant, there were still many sounds and frequencies that were indistinguishable to me on the phone, Theaux said. That really made it hard for me to keep in touch with customers. That made me start to lose confidence in my ability to do my job.

Communicating on the telephone was such an important part of Theaux's profession that he needed to find something to assist him. So he turned to Telecommunications Relay Services (TRS). While TRS helped, Theaux didn't feel comfortable using traditional relay services. Conversation delays were significant, despite the best efforts of transcription operators.

In 2005, everything changed for Theaux. While attending a business conference, Danny saw a demonstration of Hamilton Captioned Telephone (CapTel®) service.

Finally, there was a dependable, convenient way to improve the speed and accuracy of his phone conversations. Theaux could have real-time conversations with co-workers and customers. Like thousands of other individuals with hearing loss across the country, Danny Theaux became an immediate and appreciative user of Hamilton CapTel services.



Hamilton CapTel® service allows individuals who experience difficulty hearing on the telephone the opportunity to see and read captions of what the other party is saying on the CapTel phone display screen.

Captioned Telephone: A Necessary Technology for Some

As the great philosopher Plato once said, necessity is the mother of invention. And it was just such a necessity that brought about the invention of the Captioned Telephone (CapTel) for people like Danny Theaux.

Assistive listening devices for people who are deaf or have severe hearing loss are nothing new. Relay services, TTY devices and many other tools have been readily available to individuals in need of hearing assistance ever since the passage of the Americans with Disabilities Act of 1990 (ADA).

However, nothing existed that was primarily designed to assist such individuals — particularly those with a degree of residual hearing — in effectively and easily using the telephone.

CapTel is an assistive listening device that addresses these concerns. A specially designed CapTel telephone allows users to listen with their residual hearing, while they also ***see*** the words of the other party on the CapTel phone s display screen. Best of all, the conversation occurs in near real time. As a result, CapTel provides individuals with hearing loss more convenience on the phone — and most importantly, significantly more confidence.

Currently, in states where approved, the CapTel phone is available through state-administrated assistive equipment distribution programs. Depending on the state provider, the CapTel phone can be purchased at a reduced price or loaned at no cost to the user. CapTel service, on the other hand, is provided absolutely free to the user, in accordance with ADA-90. The service is available in English 24 hours a day, 7 days a week. Spanish services are currently available 7 days a week, from 7 a.m. to 11 p.m. CST.

Web CapTel: The Next Generation of CapTel

While the CapTel phone has done wonders for individuals with hearing loss, many individuals particularly busy people like Danny Theaux have hoped for a more mobile service that would provide captioning services on any telephone. The inability to receive captioning services from virtually anywhere has been frustrating for a

Continued on page 30

Hamilton Web CapTel® service is a revolutionary new Captioned Telephone technology that allows individuals who have difficulty hearing on the phone the freedom and mobility of using CapTel services from virtually anywhere.

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lot of people. Hamilton listened to these concerns — and the company responded in a major way.

Hamilton Web CapTel®, an Internet-based captioned telephone service, was recently developed to provide dependable, accurate captioning to anyone, wherever they may be. In a restaurant, an airport, an office, a store, a hotel room, an Internet cafe anywhere the user has access to a standard or mobile phone and a computer with a high-speed Internet connection, Hamilton Web CapTel works.

The possibilities are endless. Fortunately, so is the coverage. Because Web CapTel operates through the Internet, it can be accessed in all 50 states, 24 hours a day. The service is provided at absolutely no cost to users, and there is no special equipment for the user to purchase. Web CapTel also eliminates long-distance charges because it is totally Internet-based.

How CapTel Works

Traditional CapTel service originates with the CapTel phone. It looks just like any other telephone, with the exception of the display screen on its upper perimeter. When the CapTel user calls another party, a behind-the-scenes Captioning Assistant (CA) connects to the call as well.

The CA is an operator who has been specifically trained to listen and re-voice exactly what the other caller is saying using similar inflections, pauses and emphasis. Everything the CA says is transposed into captions, utilizing the most advanced voice recognition software available. These captions of the other party s words are then displayed on the CapTel user s phone display screen. This enables the user to both see and hear the conversation in real time.

Unlike traditional relay services, where an operator re-types the entire conversation and frequently pauses to clarify names, places or dates, there is almost no lag time with CapTel. The CAs are specially trained to transcribe from 130-170 words per minute by re-voicing the words rather than typing them. This allows for more natural interaction between callers. In addition, the CAs are only able to hear the words of the other party, allowing for the re-voicing to happen almost as quickly as the other party is speaking the words.

Further, unlike traditional relay services, neither caller interacts directly with the CA. The re-voicing and data transcription is enabled without any interruption from the CA.

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As a result, many people who converse with a CapTel user detect virtually no down time in their conversations. This means CapTel users can enjoy real-time conversations with loved ones, friends and business associates.

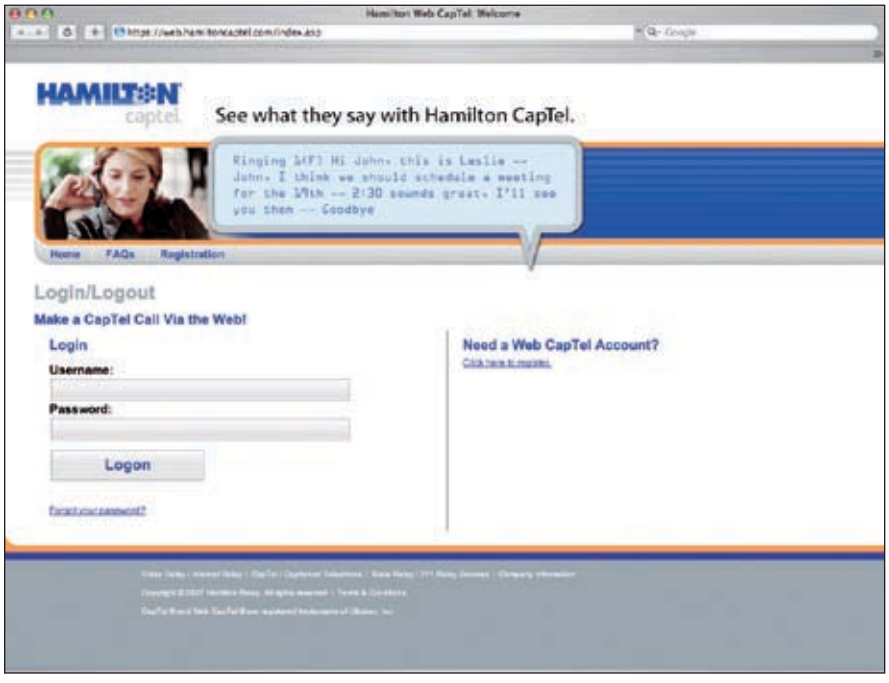
Traditional CapTel service is available in two formats: one-line and two-line.

One-line CapTel requires a single telephone line for captioning services. For incoming calls, the other party must first dial the toll-free captioning service number to secure a CA. The CapTel user's number is then dialed by the CA and a connection is made. The phone conversation then proceeds without interruption. For outgoing calls, the CapTel user is automatically routed through the captioning service, so there is no need for the user to dial any special phone number.

Two-line CapTel requires the CapTel user to have two telephone lines in their home or office. The second line can be either an analog (normal) line or a DSL cable line with an analog filter. With two-line CapTel, both the caller and the user of the service can call each other directly. For incoming and outgoing calls, the captioning service is automatically connected. There is no need for the other party to call the captioning service number prior to speaking with the CapTel user. Aside from connecting to a second telephone line, no additional services (such as caller ID, call waiting or long distance) are required to use Two-line Captel.

How Hamilton Web CapTel Works

Hamilton Web CapTel takes convenience several steps further. The only items required for a Hamilton Web CapTel user to utilize the service is access to a standard or mobile phone and a computer with an Internet connection. Hamilton Web CapTel even allows individuals to use their own equipment to make a call. So not only are they free to call from virtually anywhere, they can use almost any type of phone to place a call and receive captioning.



A small amount of set-up is required to use Hamilton Web CapTel, but it takes only minutes. Initial users must register online for the service with a CapTel provider. This is done by signing-in as a new user on the provider s Web site, such as the Hamilton Web CapTel site (www.hamiltoncaptel.com).

As soon as users are registered with the provider, they are able to log in with a secure username and password.

CapTel technology is continually being enhanced and improved as new technological advances and user suggestions make them available.

After logging on to the provider s site, outgoing calls can be made and incoming calls can be received at any time. The captions are displayed prominently on the user s computer screen for easy visibility.

Captioning is provided by a CA just as it would be with a standard CapTel call, where the CA re-voices the other party s words and captions are then generated through advanced voice recognition technology. The captions are sent through IP packets over the Internet, and appear on the CapTel user s computer screen, wherever they may be.

Why Those with Hearing Difficulties Should Use Hamilton CapTel and Hamilton Web CapTel

The advantages of Hamilton CapTel and Hamilton Web CapTel outweigh other popular relay services.

For starters, the CapTel phone looks and operates just like any standard telephone. CapTel phone volume can exceed 35 decibels, which allows the CapTel user to employ their

Continued on page 34

That's what I'm talking about

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Now available in your Hometown... instantly.

Introducing Hamilton Instant Relay

Whether you're at home, work or traveling the country – you can count on Hamilton Instant Relay to keep you connected.

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- Personal 800 number
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Hamilton Video Relay • ***Hamilton Instant Relay***

Continued from page 32

residual hearing when listening to the conversation.

The captions can be activated by pressing a button near the display screen. These easy-to read captions enable the CapTel user to review what the other party has said, while continuing the conversation uninterrupted.

In addition, Hamilton Web CapTel has provided even more convenience with captioning services by allowing the user to have mobility and flexibility. Now captioning services can be accessed in an office, at a friend s house, or even at a coffee shop. All that is needed is a computer with an internet connection and a standard or mobile telephone.

Perhaps the most important feature with CapTel is that the service can be used by anyone with hearing loss, regardless of their level of hearing ability. By providing captions for the user of what is being said by the other party, even the slightest discrepancy can be cleared up without interruption. Best of all, CapTel services are available to anyone who qualifies for hearing-assistive services.

The Future of CapTel Services

With all of the services CapTel and Web CapTel already provide, one may be tempted to ask how can it get any better? It can — and it will.

CapTel technology is continually being enhanced and improved as new technological advances and user suggestions make them available.

Hamilton CapTel developers realize how important it is to keep up with our busy, changing times. People communicate today in ways that the ADA could never have foreseen. While additional legislation is currently being discussed to update the ADA to meet the ever-changing demands of technology, Hamilton CapTel is already working on improvements and additions to its Captioned Telephone services. Having the best, most convenient and usable services available is the goal of all CapTel providers.

Just ask Danny Theaux.

Ever since discovering Hamilton CapTel in 2005, he has jumped on the CapTel bandwagon. He is now an avid and nearly constant user of Hamilton Web CapTel. The difference in his ability to communicate with others is nearly as dramatic as the change in his performance. He now has the mobility and convenience he needs by using captioning services through the Internet.

As he sits before his computer screen, his phone captions displayed prominently, Theaux beams with pride and excitement. Hamilton Web CapTel has quickly led to the best performance of my life.

For Danny Theaux and thousands of individuals with hearing loss like him, that s the best news one could ever hear.

Anne Girard is director of marketing for Hamilton Relay, which provides Hamilton Web CapTel in all 50 states and Hamilton CapTel in 15 states. For more information, visit www.hamiltoncaptel.com or call (888) 514-7933. Anne may be reached at anne.girard@hamiltonrelay.com.

The VPAD in 2008 and Beyond

BY VIABLE STAFF

Viable blasted off year 2008 by launching the VPAD, our beauty of a lightweight, standalone videophone that features a 10.2" touchscreen monitor and WiFi capability. Consumer reactions have indicated that it will define the Viable brand for years to come.

Now, more than six months into the future, the VPAD continues to be the only videophone of its class seeing distribution. Viable believes it to be a genuine advance over existing videophones available to the deaf and hard of hearing. Some of the advantages of the VPAD include:

VP of Technology Jason T. Yeh proudly displays the VPAD, the culmination of more than a year of research and development.

- One-click access to VRS
- WiFi capability
- Lightweight, standalone device
- 10.2" touchscreen monitor
- USB port: ability to plug in a computer mouse, keyboard, video camera, et cetera

Although the VPAD is a glimpse today into what the future of communications holds for us, its history is equally fascinating and exciting.

Birth of the VPAD

TDI and the genesis of the VPAD are linked. Back in 2005, Viable had not yet entered telecommunications and was known as Viable Technologies, a provider of remote captioning services in real-time. Our clients were mostly K-12 and post-secondary educational institutions. "We were doing okay, but I had greater ambitions," said John T.C. Yeh, president of Viable Technologies. "I had thought I would be improving communication access for thousands of deaf and hard of hearing people."

John attended the 2005 TDI Conference in New Orleans with Jason, his son and a software engineer who along with college pal Larwan Berke had recently redesigned the captioning platform utilized by Viable Technologies. They were surprised to find that telecommunications and not captioning technology dominated the three-day conference program and returned home with more questions than answers. For John, the biggest question was entrepreneurial: "I wondered if Viable could make a greater impact on communication access by providing relay services." But Jason, an engineer first and an entrepreneur second, pondered a different set of questions: "I wondered if I could develop a videophone, and how long it would take to develop our own VRS calling platform to support the videophone."

Jason approached John and talked about designing a videophone that the deaf community could call their own, but once they returned home from the conference John was knee-deep back in real-time captioning provision. However, Jason persisted and a year later, in September of 2006, Viable was incorporated as a subsidiary. The Viable Communications Server was the company's first output and, proving its scalability, today continues as the infrastructure for Viable's entire product line. The videophone Jason had talked about designing, now known as the VPAD, emerged 16 months later at the 2008 International Consumer Electronics Show (CES) in Las Vegas.

In those months in between, Jason brought in Larwan full-time and together they assembled a team of engineers. Viable engineers developed the user interface and the server architecture, implemented the server, and collaborated with SBN Tech, our South Korean partner, in designing the physical case. The factory production and assembly was performed overseas. Said Larwan, who is now Director of Engineering, "The VPAD is the result of work from approximately a dozen engineers, half of whom attended Gallaudet and RIT. A consumer's perspective throughout the product development cycle is ensured, which translates into an immeasurable advantage for the VPAD users."

Viable chose CES as the launch pad for the VPAD because we believed that TRS devices weren't "special" and to be relegated to far corners and backrooms. We wanted the biggest stage for the VPAD.

The Promise of the VPAD

Viable announced the coming launch of the VPAD in the Winter 2007 issue

of TDI World. The full-page ad showed a device draped in cloth bearing our insignia and the caption at top simply read, "More than a videophone."

More than a videophone? To illustrate, take the example of the iPhone. Ask any owner what they like about it and odds are you'll hear responses ranging from "I can check my email" to "It's a great camera" to "I use instant messenger all the time." Oftentimes they forget that what they're holding is also a phone. Likewise, Viable designed the VPAD to achieve that same ideal, to seamlessly integrate itself in the lives of VRS users.

The VPAD delivers more than previous videophones available to VRS (Video Relay Services) users. Simply put, it offers functionality beyond VRS. The following are popular examples of the VPAD as a digital content monitor:

- When in idle mode, the VPAD can feature images and function as a digital photo frame
- The VPAD can play video from a videocamera, even during a call
- You can hook up gaming consoles such as Playstation and play on your VPAD

Owing to the lightweight and standalone design of the VPAD, the device is also a practical alternative to costlier videoconferencing systems or computers equipped with built-in web cameras for the delivery of remote support services such as:

- Technical support
- Distance education
- Tutoring services
- Video Remote Interpreting
- Hotlines

However, the VPAD is a videophone first and always first, and delivers a superior video communication experience. For both VRS and point-to-point calls, the VPAD provides superior video capability, a VRS-centric interface, deaf-friendly features, and scalability for future data integration.

Last, but not least, Viable is proud to soon be announcing firmware upgrades and dynamic enhancements. All these features add unprecedented value to the VPAD, and for that matter, to any videophone available to deaf and hard of hearing people. Viable believes that with the VPAD, the company is delivering the future of telephony and bringing the TRS community ever closer to its long-sought ideal of functional equivalence.

More from Viable

For more information, go to www.viable.net and also check out Viable Vision, our VRS software for the PC. Dial help.viablevrs.tv to chat with Customer Support in ASL.

ViableVRS can be accessed by dialing viablevrs.tv via any videophone.

TDI In Action January - March 2008

Telecomm Access Issues

- TDI sent an email to Time Warner Cable advising that its "Consumption-Based Billing" program would run contrary to the needs of deaf and hard of hearing people that depend on broadband to make videophone peer-to-peer or video relay calls. This program was tested in Beaumont, Texas and charged customers a certain amount in proportion to time spent in broadband use.

- TDI assisted the American Association of the Deaf-Blind with its filing of comments with the Federal Communications Commission (FCC) concerning Hawk Relay's petition for deaf-blind relay services (DBRS). AADB raised three key points:

1. DBRS is to be offered by all TRS providers, not be granted exclusively to one provider.
2. There are various degrees of deaf-blindness. Thus, there are some individuals who are deaf-blind or have low vision that use VRS, IP-Relay, STS, or other forms of relay services. However, there is one segment of the deaf-blind population that does not have any benefit from using any of the current TRS service features. They are individuals who totally cannot see nor hear. They rely on tactile means of communication. AADB supports FCC giving some consideration to providing communication facilitation support at residences, places of work, and TRS call centers for this deaf-blind segment.
3. AADB asks the FCC to host a summit to review and discuss needs and issues of the deaf-blind in relay services.

- TDI sent a letter to FCC Chairman Kevin Martin urging the FCC to continue its current policy and regulations regarding network management practices. TDI supported the telecommunications industry in their desire that the FCC not create any more regulations for this issue, rather that they let the market somehow deal directly with individuals and entities that abused broadband for illegal activities.
- TDI attended a meeting in downtown DC arranged by Sorenson Communications to discuss its proposed petition to the FCC for Universal Service Fund support to low-income deaf and hard of hearing Americans for broadband access.

E9-1-1 Proceeding

- TDI sent letters to the Subcommittee on Telecommunications and the Internet and the Committee on Energy and Commerce in the U.S. House of Representatives thanking them for their support in urging the FCC to expedite its Report & Order requiring Internet-based TRS providers to manually handle emergency calls effective January 1, 2008. Also, this Report & Order would announce a timetable for development and implementation of a "permanent solution" that would require TRS providers to automatically handle emergency calls effective December 31, 2008.
- TDI met with the Special Legal Advisor to FCC Chairman Martin to express frustration over the Commission's failure to implement an interim E9-1-1 solution for IP telecommunications relay services, given that the waivers requiring the automatic and immediate transfer of emergency calls to the appropriate Public Safety Answering Point (PSAP) had already expired in 2007.

Media and Information Technology Access Issues

- TDI and other national organizations continued to file comments to the FCC opposing more than 30 petitions for exemption from the FCC's closed captioning requirements.
- TDI signed on to the letter sent by Coalition of Organizations for Accessible Technology to the FCC asking for immediate remedies for the lack of "pass-through" of audio description by various cable and broadcast video programming distributors. Also, the letter asked that the FCC add comprehensive information to its website at www.dtv.gov regarding implementation and dissemination of video description within digital broadcasts.

Continued on page 40

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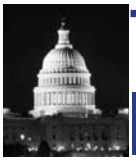

TDI In Action

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DTV Transition

- Jim House gave technical support to IBM on how to operate a TTY answering service. IBM was contracted by the National Telecommunications and Information Administration concerning how to handle customer service for its DTV Converter Box Coupon Distribution System program.
- TDI participated on the consumer panel for the FCC's Digital Television Consumer Education workshop. The panel concentrated on topics and issues related to outreach and education regarding the DTV transition for people with disabilities.
- Claude Stout presented "Digital Television Conversion: Where Did My Captions Go?" to a local chapter of the Hearing Loss Association of America at the Metro Baltimore Hearing and Speech Center in Baltimore, MD. Around 20 people (primarily seniors who are hard of hearing) took part in the event.

Outreach

- TDI assisted the National Spinal Cord Injury Association in making contacts with selected members of the deaf and hard of hearing population in New Hampshire in order to publicize the town hall meeting with the U.S. presidential campaign of Senator Barack Obama.
- As a follow-up to the inaugural Consumer Advocacy Training Project last November, the participants formed the Air Travel Access Committee listserv, which is now up and running with many postings and comments. Brenda Kelly-Frey, the spokesperson for the listserv will help represent TDI at the U.S. Department of Transportation in forums and other activities in order to promote airline accessibility.
- TDI attended the Alliance for Public Technology forum on "Framing Broadband Policy for the Next Administration" at the National Press Club in downtown Washington, DC.
- TDI advised officials in the Consumer and Governmental Affairs Bureau at the FCC regarding its online disability complaint form.
- TDI attended the American Association of People with Disabilities (AAPD) 2008 Leadership Gala at the National Building Museum in downtown Washington, DC.

TDI works closely with the Federal Communications Commission (FCC) on many issues related to telecommunications relay and closed captioning. In 2008, the Commissioners are (L-R) Deborah Taylor-Tate, Michael J. Copps, Chairman Kevin J. Martin, Jonathan S. Adelstein and Robert M. McDowell.

Industry Collaboration

- Claude Stout and other members of AT&T's Advisory Panel on Access and Aging sent a letter supporting its December 2007 report to the FCC concerning AT&T's service over the years to customers with disabilities.
- TDI and other national organization participated in a conference call sponsored by Verizon to discuss its ongoing disability access initiatives.

Emergency Preparedness

- The National Terrorism Preparedness Institute (NTPI) featured TDI's Community Emergency Preparedness Information Network (CEPIN) program on its hour-long presentation of its "LIVE RESPONSE" program.
- TDI attended a meeting of the ICC Citizen Corps Subcommittee of the U.S. Department of Homeland Security to discuss the inclusion of people with disabilities in the recent TOPOFF 4 exercises, and reviewed federal special needs policies and guidance resources.
- The CEPIN workshop was presented in the following cities since our last update:
  - Columbus, Ohio
  - Egg Harbor Township, New Jersey
  - Frederick, Maryland
  - Jackson, Tennessee
  - Lyndhurst, New Jersey
  - Redwood City, California
  - Santa Fe, New Mexico
  - Sayreville, New Jersey
- Neil McDevitt, CEPIN Program Director, spoke at the National Organization on Disability's Special Needs and Disaster Preparedness conference in Washington DC about developing effective training programs geared toward special needs populations. He also spoke at the Deaf and Hard of Hearing in Government's Technology Seminar about the importance of becoming one's best advocate in the workplace as it relates to emergency preparedness.

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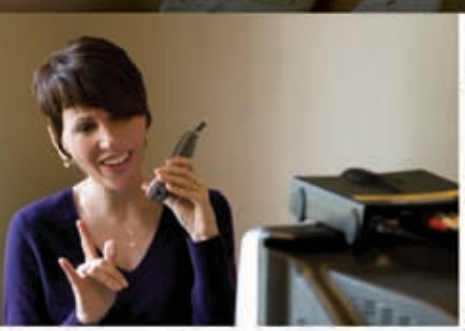

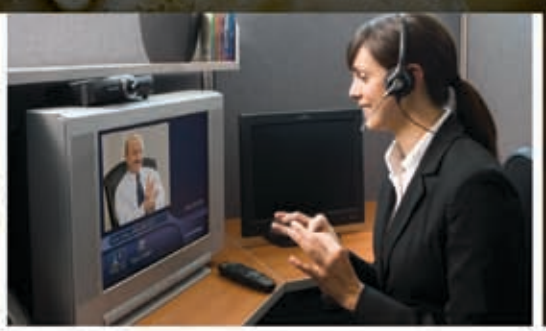

My Sorenson VRS Story

"My hearing loss coincided with a jaw injury that happened when I was in my 30's. I learned ASL and now use Sorenson VRS® (SVRS) with Voice Carry Over (VCO). My husband, family, and I love SVRS because we can have natural, back-and-forth telephone conversations again. I can even converse with my 2½-year-old grandson. It's the perfect choice for me! SVRS has brought so much joy into my life."

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