**California Connect** (formerly Deaf and Disabled Telecommunications Program)

**Equipment Program Advisory Committee (EPAC)**

An Advisory Body to the California Public Utilities Commission

# EPAC Meeting

Oakland City Center

500 12th Street, Suite 105, Oakland, CA 94607

Paramount Conference Room

**January 17, 2025**

**10:00 AM to 4:00 PM**

Join Zoom Meeting with audio from your device.

If you are participating by phone only:

**Dial:** 1 669 900 6833

**Meeting ID:** 805 250 5300

**Passcode:** 5300

StreamText Link for Captions

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# CA Connect Hybrid Meeting Protocol

This may be challenging but we can make it work if everyone follows some simple rules, are courteous, and most of all, patient.

1. If you are using a laptop in person, please **do not connect to computer audio**. If you are at home, please always have your microphone on mute to avoid background noise if you are not speaking or until you are called on, by the Chair.
2. If you have a question or want to speak, please raise your hand or use the “raise hand” function on Zoom. Wait to be called on by the Chair before beginning to speak.
3. **Only one person can speak at a time** – this is the most important rule. Please be courteous, watch the captions or ASL interpreter, and wait until the person speaking is done before you speak.
4. Please speak slowly and clearly – remember there will be some lag between you (your computer system) and other participants.
5. When directing Members to a report in the Binder, please call out the Page Number (“Page 1”) then **Pause ALL talking and communications to wait for Members to find the correct report.** Watch the ASL Interpreters to know when to begin speaking.
6. **Voting:** After a motion, a second, and discussion, the Chair will call for a vote. The vote will be by roll call, in the order listed in the meeting binder. The Chair will call your name, you will then announce yourself and vote by saying YES, NO or Abstain.
7. Captions are available by clicking the Closed Captioning (CC) button on the bottom of your screen in Zoom and on the StreamText link in the Zoom chat and cover page of the binder.
8. Each participant may pin up to 9 individual squares.
9. During discussion, gallery view is recommended (instructions).
10. During shared screen presentations, side by side speaker view is recommended (instructions).
11. To maximize viewing active participants, it is recommended to hover your mouse over the three dots in the upper right-hand corner of your box and select “hide all non-video participants”.

# Lunch in Downtown Oakland

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| **Sidewalk Burger/Kosmos**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **Panda Express**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **Sandwicheez North Beach Deli**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile |
| **Subway**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **Bagel Street Café**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **Ladle and Leaf**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile |
| **Popeye's Chicken**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **City Center Pizzeria**<br>Located in Oakland City Center Plaza<br>1-minute trip<br>0.1 mile | **Oakland Street Food Co.**<br>430 13th Street<br>(341) 699-7445<br>5-minute trip<br>0.2 |

# EPAC Roll Call Voting Order

| Order | Member Name | Committee |
|---|---|---|
| 1 | Antoinette Warren | EPAC, Vice Chair |
| 2 | Danyelle Cerillo | EPAC |
| 3 | Janice Armigo Brown | EPAC |
| 4 | Judy Viera | EPAC |
| 5 | Monique Harris | EPAC |
| 6 | Steve Longo | EPAC, Chair |

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## Public Meeting Draft Agenda

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| **I.** | **Administrative Business**<br>A. Roll Call of EPAC Members<br>B. Agenda Review and Approval<br>C. Review and approval of November 15, 2024 meeting minutes<br>D. EPAC Action Items from the November 15, 2024 | 10:00 AM – 10:30 AM |
| **II.** | **DDTP Update**<br>CPUC Staff will inform the Committee of issues addressed by CD, any recent decisions or comments to the FCC, the status of contracts and pilot programs, and any updates to the CA Connect that may affect the Program now and in the future. | 10:30 AM – 10:45 AM |
| **III.** | **Whispp Presentation**<br>Joris Castermans, Founder & CEO, will present on Whispp. | 10:45 AM – 11:00 AM |
| **IV.** | **Learning Management System Presentation**<br>Michael Woodward, Training Manager, will present on the Learning Management System (LMS). | 11:00 AM – 11:30 AM |
| **V.** | **Public Input – AM Session**<br>Members of the Public may provide input to the Committees. | |
| **VI.** | **Lunch Break – One Hour** | 11:30 AM – 12:30 PM |

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| **VII.** | **Equipment Recommendations**<br>Pamela Siebert, Testing Manager, will present 33 equipment recommendations. | 12:30 PM – 1:30 PM |
| **VIII.** | **Deliberate and vote on equipment recommendations from the Testing department**<br>EPAC members will deliberate and vote on the recommended 33 pieces of equipment presented by CSD Testing & Training. | 1:30 PM – 2:00 PM |
| **IX.** | **Program Vendor Reports** | |
| | **A. Testing and Training Report**<br>Harry Kim, Program Director of Testing and Training, will provide updates on Testing and Training. | 2:00 PM – 2:15 PM |
| | **B. California Relay Service (CRS) Report**<br>Melissa McMahan from Hamilton Relay will provide updates on California Relay Service (CRS). | 2:15 PM – 2:30 PM |
| | **C. Outreach Report**<br>Amanda Whyrick, CA Connect Division President, will provide updates on Outreach efforts. | 2:30 PM – 2:45 PM |
| | **D. Marketing Report**<br>Jana Spear, Marketing Director, will provide updates regarding on Marketing efforts. | 2:45 PM – 3:00 PM |
| | **E. Field Operations Report**<br>Jennifer Minore, Field Operations Program Director, will provide updates on CSD Field Operations. | 3:00 PM – 3:15 PM |
| | **F. EPC Customer Contact Report**<br>Equipment Processing Center Operations Director, Chong Vang, will provide updates regarding DDTP Equipment and Customer Contact efforts. | 3:15 PM – 3:30 PM |
| **X.** | **Public Input – PM Session**<br>Members of the Public may provide input to the Committees. | |
| **XI.** | **New Business** | |
| | **A. Renewal of Member Terms**<br>Nominate and vote on a second term for members whose first term ended: Antoinette Warren, Danyelle Cerillo, Judith Viera, and Stephen Longo. | 3:30 PM – 3:40 PM |
| | **B. Future Meetings and Agendas** | 3:40 PM – 3:45 PM |

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| **C. Report from the Chair**<br>The EPAC Committee Chair may report on informational items, administrative matters, including those of the subcommittees, or any issues affecting EPAC. | 3:45 PM – 3:50 PM |
| **D. Member Reports**<br>Members may report on topics from their constituencies concerning current issues of program equipment and services, communication barriers or any feedback relating to the Program, in general. | 3:50 PM – 3:55 PM |
| **XII. Meeting Wrap up and Adjournment** | 3:55 PM – 4:00 PM |

**Additional Information**

For additional information, please contact Matthew Reinig, CA Connect Committee Coordinator, by email at committees@caconnect.com. If you plan to attend the meeting and need sign language interpreters or other special communication accommodations, please call or email the Matthew Reinig at least five days prior to the meeting date.

**Document Preparation**

For accessibility purposes, all documents must be available in alternate formats. When submitting documents to be included with meeting materials, please send a copy in an electronic format to committees@caconnect.com.

**Environmental Reminder**

Please refrain from wearing perfumes or scents to CA Connect meetings. Persons with environmental illness or multiple-chemical sensitivity must reduce their exposure to attend this meeting.

DRAFT MINUTES

Deaf and Disabled Telecommunications Program
**Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC)** and the
**Equipment Program Advisory Committee (EPAC)**

November 15, 2024

California Connect's (formerly the Deaf and Disabled Telecommunications Program, DDTP) Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC) held a hybrid public Committee Meeting on Zoom and at Long Beach City Hall in the Civic Chambers (411 W Ocean Blvd, Long Beach, CA 90802).

**TADDAC Members Present:**
Devva Kasnitz, Disability Community - Mobility Impaired Seat (Zoom)
Frances Reyes Acosta, At Large Seat -DDTP Spanish Services User (Zoom)
Jesse Acosta, At Large Seat - Veterans Community (Zoom)
Katie Wright, Late-Deafened Community Seat, Chair
Louie Herrera, Disability Community-Blind/Low Vision Community Seat, Vice Chair
Robert Sidansky, Deaf Community Seat
Kevin Siemens, Disability Community – Speech-to-Speech User Seat (Zoom)
Richard Ray, Deaf Community Seat (observer, did not vote)

**TADDAC Members Absent:**
Sharmila Rajeswaran, Proxy, CPUC Public Advocates Office Representative

**EPAC Members Present**
Antoinette Warren, Senior Citizen Community Seat, Vice Chair
Danyelle Cerillo, Blind/Low Vision Seat (Zoom)
Janice Armigo Brown, Hard of Hearing Community Seat (Zoom)
Monique Harris, Mobility Impaired Seat (Zoom)
Steve Longo, Deaf Community Seat, Chair
Judy Viera, Deaf Community Seat (Zoom)

**EPAC and TADDAC Non-Voting Liaisons Present:**
Brent Jolley, Communications Division, CPUC

**CPUC Staff Present:**
Matthew Reinig, Committee Coordinator, Communications Division
Tyrone Chin, Communications Division

Charles Abeghe, Communications Division
Charlotte Taylor, Communications Division
Karen Luong, Communications Division
Lisa-Marie Clark, Legal Division
Christopher Bartulo, Public Advocate's Office
Gelareh Safavi, Communications Division

**Others Present:**
Premjeet Kisun, Oversight and Compliance Director, Maximus
Loulia Miller, Program Manager, Maximus
Ryanna Hopka, Program Manager, Maximus
Daniel Rouco, Financial Analyst, Maximus
Riva Usher, Contract Director, Maximus
Rick DiLollo, Senior Director, Maximus
Erin Anhoury, Risk Manager, Maximus
Daniel Rouco, Financial Analyst, Maximus
Kerrie Danielsen, BA, Maximus
Amanda Whyrick, California Connect Division President, CSD
Phua Gilman, Senior PM, CSD
Chong Vang, Equipment Processing Center Operations Director, CSD
Harry Kim, CA Connect Testing and Training Program Director, CSD
Jennifer Minore, Field Operations Program Director, CSD
Pamela Siebert, Testing Manager, CSD
Michael Woodward, Training Manager, CSD
Melissa McMahan, Programs Manager, Hamilton Relay
Regina Cademarti, DOR
Karl Ortega, DOR
Michael Lee, DOR
Cristina Duarte, InnoCaption
Erik Maitland
David
JanaSpear
Leonard
Stacie Stelmach
Urshella.Starr@dor.ca.gov
Bryen M Yunashko
Robert Lainez
Vance Taylor
Natasha Ofili
James's S23
Piva, Laini
Alexandra Green, TURN (she/her)

TADDAC Chair Katie Wright called the meeting to order at 10:15 AM.

## I. Administrative Business

### A. Roll Call of EPAC and TADDAC Members

TADDAC Chair Katie Wright performed a roll call. Jesse Acosta was not present during the roll call but joined later.

### B. Agenda Review and Approval

The Agenda was approved, as stated.

### C. Review and Approval of Joint Committee Minutes from September 13, 2024

Moved by Robert Sidansky, seconded by Louis Herrera, and hearing no opposition, the Minutes were approved as written.

### D. Review and Approval of EPAC October 11, 2024 Meeting Minutes

Moved by Steve Longo and seconded by Antoinette Warren, and hearing no opposition, the Minutes were approved as written.

### E. Review and Approval of TADDAC October 25, 2024 Meeting Minutes

Moved by Louis Herrera and seconded by Frances Reyes Acosta, and hearing no opposition, the Minutes were approved as written.

### F. EPAC Action Items from October 11, 2024

**Action Item #29: In order to prevent future scams of CRS users, Hamilton Relay will inform EPAC on the roles and responsibilities of Communication Assistants (CAs) and how they might help to prevent the scamming, instead of helping the scammer. David Weiss will inform Christa Cervantes about this issue.**

Melissa McMahan, Hamilton Relay, suggested closing this action item as it is completed. This action item is now closed.

**Action Item #30: EPAC requested an explanation of what happened with the motion to form a CRS-6 RFP subcommittee and why it fell through.**

Brent Jolley responded that CPUC is waiting for members of the advisory committee (EPAC) to share who is interested in forming a subcommittee. Devva Kasnitz volunteered to establish the subcommittee. CPUC is waiting for Devva Kasnitz to start it. She will begin working on it.

### G. TADDAC Action Items from October 25, 2024

**Action Item #68: Committee members to assist CTAP and CRS Vendor outreach efforts by emailing information or reporting on community events to the DDTP Committee Coordinator.**

Brent Jolley shared that CSD is developing a marketing and outreach plan. The plan is to create a list of community events and share it with the advisory committee. Matthew Reinig will email the committee members asking for a list of community events. This action item remains open.

**Action Item #76: Katie Wright will work with the CPUC Representative to get amplified and captioned telephones for future emergency evacuation shelters throughout California.**

No updates. This action item remains open.

**Action Item #99: TADDAC will make an effort to recruit new Members for its four open seats. TADDAC is seeking a Mobility Impaired, Youth, Hard of Hearing, and an At-Large Community Representative.**

Matthew Reinig will start reaching out to members to recruit new members. This action item remains open.

**Action Item #107: Brent Jolley will provide an update regarding the MyMMXdb software and how it connects to, and works with, the Universal Telecommunications Access Platform.**

Bryen Yunashko introduced himself and is honored to be involved in and included in this process. Bryen (Access 365), NWISE, and Hamilton are working together to make the MyMMXdb pilot happen for DeafBlind individuals. The scope of work is being developed. This action item remains open.

**Action Item #109: EPAC and TADDAC will brainstorm ideas regarding the needs of cell phone accessibility for their communities and report back to the Committees.**

No updates other than the InnoCaption presentation in the afternoon. This action item remains open.

**Action Item #111: CD will consider adding cell phones to the DDTP program, especially mobile phones that are accessible for people who are mobility challenged and vision impaired.**

No updates. This action item remains open.

**Action Item #114: At the January 2023 TADDAC Meeting, Kevin Siemens suggested a policy change to Hamilton Speech-to-Speech. Users would**

**be allowed a 2-hour window prior to an event, like a virtual meeting or class, to call and leave a message or introduction that can be saved and read aloud when needed, for long term use.**

Melissa McMahan connected with Kevin Siemens to discuss the policy, but the conversation was cut short due to Kevin needing to leave. Melissa will reconnect with Kevin, and she is confident that this action item can be closed by the next meeting. This action item remains open.

## II. The Whole Community – We Succeed Together

Vance Taylor, Chief of the Office of Access and Functional Needs within the California Governor's Office of Emergency Services. The office exists to support individuals with disabilities, older adults, children, and historically underrepresented communities with emergency services. Emergency services have been designed by people who can run, see, and hear, causing inherent gaps. The first challenge is perspective. People who do not have lived experiences of what access means do not know how to design for access. Emergency managers are well-intentioned individuals who want to help, but they don't think from the perspective of functional needs or access. For example, when having an emergency press conference, life-saving information that is only spoken will not be accessible for deaf individuals where ASL interpreters were not included in the emergency plan.

The office's goals are twofold: identify the needs of all Californians and work in partnership with the community and emergency managers to integrate those needs throughout the emergency management process.

One of the things that they recognize is that during times of disaster, there are a few critical moments where they must work to ensure effective communication is not interrupted. During press conferences, having an ASL interpreter present at all state jurisdictions is the best practice and model. The other area that they have found is that people need access to interpretation services when people are in shelter environments. The office adopted a multi-pronged approach to addressing this issue. The first aspect is Video Relay Interpreting (VRI), which provides immediate interpreting services. However, it requires a strong internet connection. There are ways to boost the signal by bringing in technology. Most people prefer in-person interpreting services; VRI provides an immediate solution while in-person interpreters are being deployed (which is dependent on availability, number of shelters, and location).

Vance values partnerships in the community to disseminate information about the office's efforts to create accessible experiences in emergencies.

Katie Wright shared not all deaf people use ASL to communicate. She uses her hearing aids. If her hearing aid batteries were dead, she would need captions. She made two suggestions: Ensuring workers have the captioning

apps at the shelter or a tablet with captions. The next question is whether the notification system is improving. Katie mentioned the wildfire in 2018 and a story about a deaf family that was still asleep in the fire and didn't hear or know what was happening. Vance replied that the goal is to provide an all-in-one application that provides interpretation, captioning, and world language translation services.

For emergency alerts regarding the fire in northern California, part of the reason for the disproportionate impact on people who are deaf or hard of hearing was the jurisdiction's decision not to issue the emergency alert. This meant that individuals relying on bed shakers or having their smartphones on them did not receive notifications. As a result, some were unaware of the wildfires raging around them while they slept. In response to this issue, certain measures have been implemented. One key action was the release of a set of statewide guidelines for all alerting authorities. These guidelines emphasize, on almost every page, the importance of considering access for functional needs when deciding whether to issue alerts. It is essential for the authorities not only to assess the potential traffic or congestion on evacuation routes but also to consider the impact on individuals who are deaf or hard of hearing, as well as those who use wheelchairs and require accessible transportation services, which may take longer to secure. Efforts are being made to raise awareness and encourage planning for the access and functional considerations of the communities served. The alerts can be provided in various languages and in text form. Additionally, some jurisdictions have explored options for translating emergency alerts into American Sign Language (ASL), aiming to make them accessible in both written formats and ASL. However, this capability is not yet fully realized, and further efforts are needed to push for more comprehensive solutions. Thank you for highlighting these important points; ongoing work is necessary to address all of them effectively.

Steve Longo shared a story that involved a woman in the Senate who is deaf herself. Her father experienced a heart attack, and when they attempted to call 911, the communication was unclear due to the signing, leading to difficulties in getting help. In response to this incident, they decided to create a new app designed for easier access, allowing users to touch the app to explain their situation, along with GPS functionality to pinpoint the exact location of emergencies. This innovation enabled emergency services to respond effectively, showcasing a life-saving solution in a critical situation. Steve acknowledged Richard Ray, a committee member who has worked diligently with the FCC for many years to enhance 911 access for the deaf and hard of hearing. Steve thinks the name of the app is Access Now, and the app holds promise not just for those who are deaf but also for individuals with

health issues, the elderly, and anyone needing access to emergency services. Vance also acknowledged Richard Ray’s contributions.

Monique Harris questioned how emergency services handle situations where people cannot speak or use the phone due to their disabilities. Vance responded that it is a revolving process and other avenues for addressing that, but he thanked Monique for the suggestion.

Judy Viera inquired about the guidelines related to emergency alerting and notification, specifically addressing areas with no Internet access. Vance responded by explaining that the guidelines include methods for emergency notifications that do not rely on Internet connectivity. He noted that different communities implement various strategies, such as signage, sirens, light-based systems, and door-knocking approaches, to effectively communicate alerts. Each community is encouraged to determine what methods work best for their unique needs. Vance emphasized the importance of using multiple alerting methods, stating that there's no such thing as over-alerting. He expressed a preference for receiving alerts through various channels—phone, TV, and personal interactions—rather than risking a lack of notification due to using only one method. Judy then asked where to find the guidelines. Vance directed her to the CalOES website and mentioned that the guidelines are also available for download at Calalerts.org.

Kevin Siemens asked what would happen if they didn't have a cell phone and had mobility issues. He emphasized the importance of encouraging people to adopt and embrace the idea of utilizing multiple forms of alerting and notification, as well as various ways to receive information. Everyone has different circumstances. For instance, Vance uses a power wheelchair, which comes with specific considerations, but someone who does not use such equipment may not face the same challenges. Similarly, individuals who are deaf or hard of hearing, blind, or have low vision or speech-related disabilities have unique needs that must be considered. The objective is to ensure that emergency information reaches everyone. Once individuals arrive at a shelter, they should be able to communicate their specific accommodations or needs, and the organization will take steps to address those in a manner that ensures their safety and security. Vance noted that this is an ongoing effort that will continue to evolve. While technology may be relied upon at times, the focus is primarily on people. He expressed gratitude for the partnerships and acknowledged the committee's valuable work in this area.

Richard Ray expressed that he has a lot of experience, but his situation has changed significantly since he had a stroke, which affected his mobility on one side of his body. He mentioned that while he can still sign, his ability to speak has been compromised; he struggles to talk for long periods and finds it difficult to communicate effectively, especially in emergencies when texting is

not an option. This limitation makes him feel stuck at times. Richard noted that regaining his mobility has been a long process, taking a year or even a month, and despite his efforts, he continues to face challenges. Cathy McLeod commended Richard Ray for his efforts and pointed out that the increased challenges have been overwhelming for him.

## III. DDTP Update

Tyrone Chin provided four updates: Public Participation Hearings, CRS-6 RFP, and Subcommittee Opportunities for ERP and EPC.

**Public Participation Hearings (PPH):** CPUC is currently working to identify locations for the public participation hearings and expressed gratitude to the committee members for their recommendations. They have been in contact with several members, including Katie, Antoinette Warren, Janice, and others. The speaker noted that additional locations for public participation hearings are being identified. It was mentioned that Katie suggested the possibility of having another virtual public participation hearing, which will need to be discussed with the administrative law judge to determine if the commission would like to move forward with it. During the last meeting, the speaker indicated a meeting was planned with the Ed Roberts campus to assess its suitability as a venue for another public participation hearing; however, that meeting was canceled due to an emergency on the part of Victor and Shelby. The speaker hopes to reschedule this meeting in the future.

**CRS-6 RFP update:** There are no new updates to report at this time.

**Subcommittee Opportunities:** The committee members have two opportunities to form subcommittees for two RFPs: Enterprise Resource Planning (ERP) and Equipment Processing Center (EPC). The EPC contract will expire sometime in 2026.

## IV. Honoring Richard Ray

Brent Jolley shared stories about Richard Ray, whose time on the TADDAC committee came to an end. Richard had impressed Brent with his extensive knowledge of 911 emergency services, presenting a wealth of information that left Brent eager to learn. Over time, Brent got to know Richard both professionally and personally. He described Richard as a lively, positive individual, always willing to tackle challenges, educate others, and engage in meaningful communication. Brent noted their collaborative efforts in meetings with CalOES, where Richard recognized that issues related to communication accessibility extended beyond California and were a national concern. Richard’s influence was felt throughout the U.S., particularly in improving communication access with 911 services and advocating for emergency notifications. His work included ensuring alerts could be delivered via text and

incorporating features like captioning and ASL during emergency notifications. Brent emphasized his gratitude for Richard's ongoing dedication, stating how much they valued his contributions to the advisory committee and the lasting impact he had on communication services in California. He expressed that Richard would be greatly missed, acknowledging the “big shoes to fill” he left behind. In response, Richard thanked everyone, acknowledging the myriad challenges he faced over the years. He admitted that communication had become difficult for him, but he appreciated the support he received. Richard expressed his honor in being part of the committee and thanked those present, saying he loved them. Katie Wright also shared sentiments about Richard's invaluable contributions to the committee, stating how much they would miss him and recognizing the significant impact he had on their decision-making. Additionally, a comment from Natasha, who joined the meeting via Zoom, expressed her gratitude for Richard's efforts, highlighting the deep appreciation felt by many. Richard concluded by reiterating his love for everyone present.

## V. Public Input – AM Session

There was no public input at this time.

## VI. Lunch Break: 12:00 PM – 1:00 PM

## VII. Presentation on InnoCaption

Cristina Duarte from InnoCaption presented. Presentation materials are available upon request. Cristina handles legal and regulatory affairs at InnoCaption, engages with the community, and gives presentations.

She shared a brief overview of InnoCaption, stating that the company specializes in providing real-time captions for phone calls through an app available on Apple and Android devices. She noted that InnoCaption is certified by the FCC, does not engage in state contracts, and that there is no cost to consumers since the service is reimbursed through the telecommunications relay services fund. Cristina highlighted some features of the app that were developed in response to consumer requests. The app includes a CART or automatic speech recognition switch, allowing users to choose their preferred technology for calls. This flexibility enables users to change their options during a call based on their accessibility needs. They can also retain their original phone number through call forwarding and access larger captions via an InnoCaption Web portal. Additionally, the app offers optional two-sided captioning, allowing consumers to manage note-taking during calls while maintaining confidentiality and accessibility. Cristina elaborated on the choice of caption modes, which distinguishes InnoCaption from other services. Users can opt for CART, which provides fast and

accurate captioning, including nonverbal cues, or automatic speech recognition, which is quick and can be accurate depending on the speaker's voice clarity. The in-built options empower the consumer to determine what works best for their specific needs during a call. The app interface was designed with user-friendliness in mind. When consumers download the app, an informative walkthrough is provided to help them set it up efficiently. The co-CEO of InnoCaption, Joe, who is a bilateral cochlear implant recipient, played a crucial role in developing these features. He experienced firsthand the challenges of relying solely on AI technology while making a call, prompting the team to create a solution that allows users to switch to a live person during a call if their needs change. Cristina concluded by inviting the audience to view additional slides that demonstrated the app's functionality and user-friendly design.

Frances Reyes Acosta inquired about what the FCC certifies. Cristina responded by explaining that they provide an Internet telephone caption service that offers captions for phone calls to individuals who are deaf or hard of hearing, allowing them to read what the other party is saying. Frances sought clarification on the innovation, asking if consumers had options for using the service in different ways. Cristina confirmed that they operate solely on mobile devices, without landline support, emphasizing that consumers have control over the technology they use to receive captions during calls. Frances then wondered about the company's future direction in light of rapidly changing technology. Cristina noted that the company evolves based on consumer feedback, sharing how they have implemented changes since their 2016 launch. They initially required users to have a separate number, but after consumer requests, they permitted users to retain their numbers. Additionally, they expanded from offering services only in English to now providing support in 15 languages, aiming to improve accessibility for non-English speakers within the deaf and hard-of-hearing community. Frances expressed admiration for the advancements, clarifying that consumers do not have to pay for the service. Cristina confirmed this, explaining that funding comes from the Telecommunications Relay Services Fund, established under the Americans with Disabilities Act. This fund is supported by a tax on telecommunications providers, affecting consumer bills.

When Frances asked if the service functions on all types of phones, Cristina explained that they primarily support Android and Apple devices, noting that it generally works well, provided the phones have updated operating systems. Frances also inquired about how the company markets itself. Cristina responded that they utilize various marketing strategies, including digital marketing, community outreach, presentations, partnerships with organizations focused on hearing loss, advertisements, and active engagement on social media.

Steve Longo had two questions, the first regarding the captioning feature. He wanted to clarify if the captioning was designed to assist people with hearing loss by displaying spoken words on their phones, allowing them to read along and communicate, particularly in cases where they may struggle to speak clearly. He inquired if the other person on the call would also be able to see the captions while hearing the deaf user. Cristina responded affirmatively and sought clarification on whether Steve meant to ask if the app was IP-based, to which Steve confirmed. He added that the application would be especially accommodating for late-deafened adults. Cristina explained that the app includes a limited text-to-speech feature tailored for those who can voice for themselves, as dictated by the FCC's definition of IPTCS. Unfortunately, their certification does not permit a comprehensive text-to-speech option, but there is a limited version to assist users in specific situations, such as automated systems that might otherwise create communication barriers. Steve commented on the common lag associated with text-to-speech technology. Cristina acknowledged this issue, mentioning that they are actively working on various solutions to improve accessibility. Steve expressed his support for the app, recognizing the significant number of late-deafened adults in the U.S. and deeming the system ideal for them. Cristina shared a personal connection to the topic by mentioning that both of her parents, who were born with profound hearing loss, relied on the application for communication. She highlighted the versatility of the app, noting that it meets a wide range of accessibility needs, allowing users to communicate in the way that best suits them. Regarding Steve's second question about the FCC's certification process, Cristina confirmed that the app requires users to provide their full name, residential address, date of birth, and the last four digits of their Social Security number. She assured him that there are regulations in place to protect the confidentiality of this information, which would be used to verify identities in the registration database.

## VIII. Program Vendor Reports

### A. Maximus Report

Riva Usher presented the Maximus Report on page 55.

Steve Longo posed a question regarding the deck about the California foster youth program, specifically about the provision of free 5G smartphones for eligible youth and young adults aged 13 to 21. He sought clarification on whether this eligibility encompassed anyone in that age range or if it was specifically targeted at disabled youth. Steve highlighted the current issue of smartphone access among youth aged 13 to 21, especially given the recent trend of schools banning cell phones in classrooms. He emphasized the importance of addressing this issue and inquired how the program was confronting these challenges and its overall impact. In response to Steve's

question, Rick DiLollo, the project executive of the foster youth program, provided clarification. He explained that the program is specifically designed for foster youth currently in care, stating that it serves only those individuals. Rick elaborated that the Lifeline foster youth program caters to young people aged 13 to 21 who are under foster care, while the core Lifeline program is available for individuals aged 18 and older. He mentioned that the program is currently working on accommodations for emancipated minors—youth who are no longer under parental supervision and have received court approval. Rick noted that the majority of program participants, approximately 98 percent, are typically enrolled in either Cal Fresh (California's SNAP program) or Medi-Cal (California's Medicaid program), confirming that financial eligibility is a crucial factor. He acknowledged the collaboration potential between the two programs and pointed out that many low-income individuals express a lack of access to cell phones, making them eligible for both Lifeline and California Connect funding.

[name missed] asked about the low-income scale and an estimate of the costs for eligible individuals. In response, Rick explained that the eligibility is based on the federal poverty guidelines, specifically 135 percent of these guidelines. However, California has set a lower threshold; individuals earning up to 150 percent of the federal poverty level are also eligible. While income eligibility is assessed, some state programs, such as the Women, Infants, and Children (WIC) program, qualify individuals for the state subsidy as well. The coverage provided by the program includes free cell phones and phone service courtesy of the cell phone companies, which must adhere to minimum service standards. Most recipients end up receiving free cell phones and services. For landline home phones, there is a discount that amounts to $27.25, reflecting a combination of federal and state subsidies. AT&T is recognized as one of the largest remaining providers of landline services. When Steve inquired about schools banning phones and whether guidelines were provided, they also wanted to know if the phones were lent to young adults or if they owned them. It was clarified that the young adults indeed own the phones. They frequently transfer from one service provider to another, and they keep the phones—even the older models. Additionally, any restrictions on phone use in classrooms are outside the program's authority. There may be state laws regarding accessibility that permit use in certain circumstances, but this is not governed by the Lifeline program.

Katie Wright expressed her enthusiasm for the program, stating that it is fantastic for foster youth who frequently move between homes and schools. She highlighted that these children often make new friends but may feel different when they lack a cell phone, especially when their peers have one. She emphasized the importance of ensuring these kids have access to phones, as it helps them feel equal to their classmates. As a retired teacher

involved at the district level, she cited California's local plan accountability, which focuses on supporting foster youth alongside other groups. Rick mentioned that the California Public Utilities Commission (CPUC) selected Verizon for the program partly because they offer hotspots. This feature allows foster youth to use their provided cell phones as mobile hotspots, enabling them to connect to the internet for schoolwork even if they lack home internet access.

Kevin Siemens raised a question regarding the minimum age requirement for the program, asking why it is set at 13. He recounted that he had received his landline phone at the age of eight. In response, it was explained that the program specifically covers ages 13 to 21. The decision likely reflects a desire to ensure that participants are old enough to be trusted with a cell phone, especially considering the potential lack of supervision for foster youth. The age of 13 is also aligned with when students typically enter high school, as ninth graders are usually around that age. Frances Reyes Acosta inquired about whether tablets are included in the program. It was clarified that while the phones provided can serve as mobile hotspots to enable tablets to connect to the internet, tablets themselves are not part of the program.

**B. CSD EPC Customer Contact Report**

CSD Equipment Processing Center (EPC) Operations Director Chong Vang presented, and the presentation is on page 66.

Steve Longo asked for further details on what was considered outdated—whether it referred to landlines or something else. The response indicated that modernized equipment was the key focus. Currently, EPC still provides desktop or landline desk phones, which many users no longer prefer, as mobile phones and tablets have become more popular. Chong confirmed that the landline phones were indeed outdated and that many customers were moving away from them. Katie Wright then inquired whether the requests for landline phones had diminished. The response acknowledged that while there were still some requests, they were not frequent. Katie mentioned that she had tried a certain phone that could connect via Bluetooth to a cell phone, which seemed to gain popularity for a while. Chong agreed, stating that the company was shifting more towards mobile Bluetooth solutions rather than standard desk phones, which were losing their appeal. Katie continued by asking about the popularity of the "hear all" device, wondering if it had also seen a decline. While Chong did not have the distribution numbers on hand, they offered to provide that information to Katie or Matt later. Katie recalled that the device had been heavily promoted during TV ads and speculated that the promotion had positively impacted their sales, noting that it allowed users

to walk around with the flexibility of a cell phone while being connected to a landline.

Monique had a question regarding the requests for landline phones. The response indicated that there were still consumers interested in landline phones. She asked for clarification on who these customers were and what type of phones they were requesting. It was noted that one of the popular models at the moment was the Panasonic amplifier phone, which is a cordless amplifier desk phone. Monique then clarified her inquiry, asking what type of consumer was making these requests. The answer suggested that the phone was primarily for hard-of-hearing individuals, though it was also possible that others who could not use cell phones or cordless phones were included in this group.

Frances contributed to the conversation by questioning why companies have been directed to transition away from landlines. Kevin Siemens noted their own experience with the removal of copper wires in their area, expressing their dissatisfaction with the lack of communication about the interruption of phone service. Katie Wright then brought up a recent ruling involving AT&T, mentioning that they hadn't gone to court but had engaged with the California Public Utilities Commission (CPUC) regarding it. She asked if anyone could recall the details or update on this situation.

Brent shared that the AT&T COLR (Carrier of Last Resort) ruling is still ongoing and can share more updates at the next meeting.

**C. Testing and Training Report**

Harry Kim, Testing and Training Director presented the presentation on page 75.

Steve Longo asked if there was an option for testing equipment at the consumer’s home. Harry replied that it is an option they are looking into, but they prefer not to test alongside the consumer. They want to see the consumer's experience without assisting them. They will deliver in person but will not be sitting and testing with them.

**D. CSD Marketing Report**

Molly Miller presented it, and the presentation is on page 89.

Matthew Reinig asked the committee members to send him a list of community outreach events that CSD should attend.

Brent Jolley thanked Molly Miller for her contribution, as her last day is December 31, 2024.

**E. CSD Field Operations Report**

Jennifer Minore, Field Operations Director, presented the presentation on page 100.

Katie Wright raised a question about top-notch customer service, expressing her concerns regarding the transition from the previous program. She noted that the required rehires and specific equipment made the process challenging, especially since every member of the committee had unique needs. Wright conveyed that, as chair of the committee, it often felt like she was herding cats due to the differences among the members. She expressed her appreciation for the recognition of these individual needs and was pleased to know that some former field agents from the old program had joined the new team. Wright then inquired about the timeline for presentations to the HLAA chapters, indicating that she had received specific questions on this matter. Jen responded that outreach and marketing were now separate contracts, which meant that the timeline would depend on the new hires for marketing. Confused by this change, Wright sought clarification, asking how outreach and operations had transitioned from being a part of the same contract to separate entities. Jen explained that while the previous contract had integrated outreach into field operations, it was now part of a distinct marketing contract. Wright pressed on, asking if the new hires would be limited to working in service centers and not engaging in outreach outside. Jen confirmed that the new hires would primarily work within service centers and homes, but they would also assist during outreach events by providing information about the program.

Amanda Whyrick stepped in, noting that a new outreach director was starting on Monday and that they were in the process of building the outreach team. They mentioned that the following two months would be focused on planning, and they invited feedback from the committee on outreach events and activities to include in the comprehensive annual plan that needed to be submitted to the state. Wright expressed her concerns about the ongoing focus on outreach, asking whether it would remain a priority. The response clarified that outreach was still a focus, but it would be managed by a different team with support from other staff as needed. Wright also inquired if they would again see a comprehensive list of past events and their locations, to which the response was affirmative. Additionally, she noted that it had been a long time since her community had the opportunity to showcase the equipment, referring to the lack of visibility since the end of June. The response acknowledged the delays and expressed optimism about moving forward now that the contractual issues were resolved.

Robert Sidansky inquired about visiting a service center. Jen responded that committee members were always welcome to visit the service centers. It was emphasized that advance notice would be appreciated so that the staff could be available for the visit. The service centers were fully operational, and the team would love to have the committee there to gain insights. One individual mentioned that having an outsider’s perspective on challenges like

finding parking or locating offices could be incredibly valuable, as they often hear from consumers but also value feedback from committee members. Additionally, it was shared that both the contact center and field operations staff had been documenting requests and creating a comprehensive list for the outreach and marketing group. Katie Wright inquired about how groups could join this list. It was indicated that any group could contact someone in field operations, where the requests were being documented for outreach and marketing purposes. Katie then shared her plans to visit the Orange County service center on December 4 and mentioned that it was the closest center to the L.A. basin. Jesse Acosta expressed concerns about the absence of service centers in the East Bay. They brought up the point regarding targeting underserved consumer audiences, questioning if that also included examining which cities should have service centers. Jennifer responded that they were indeed looking for an office in San Francisco and were also considering part-time operations in the East Bay. The goal was to ensure accessibility for people on both sides of the bay, potentially offering services once a week or four times a month, though the timing was still uncertain. Jesse highlighted that there are several cities in the East Bay that could greatly benefit from such services, to which Katie agreed.

**F. California Relay Service (CRS) Report**

Melissa McMahan presented the presentation on page 111.

Robert Sidansky requested data showing the number of relay users over the last 20 years. Melissa replied that she would provide the numbers for the time Hamilton Relay has had the contract for California Relay Services.

**G. DOR Voice Options Report**

Regina Cademarti, Chief of DOR Independent Living and Assistive Technology Section, presented the presentation on page 118.

Katie Wright expressed her concern during the last meeting about some children not taking their devices home, which limited their ability to use them outside of school. Regina explained that if a school provides a device to a student, it may require the student to keep the device on campus rather than take it home. Katie then inquired if this meant that students were unable to have access to the device for personal use and whether parents were unaware of this policy. Regina acknowledged uncertainty on that point, but Katie emphasized that if children had the devices at home, they would be able to communicate with family and friends, especially during vacations. Regina agreed, noting that this restriction could have a significant impact, especially considering the benefits of the voice options program, which aimed to eliminate such barriers to communication. Katie concluded by stating that she didn’t have a solution but wanted to ensure her concerns were shared.

## IX. Public Input – PM Session

There was no public input at this time.

## X. New Business

### A. Future Meetings and Agendas

The committees agreed to meet at the Oakland City Center for the foreseeable future.

Kevin Siemens suggested a speakerphone without a receiver and without a headset. Jennifer Minore asked Kevin if he was talking about a specific phone model that typically has a base with a speakerphone used with switches. Kevin confirmed that the phone had an on/off button. Jen mentioned that the various versions of the RCX phone had been discontinued. The group was looking for alternatives and is considering providing refurbished phones that are available in the warehouse.

Monique Harris responded that they had a phone, but it needed to be replaced because it was not functioning well—often cutting off during use. Jen confirmed that they had been searching for a replacement, but they had not been able to find anything landline-based. Monique was advised to contact the service center for an in-home visit if her current phone was not working. Monique concluded that we cannot move away from landline-based services until a decent cell phone is provided.

### B. Report from the Chairs

No reports from TADDAC Chair Katie Wright and EPAC Chair Steve Longo.

### C. Member Reports

Janice Armigo Brown said there was a lot of information to absorb but is eager to get started on outreach events to promote California Connect.

Kevin Siemens shared a movie they enjoyed and highly recommended watching, Out of My Mind. It is about a girl with cerebral palsy who can't speak. They gave it two thumbs up. They saw it at the Mill Valley Film Festival.

## XI. Meeting Wrap-up and Adjournment

Katie Wright wrapped up the meeting by thanking Kevin's Communication Assistant (CA), Louie Herrera, for connecting us to Carlos Benavides and Councilwoman Mary Zendejas, Councilwoman Zendejas, for sponsoring the meeting and having her team help with the event, Tyler Curley, Erik Maitland, James Allen, Lynn Ward, and Celeste Sanchez for all their help

making this meeting successful, the Long Beach City Hall, and the interpreters and captionists.

The meeting was adjourned at 4:15 PM.

These minutes were prepared by Matthew Reinig.

# EPAC Action Items

## Action Item #30: OPEN

EPAC requested an explanation of what happened with the motion to form a CRS-6 RFP subcommittee and why it fell through.

**Priority (L/M/H):** High

**Date Assigned:** October, 11 2024

**Assigned To:** CPUC, Tyrone Chin, Brent Jolley, Matthew Reinig

**Due Date:** November 2024

**Status:** Open

**Comments on 11/15/2024:** Brent Jolley responded that CPUC is waiting for members of the advisory committee (EPAC) to share who is interested in forming a subcommittee. Devva Kasnitz volunteered to establish the subcommittee. CPUC is waiting for Devva Kasnitz to start it. She will start working on it. This action item remains open.

# Express yourself with Whispp

Real-time assistive voice technology that converts whispered and vocal cord impaired speech into a person’s clear, natural voice.

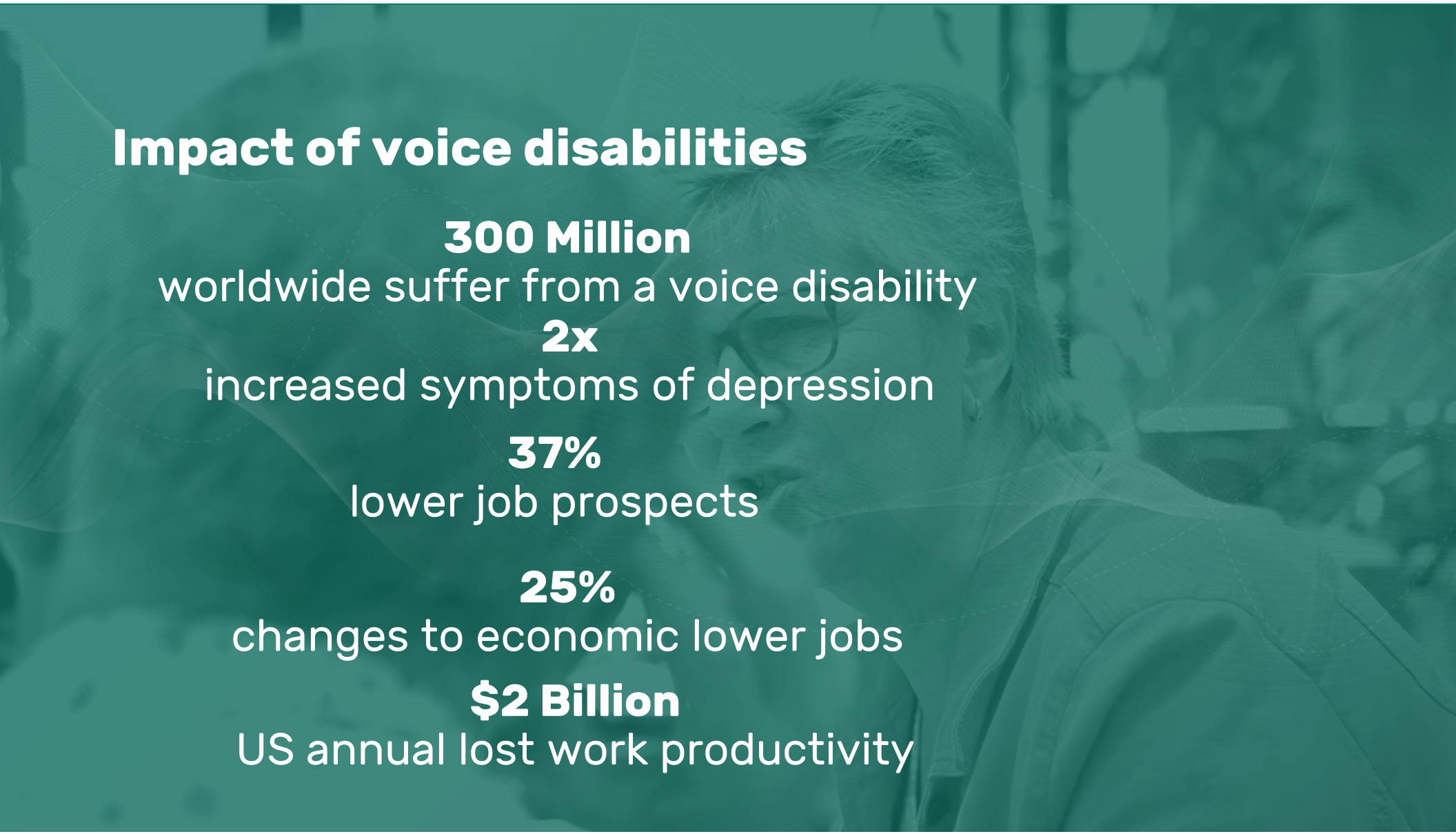
# The impact of my stuttering on my childhood and youth

*“This is me at the age of 3 and around this time it became clear that my stuttering would not go away. During my youth I stuttered considerably and especially in high school it formed a major obstacle to expressing myself and showing my true self.”*

## Insights

Stuttering reduces up to 85% while whispering!

Phone calls in top-3 most feared speaking situations



# Impact of voice disabilities

**300 Million**
worldwide suffer from a voice disability

**2x**
increased symptoms of depression

**37%**
lower job prospects

**25%**
changes to economic lower jobs

**$2 Billion**
US annual lost work productivity

# Our mission

We enable people
with voice disabilities and
people who stutter severely
to express themselves and
empower them in their
daily lives and work.

# Our products: mobile and desktop App

WHISPP

## Voice messages

*Susan (49)*
*Vocal cord polyps*

"Quick voice messages to my son are so easy now."

## Phone calls

*Tom (27)*
*Stuttering*

"I don't avoid phone calls at the office anymore."

## Video calls

*Cathariena (55)*
*Vocal cord paralysis*

"I can speak to my grandchildren like in the past."

## Live conversations

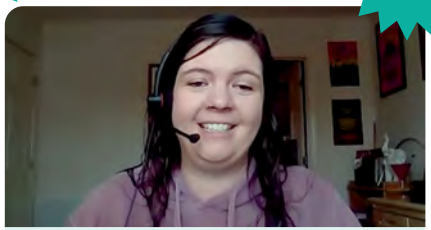
COMING SOON!

*Meta (69)*
*Throat cancer*

"I enjoy going to restaurants with my husband again."

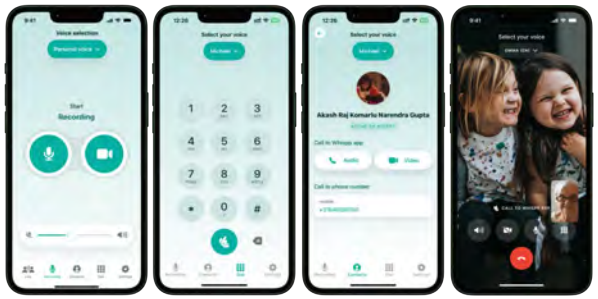
## Video conferencing

COMING SOON!



*Anna (28)*
*Spasmodic Dysphonia*

"More efficient and costing me less energy. Each day."



GET IT ON Google Play  Download on the App Store

## Our unique audio-to-audio based AI

The world's first assistive voice technology with the following characteristics:

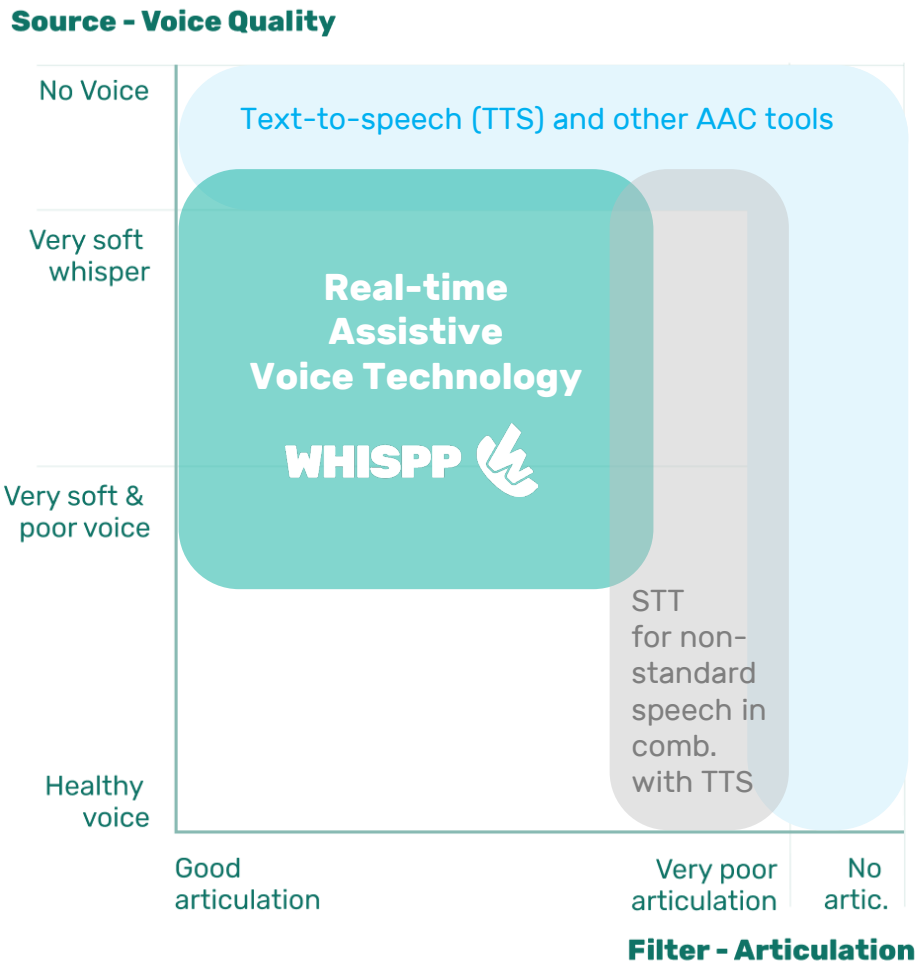
- Realtime conversion
- Natural & personalised voice
- Language independent
- Pathological speech robust
- Background noise robust

**..based on a large proprietary data set**


Select to watch the video in which a man with his wife hear back his voice after 3 years after his laryngectomy. (sorry in Dutch)

# Whispp clearly positioned as “Real-time Assistive Voice Tech”

Categorising assistive technologies and related speech disabilities, based on the Source-Filter Model for speech production




People who are not able to talk at all can use **TTS & other Augmentative & Alternative Communication (AAC) tools**, like communication boards and picture books

People with degraded articulation (Stroke, ALS, MS, Parkinsons) typically use **STT for non-standard speech in combi with TTS**, which comes with a delay

Whispp ensures **real-time conversations with a natural ‘flow’** for people with an affected voice (with good or moderate articulation) and people who stutter severely who prefer to whisper

# Target groups (for whom Whispp can be relevant)

| | US<br>346 million |
|---|---|
| **Voice disabilities:**<br>Laryngeal cancer, Vocal cord paralysis (trauma or surgery), Spasmodic Dysphonia, Muscle Tension Dysphonia (MTD), Recurrent Respiratory Papillomatosis (RRP), Benign Voice Disorders (Reinke Edema, vocal cord polyps, cysts and nodules) | 520,000 |
| **Disease based speech impairments:**<br>ALS, MS, Parkinsons disease, Cerebral Palsy, Traumatic brain injury, Presbyphonia | 260,000 |
| **Severely stuttering people:**<br>1% of the total global population stutters, We estimate Whispp is beneficial for 5% of them who have the most severe stutter | 175,000 |
| **Total** | **950,000** |

# Voice and video messages

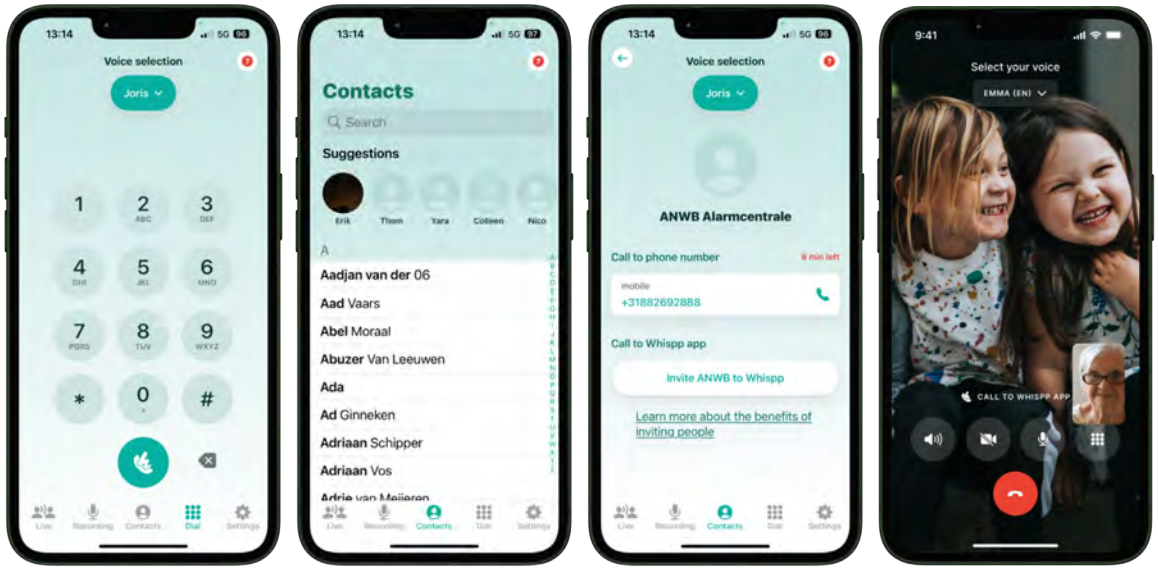
*Susan (49)*
*Vocal cord polyps*

“Quick voice messages to my son are so easy now.”

# Phone and video calls

*Tom (27)*
*Stuttering*

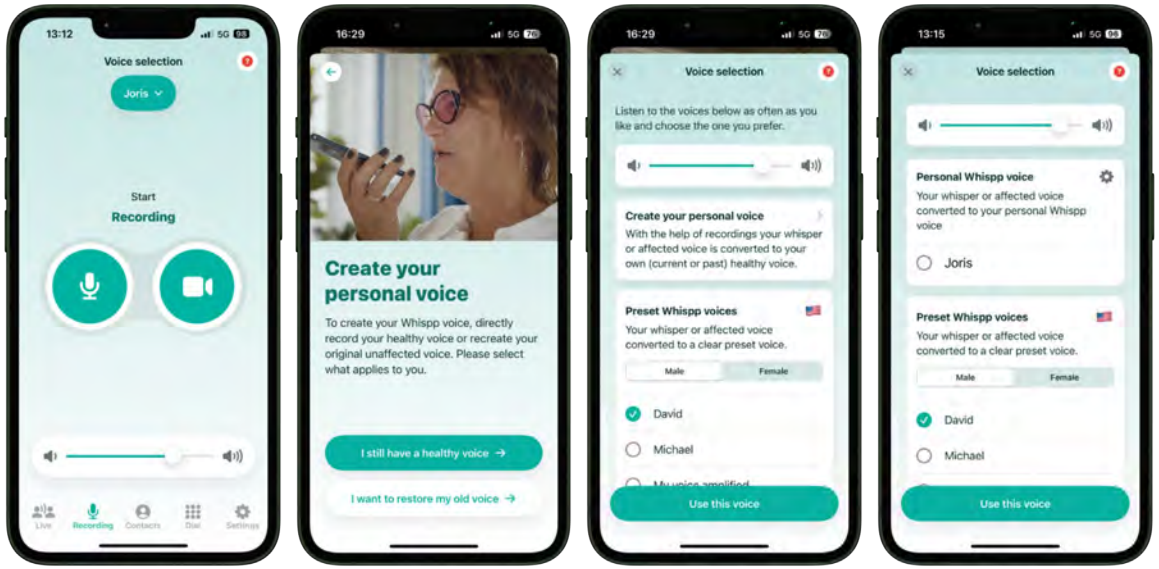
“I don’t avoid phone calls at the office anymore.”



# Preset and Personal Whispp voice

*Cathariena (55)*
*Vocal cord paralysis*

"I can speak to my grandchildren like in the past."



# Live conversations

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*Meta (69)*
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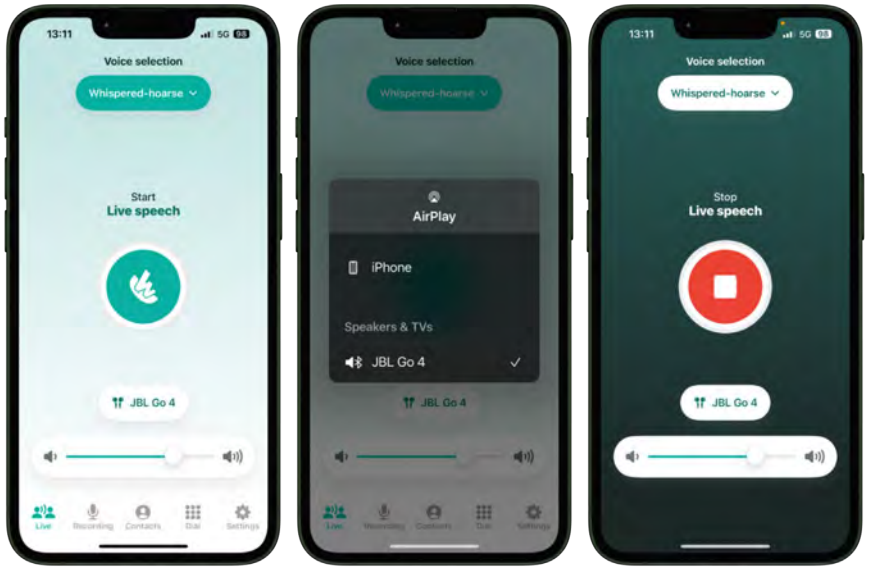
"I enjoy going to restaurants with my husband again."




# Video conferencing

COMING SOON!

*Anna (28)*
*Spasmodic Dysphonia*

"More efficient and costing me less energy. Each day."

# Recognitions and media

WHISPP

FAST COMPANY INNOVATION BY DESIGN 2024

CES INNOVATION AWARDS 2024 HONOREE

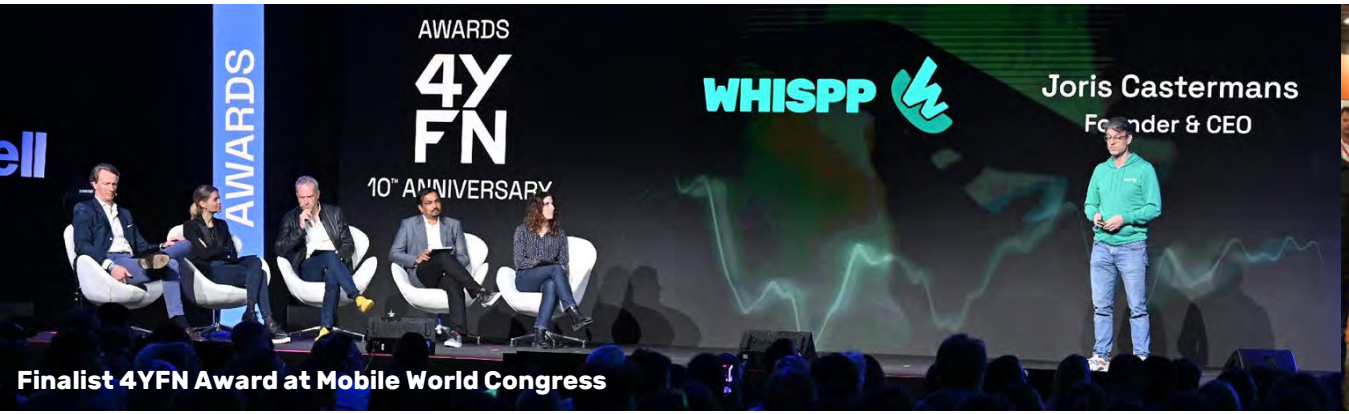
ANDROID AUTHORITY BEST OF MWC 2024

TIME BEST INVENTIONS 2024

GSMA MWC™ Barcelona 4Y FN AWARDS 2024 FINALISTS

REVIEWED AWARDS USA TODAY NETWORK ACCESSABILITY 2024

FAST COMPANY · Lifewire · Speech TECHNOLOGY · The Washington Post · NHK · VOA · TechCrunch · yahoo! · ANDROID AUTHORITY · Forbes · THE WALL STREET JOURNAL WSJ · TOMORROW'S WORLD TODAY · npo radio 1



Finalist 4YFN Award at Mobile World Congress


Microsoft's CEO Satya Nadella personal demo at CES

**Picture shows the Whispp team at the office roof in Leiden the netherlands**

# Let's collaborate to make this a more inclusive world together!

**Download the Whispp app**

Joris Castermans
+31651234840
joris@whispp.com
www.whispp.com


# Training Updates – January 2025

# Agenda

- **Aims and Objectives**
- **What is a Learning Management System (LMS)?**
- **Key Features of an LMS**
- **Additional Platform Benefits**
- **Role Comparison**
- **Example Flowchart: California Connect Role**
- **Example Flowchart: Customer Role**
- **Next Steps: Building and Launching**
- **Questions?**

# Aims and Objectives

Overarching goal is to create a centralized repository for information, resources, videos, trainings, and more to help customers and/or staff solve problems or learn independently.

Once a user would access the platform from the California Connect website, they will be able to access a variety of content, ranging from a search bar to perform a targeted search, the ability to browse based on interests or topics, or complete training courses.

| Platform Features |
| --- |
| Searchable articles |
| Self-paced trainings |
| Frequently asked questions about equipment or services |
| Categorized content for easier navigation |
| A user-friendly interface to ensure accessibility for all users |
| A news and updates section that includes:<br>• New features<br>• Recently added training materials<br>• Upcoming events<br>• Changes that might affect users |

# What is a Learning Management System (LMS)?

A learning management system (LMS) is a centralized training platform used to create, deliver, track, and manage training and educational content. Purposes of an LMS include:

**Streamlining learning and development**

**Improving knowledge and retention of California Connect staff through structured training**

**Monitoring and reporting on learning progress and performance**

# Key Features of an LMS

Once a user would access the LMS from the Testing and Training Portal, they will be presented a landing page with information about resources and trainings available.

A user will have features available to them based on their role. Possible user roles include staff member, manager, pilot tester, or customer; all of whom will be able to see different content.

| Platform Benefits | |
|---|---|
| **Course creation and delivery** | • Building and delivering training modules and resources on various services and equipment offered<br>• Support for videos, presentations, quizzes, and other learning documentation<br>• Scalability to train a growing number of staff and customers |
| **User progress tracking and feedback** | • Ability to monitor learner participation and course completion rates<br>• Analytics will be able to gain insight to learner performance to identify gaps in training or knowledge<br>• Customization of proposed trainings based on user feedback |

# Additional Platform Benefits

**The platform will have additional benefits, including:**

### Mobile-Friendly

Users will be able to access information on the go – anytime, anywhere

### Integration for Analytics

Gain insights into user behavior and content usage

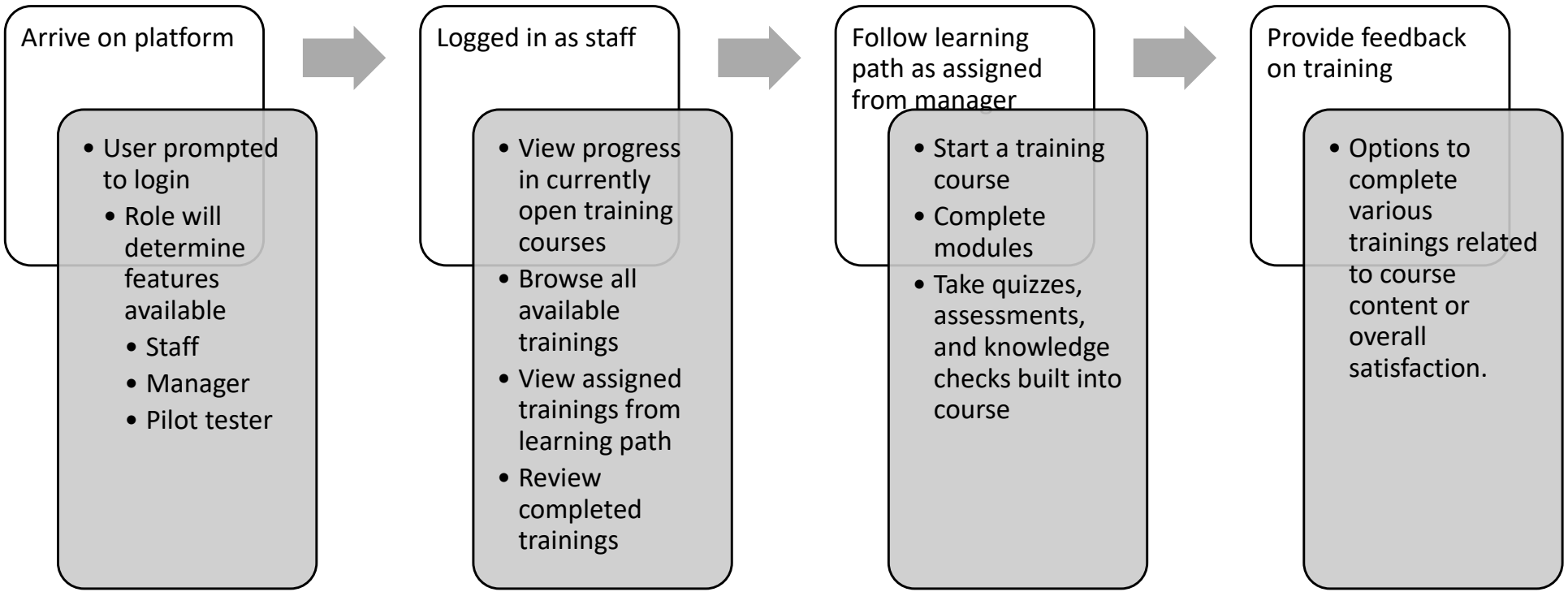
### Surveys

Opportunity to gain feedback on articles and trainings to continuously improve content

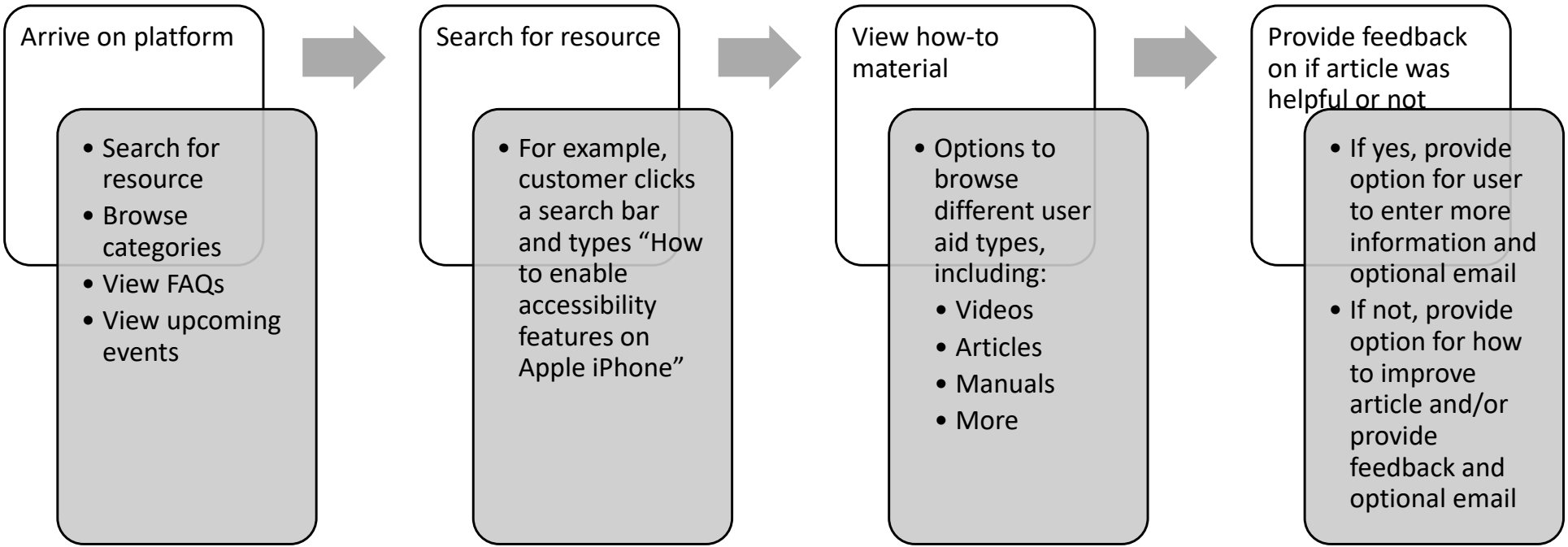
# Role Comparison

| | California Connect Role (staff, manager, pilot testers, etc.) | Customer Role (no login required) |
|---|---|---|
| Purpose | Structured learning and training | On-demand access to information, resources, videos, trainings, and more |
| Audience | California Connect staff, employees of Vendor Partners or their subcontractors, members of Program-affiliated community- based organizations, volunteers of pilot program | Any user or interested party |
| Content Style | Courses, assessments, videos | FAQs, articles, manuals, videos, one-pagers, and more |

# Example Flowchart: California Connect Role



# Example Flowchart: Customer Role



# Next Steps: Building and Launching

To ensure a clear and focused approach moving forward, we will focus on:

### Develop Core Content

Create first training content for platforms on accessibility features in Android and iPhone devices

### Expand Resources

Add articles, FAQs, and other categorized resources to create a well-organized and accessible platform

### Expand and Scale

Work with Testing Manager, EPAC, and TADDAC to identify and create additional training resources

# Questions?


# Testing Updates – January 2025

# Agenda

- **Data Source Research**
- **Smart Braille Display**
- **Cell/Smart Phone**
- **Signaler**
- **Braille Captioned Phone**
- **Neckloop/Amplifier**
- **Amplified Speaker Phone**
- **Wearable Switch**
- **Voice Dialer**
- **Smart Speaker**
- **Next Steps**

# Data Source

TEDPA Website (www.tedpa.com)

Telecommunication Equipment Distribution Program Association

A national association of state programs who distributed specialized telecommunication equipment for persons with disabilities

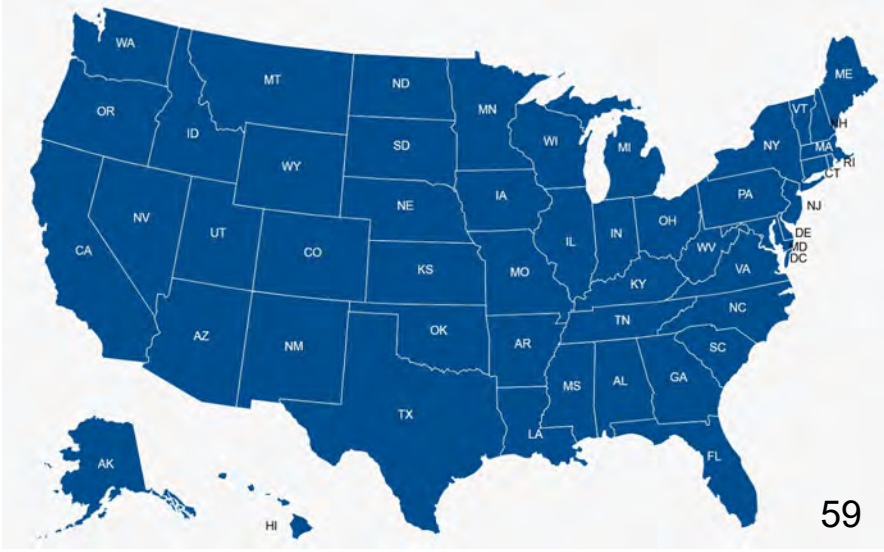
There are total of 47 state programs

I visited all 47 websites and looked at their equipment:

- 29 states: Full list
- 13 states: Partial list
- 5 states: No list at all

Total of 376 pieces of equipment

We chose top 30 – VoIP, Cell, WiFi, Bluetooth



# Smart Braille Display

**Target Demographic: Blind, Low Vision**
**Connectivity: Bluetooth, WiFi**

**Freedom Scientific Focus 14 Blue**

**Freedom Scientific Focus 40 Blue**

**HIMS eMotion 40**

**HIMS QBraille XL**

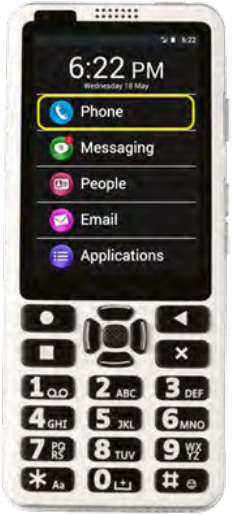
**Orbit Reader 20 Plus**

# Cell/Smart Phone (Blind, Low Vision)

**Target Demographic: Blind, Low Vision**
**Connectivity: Cell, WiFi**


**BlindShell Classic 2**


**BlindShell Classic 3**




**Kapsys SmartVision Omni**


**RealThing RealSAM Pocket**

# Cell Phone (Cognitive)

**Target Demographic: Cognitive**
**Connectivity: Cell, WiFi**


**RAZ Memory Cell Phone (Cognitive, LV)**


**Snapfon ez4G (Cognitive, LV, HoH)**


**Snapfon ezFlip (Cognitive, LV, HoH)**

# Signaler

**Target Demographic: Deaf, Hard of Hearing**
**Connectivity: Multipurpose**


**Krown LookOut KNS 360 All in One Notification**


**SquareGlow Smart Home Kit**


**Bellman & Symfon Visit Pager Receiver (Deaf, DeafBlind, HoH)**


**Sonic Alert HomeAware Blink**

# Signaler, cont’d

**Target Demographic: Deaf, Hard of Hearing**
**Connectivity: Multipurpose**

**Bellman & Symfon Vibio (Deaf, DeafBlind, HoH)**


**Bellman & Symfon Visit Doorbell**


**Kidde Nighthawk Battery Powered Carbon Monoxide Alarm with Digital Display**


**Sonic Bomb Alarm Clock with Super Shaker**

# Captioned Phone with Braille

**CapTel 880iB**

- **Target Demographic: DeafBlind**
- **Connectivity: Any telephone line (analog, VoIP, DSL, Fiber Optics) and high-speed Internet**

# Neckloop/Amplifier

**Target Demographic: Hard of Hearing**
**Connectivity: Cell, WiFi, Bluetooth**

**Artone 3 MAX Bluetooth Neckloop**


**Bellman & Symfon Maxi Pro Amplifier with Headphones and Earbuds**


**BeHear SMARTO**

# Amplified Speaker Phone

**Clarity XLC8**

- **Target Demographic: Hard of Hearing**
- **Connectivity: Landline, VoIP, and/or Cell**

# Wearable Switch

**Control Bionics NeuroNode**

- **Target Demographic: Mobility**
- **Connectivity: Computer, phone, tablet and more**

# Voice Dialer

**Target Demographics: Mobility**
**Connectivity: Landline, VoIP (DSL)**

**Clarity Fortissimo Speakerphone**


**Clarity Fortissimo Pendant**

**RC200 Remote Control Speakerphone**

**Future Call FC-1204 (HoH, Mobility) Landline/VoIP**

# Smart Speaker

**Target Demographics: Mobility**
**Connectivity: WiFi, Bluetooth**

**Amazon Echo Dot**


**Amazon Echo Show 8 (Cognitive, Mobility, Deaf, Hard of Hearing)**

**Google Nest Mini**

# Next Steps

- **Process of deciding and adding the 30 pieces of equipment to the Program**

- **Continue to research and add new pieces of equipment in the future**

*January 2025 Product Sheets*

# Freedom Scientific Focus 14 Blue – Portable Braille Display

### *Description:*

The Focus 14 Blue 5th Generation is a compact and robust 14-cell Braille Display with the housing made from aluminum and steel. which features an 8-dot keyboard. Its USB-C and Bluetooth 4.1 connectivity allows connections to smartphones, iPads, tablets and other mobile devices. Focus 14 Blue can switch between five connected devices. It also has a Scratchpad feature for the user to take notes and read books even when not connected.

### *Target Audience:*

Blind, Low Vision

### *Features:*

1. 14 refreshable braille cells
2. A Cursor Router button above each braille cell
3. 8-key Perkins style braille keyboard
4. Seamless Braille with a crisper and more uniform feel
5. A Menu button, conveniently centered above the Cursor Router buttons, for quick access to calendar, clock, Bluetooth connections, and more
6. Built-in Scratchpad for taking notes and reading BRF books

7. Status cells configurable to either end of the display
8. USB connection to computer
9. Bluetooth wireless connectivity supporting up to five connections

### *Data Sheet:*

1. Dimensions: 195 x 78 x 19 mm (7.7 x 3 x 0.75 in.)
2. Weight: Approximately 283 grams (10 oz.)
3. Focus Blue 14 is lightweight and portable. It looks like a rectangular keyboard. On the left side of the display, going from front to back, there is a Micro SD slot that contains a Micro SD card (up to 32 GB), a Power button, and a micro USB-C port.
4. The refreshable braille cells are located toward the front of the unit. There is a Cursor Router button above each braille cell. At each end of the display's surface are NAV Rockers used for easy navigation. Positioned above each NAV Rocker is a NAV Mode button which cycles through the different navigation modes.
5. There are eight keys similar to those on a Perkins-style braille keyboard, which are positioned directly above the Cursor Routers buttons. Going from the center, the left-hand keys contain the following: Dot 1 under the index finger, Dot 2 under the middle finger, dot 3 under the ring finger, and dot 7 under the little finger, while the right-hand contains: Dot 4 under the index finger, Dot 5 under the middle finger. These keys are used to enter text or perform commands. Between dots 1 and 4 is a Menu button which is used to access the Focus configuration menu as well as display Focus status information during an active connection.
6. On the front edge, directly under and in the center of the display is a SPACEBAR. This key is used together with the braille keys when entering commands.
7. On the front edge of the display are the following controls from left to right: Left Selector button, Left Rocker bar, Left Panning button, Left Shift button, Right Shift button, Right Panning button, Right Rocker bar, and Right Selector button.

### *Cost and Manual:*

$1,545.00 as of December 2024 (https://shop.vispero.com/products/focus-14-blue-5th-generation)

The manual can be found under the Documentation tab at https://www.freedomscientific.com/products/blindness/focus14brailledisplay/.

# Freedom Scientific Focus 40 Blue – Wireless Braille Display


***Description:***

The Focus 40 5th Generation is a portable 40-cell Braille Display that can connect to up to five iOS or Android devices via Bluetooth such smartphones, iPads, and tablets. It is lightweight and compact with a user-friendly keyboard and control layout. It has a Perkins-style keyboard for Braille text input to control the computer. It has the new Scratchpad feature that lets the user take notes and read books when offline. The housing is made of aluminum and steel, making it rugged and durable.

***Target Audience:***

Blind, Low Vision

***Features:***

1. 14 refreshable braille cells
2. A Cursor Router button above each braille cell
3. Smooth, paper-like feel
4. 8-key Perkins style braille keyboard
5. Built-in Scratchpad for taking notes and reading BRF books
6. Status cells configurable to either end of the display
7. USB connection to computer
8. Bluetooth wireless connectivity supporting up to five connections
9. Support for selected cell phones and other mobile devices via third party screen reader applications

***Data Sheet:***

1. Dimensions: 368 x 78 x 19 mm (14.5 x 3 x 0.75 in.)
2. Weight: Approximately 565 grams (1.24 lbs.)

3. On the left side of the display, going from front to back, there is a Micro SD slot that contains a Micro SD card (up to 32 GB), the Power button, and a micro USB-C port.
4. The refreshable braille cells are located toward the front of the unit. There is a Cursor Router button above each braille cell. At each end of the display's surface are NAV Rockers used for easy navigation. Positioned above each NAV Rocker is a NAV Mode button which cycles through the different navigation modes.
5. There are eight keys similar to those on a Perkins-style braille keyboard, which are positioned directly above the Cursor Routers buttons. Going from the center, the left-hand keys contain the following: Dot 1 under the index finger, Dot 2 under the middle finger, dot 3 under the ring finger, and dot 7 under the little finger, while the right-hand contains: Dot 4 under the index finger, Dot 5 under the middle finger. These keys are used to enter text or perform commands. Between dots 1 and 4 is a Menu button which is used to access the Focus configuration menu as well as display Focus status information during an active connection.
6. On the front edge, directly under and in the center of the display is a SPACEBAR. This key is used together with the braille keys when entering commands.
7. On the front edge of the display are the following controls from left to right: Left Selector button, Left Rocker bar, Left Panning button, Left Shift button, Right Shift button, Right Panning button, Right Rocker bar, and Right Selector button.

***Cost and Manual:***

$3,570.00 as of December 2024 (https://shop.vispero.com/products/focus-40-blue-5th-generation)

The user manual can be found under the Documentation tab at https://www.freedomscientific.com/products/blindness/focus40brailledisplay/.

# HIMS Braille eMotion 40 – Multimedia 40-Cell Braille Display


***Description:***

The HIMS Braille eMotion 40 is a compact and portable 40-cell braille display designed to offer advanced connectivity and multimedia features like text-to-speech, built-in Wi-Fi, media playback, and voice recording, essentially providing a more interactive and versatile braille experience.

***Target Audience:***

Blind, Low Vision

***Features:***

1. 40 Cells with Cursor Router
2. Has built-in Wi-Fi, and can connect to multiple devices at the same time with 1 USB and 5 Bluetooth connections
3. Use as a USB or Bluetooth Braille display with a compatible screen reader, such as JAWS, NDVA, SuperNova, Microsoft Narrator, VoiceOver for Mac and iOS and TalkBack for Android
4. Read TXT, BRF, RTF, PDF, EPUB, and Microsoft Word files
5. Applications include Notepad, DAISY and Document Reader, Media Player, Calculator, Stopwatch, Sleep Timer, and Voice Recorder.
6. Quality Text-to-Speech with a wide selection of voices

### *Data Sheet:*

1. Dimensions: 320 x 90 x 21 mm (12.6 x 3.5 x 0.8 in.)
2. Weight: 740 g (1.6 lbs.)
3. Android 12 Operating System
4. Internal storage: 64 HB UFS 2.1 (around 43GB available to user)
5. Battery: Rechargeable Li-Ion 3.8V 5000mAh (built-in), around 20 hours
6. Interface: USB C x 1, USB A X 1, 1 Micro SD card slot
7. Top panel: 8-Perkins style keyboard, Space, Alt, Ctrl, Power, Center, Scroll (2x2), Wi-Fi, Bluetooth, and Connectivity
8. Front edge: L/R Cursor, F1-F4, Home
9. Left edge: Voice option, Volume up/down; Right edge: Recording
10. On the top face, near the top edge are located 8 Perkins-style keys with a horizontally oriented button in the center. To the left of the horizontal button are dots 1,2,3 and “Backspace” (dot 7). To the right are dots 4,5,6 and “Enter” (dot 8). The button in the center is used alone to change the current grade of Braille, or to switch between Standalone and terminal Modes.
11. To the upper left of the “Backspace” key, there are 3 small square keys with Braille labels. The left-most key is labeled with a W, and control Wi-Fi. To the right of the Wi-Fi key is the Bluetooth key, labeled with the letter B and control Bluetooth. To the right of this key is the Connectivity button, labeled with the letter C.
12. To the right of the “Enter” key, is a larger squarish button with rounded corners which is the “Power” key. To the left and right of the keyboard are located the rectangular stereo speaker grills.
13. Below the Perkins keyboard is a 40 cell Braille display. Above the Braille display are the cursor routing buttons corresponding to each of the 40 Braille cells. A dot is placed on each 5$^{th}$ cursor routing button for easier orientation.
14. On each side of the Braille display are two capsule shaped keys, which are “UP” and “DOWN” scroll keys. Below the Braille Cells is a slightly sloped section near the center of the device, with 3 keys (Control key, the spacebar, and the Alt key).
15. For physical description of the edges, please refer to the user manual below.

### *Cost and Manual:*

$3,595 as of December 2024 (https://selvasblv.com/product/braille-emotion/).

The user manual can be downloaded at https://selvasblv.com/support/download-center/braille-emotion/.

# HIMS QBraille XL – 40-Cell Braille Display with Qwerty Keyboard

***Description:***

The HIMS QBraille XL is a 40-cell refreshable Braille display that combines a standard Perkins-style Braille keyboard with QWERTY function keys, allowing users to input text in Braille while also accessing common computer commands using familiar keyboard shortcuts like “Ctrl+C” or “Alt+F4”, essentially merging the functionality of a Braille display with a standard keyboard. This braille display works great with smartphones, tablets, and computers and works with Windows, Mac, Chrome OS, iOS, iPadOS and Android.

***Target Audience:***

Blind, Low Vision

***Features:***

1. 40-Cell Braille Display
2. Use standard keyboard commands with a Perkins keyboard
3. Hybrid keyboard includes both the Perkins input and the QWERTY system and function keys.
4. Built-in applications: Notepad, DAISY Reader, Calculator, Alarm, Stopwatch, Countdown Timer, and Calendar

5. Connect to 6 devices at the same time and can be switched between devices with a single keyboard.
6. Screen Reader compatible: JAWS, NVDA, Dolphin, VoiceOver for Mac and iOS, BrailleBack for Android, and more.

### *Data Sheet:*

1. Dimensions: 12.2” x 4.69” x 0.71”
2. Weight: 1.8 lbs.
3. Flash Memory: SD card (SDHC) up to 32 GB
4. Battery: 5V 2A, Li-polymer Built-in Battery (rechargeable), 20 hours
5. Interface: Power Button, USB Type-C, SD slot, Power and Bluetooth LED indicators
6. Windows CE 6.0 Operating System with 256 MB RAM and Bluetooth connectivity
7. The front top of the unit is a 40-cell display, with the standard panning and cursor routing keys. Above the display is the keyboard. On the same row as the spacebar are, from left to right: Control, Function, Windows, and Alt. To the right of the spacebar are another alt, applications, and right control key. On the far right are the arrow keys. Above the arrows is the standard 6-pack of keys, arranged with insert and delete at the top row, home and end below insert, and page up and down below the delete key. Above the Braille keys is a row with Escape on the far left and then F1-F12 keys. Below F1 are tab, caps lock, and shift keys. Below the escape key are the pairing and mode buttons.
8. The left edge has the power button, and the back edge has a small hard reset button. The front edge is empty. The right edge has a USB C port and SD-card slot. For more information on the physical description, refer to the user manual below.

### *Cost and Manual:*

$2,895 as of December 2024 (https://selvasblv.com/product/qbraille-xl/).

The user manual can be downloaded at https://selvasblv.com/support/download-center/qbraillexl/.

# Orbit Reader 20 Plus – Braille Display, Book Reader and Note-taker


***Description:***

The Orbit Reader 20 Plus is a unique 3-in-1 electronic braille device that serves as a self-contained notetaker, braille display and book reader. This device includes forward and backwards braille translation, pairing to multiple devices, a clock and alarm, calendar, calculator, and more. This device can be used in stand-alone mode or be paired with a computer or smartphone.

***Target Audience:***

Blind, Low Vision

***Features:***

1. 20 eight-dot refreshable Braille cells
2. Switch between 3 modes: Bookreader, Notetaker, or Braille Display mode
3. Use stand-alone or connected to computers and mobile devices over USB and Bluetooth

4. Work with all popular screen readers on Windows, Mac OS, iOS, Android, Fire OS, Chrome OS and Linux
5. Read and send messages and emails, and browse the internet
6. Cursor pad with 4-way arrows and select keys for easy navigation
7. Panning control rocker keys at each end of display

### *Data Sheet:*

1. Dimensions: 6.6 x 1.4 x 4.4 inches (168 x 35 x 112 mm)
2. Weight: 0.99 lbs. (450 grams)
3. Braille refresh rate: < .75 sec
4. 1 Micro-USB 2.0 port, 1 SD card (4GB to 32GB capacity)
5. Battery: User-replaceable, rechargeable Lithium-Ion battery, 3 days of typical use
6. Charging method: PC charger (USB) – 5V, 500 mA Max; Wall charger (USB) – 5V, 1000 mA Max; USB BC1.2 compliant charger required
7. The proper operational orientation is to place the device on a flat surface in front of the user with the row of braille cells closest to the user. Around from the front to the back, from left to right, there is the Power button, an SD card slot, and a Micro-B USB port. They are recesses in an area in the left half of the back edge. The Power button sticks out enough to make it easy to identify. The SD card slot has two small bumps directly below it. The USB port has one bump below it. The battery compartment is located on the bottom of the device.
8. The space bar is closest to the user. The panning keys are at each end of the braille display. Below the space bar are the braille cells. For orientation purposes, there are three slightly raised tick marks located above the braille cells. The orientation marks are spaced at every fifth braille cell.
9. Moving toward the top and away from the user, there is a row of 3 keys, with a wider one in the middle. The wide key is the Space bar. The Dot 7 key is to the left, and the Dot 8 is to the right. Toward the top of the face of the display there is a navigation bar pad in the middle, between the Braille Input keys and Space bar. The navigation pad has four directional arrow buttons and a Select button.
10. The six traditional braille input keys are aligned horizontally along the top edge of the face of the display: Dots 3 2 1 on the left and Dots 4 5 6 on the right.

### *Cost and Manual:*

$799 as of December 2024 (http://www.orbitresearch.com/product/orbit-reader-20-plus/).

The user manual can be downloaded at http://www.orbitresearch.com/support/orbit-reader-20-plus-support/.

# BlindShell Classic 2 – Talking Cell Phone

***Description:***

The BlindShell Classic 2 is a button phone for blind and visually impaired people. The phone is controlled via the physical keypad or by voice commands. Feedback is provided by the built-in synthetic voice, vibrations, and additional acoustic signals. It is compatible with WhatsApp and Facebook messenger and allows users to watch or listen to music on the YouTube app. Classic 2 can connect to the internet through Wi-Fi and cellular data.

***Target Audience:***

Blind, Low Vision

***Features:***

1. Fully vocalized 4G LTE phone with physical keyboard with large tactile buttons
2. Bluetooth connectivity (4.2)

3. Simple and intuitive
4. SOS button for emergency situations
5. The user can control the phone with simple voice commands
6. Improved loudspeaker
7. Up to 96 hours of battery life
8. Access to 23 applications including Email, Calendar, and FM Radio
9. Single button quick dial
10. Object tagging
11. Free updates

***Data Sheet:***

1. Dimensions: 135.2 x 54.6 x 16.7 mm
2. Weight: 100 g (phone), 49 g (battery)
3. Display: 2.83" (480 x 640)
4. Memory (RAM): 2 GB
5. Internal storage: 16 GB
6. External storage: micro-SD memory card up to 128 GB (FAT32)
7. Camera: 13 MP
8. Battery: 3000 mAh
9. USB Type-C
10. Buttons: SOS, Volume, Side action button
11. The front of the phone consists of the following (top to bottom): Earpiece, LCD screen, Keypad, Microphone, and Loudspeaker.
12. The rear of the phone consists of the following: Camera, Camera LED flashlight, and SOS button
13. The top edge has earphones socket and LED flashlight
14. The bottom edge has a lanyard hole, USB Type-C connector and opening slit
15. There are volume buttons on the left side edge and there is a side action button on the right edge for opening favorite applications and invoking voice control
16. More specs can be found in the user manual below

***Cost and Manual:***

$562 as of December 2024 (https://www.blindshell.com/us/eshop/blindshell-classic-2).

The user manual can be found at https://www.blindshell.com/view-manual?manual_newage_en.html.

# BlindShell Classic 3 – Enhanced Talking Cell Phone


***Description:***

The BlindShell Classic 3 is a button phone for blind and visually impaired people. The phone is controlled via physical keypad, touchscreen or by voice commands. Feedback is provided by the built-in synthetic, vibrations, and additional acoustic signals. It has all the same features and functionality as BlindShell Classic 2 but comes with addition of new Tandem app, the ability to download third party apps, and smart assistant called Luna. Luna can answer questions and help set up basic functions on the phone. With an active touchscreen for third-party apps, users can customize their app experience to suit their preferences.

***Target Audience:***

Blind, Low Vision

### *Features:*

1. Luna AI Assistant manages reminders, answers questions and simplifies everyday tasks
2. Tandem app keeps the user connected with family and friends. They can assist the user remotely with phone settings.
3. 3rd party apps
4. Loud speaker
5. Keypad has large, tactile buttons for comfortable phone control
6. Battery life up to 96 hours
7. The phone can be controlled by the user's voice and simple commands
8. NFC Object tagging

### *Data Sheet:*

1. Dimensions: 135.2 x 54.6 x 16.7 mm
2. Weight: 100 g (phone), 49 g (battery)
3. Display: 2.83" (480 x 640)
4. Memory (RAM): 3 GB
5. Internal storage: 32 GB
6. External storage: micro-SD memory card up to 128 GB (FAT32)
7. Camera: 13 MPx
8. Battery: 3000 mAh
9. Loudspeaker: 1.5 W
10. The front of the phone consists of the following (top to bottom): Earpiece, LCD screen, Keypad, Microphone, and Loudspeaker.
11. The rear of the phone consists of the following: Camera, Camera LED flashlight, and SOS button
12. The top edge has earphones socket and LED flashlight
13. The bottom edge has a lanyard hole, USB Type-C connector and opening slit
14. There are volume buttons on the left side edge and there is a side action button on the right edge for opening favorite applications and invoking voice control
15. More specs can be found in the user manual below

### *Cost and Manual:*

$690 as of December 2024 (https://www.blindshell.com/us/eshop/blindshell-classic-3-us).

The user manual can be found at https://www.blindshell.com/view-manual?manual_mandala_en.html.

# Kapsys SmartVision 3 Omni – Android Smartphone with Touchscreen and Physical Buttons


***Description:***

The Kapsys SmartVision3 Omni is an Android smartphone designed for people who are blind or visually impaired who want the power and feature of a smartphone but with a tactile keyboard. The phone can be fully controlled through either a tactile keypad with large buttons and audio feedback, the normal touchscreen TalkBack gestures, or voice commands. Users can download any app they want through Google Play.

***Target Audience:***

Blind, Low Vision

***Features:***

1. The phone can be controlled by voice, touchscreen gestures using TalkBack, or physical keypad

2. The keypad is made of large and spaced buttons with marks in relief on the most important keys and comes with a multi-directional pad and a central validation button.
3. The phone can be protected using fingerprint sensor, has wireless charging, and is hearing aid compatible
4. The user can download any app from Google Play and send text messages using Google Message
5. The phone has SOS feature that when activated, up to 10 numbers will be called in sequence, receive text message alerts, or both.
6. The user can use NFC tags to recognize objects or perform certain actions, like dial a number. The phone comes with 5 NFC tags.
7. T-Mobile, Ultra Mobile, Simple Mobile, and Metro by T-Mobile are network providers

***Data Sheet:***

1. Dimensions: 159 x 68 x 10.4 mm
2. Weight: 160g
3. Operating system: Android 11
4. Touchscreen is 3.5" with resolution of 640 x 960 pixels
5. Internal memory: 4GB RAM, 64GB Flash
6. External memory: up to 128 GB
7. Cellular connectivity: 4G LTE, 3G+/3G, 2G
8. Wireless connectivity: Bluetooth (4.2 BLE), Wi-Fi (2.4GHz/5GHz, 802.11 a/b/g/n/ac
9. Front camera: 5MP; Dual rear camera: 12MP + 2MP
10. The phone has both touchscreen and physical keypad. The top edge has a power button and a headphone jack. The bottom edge has a USB-C port and speaker. The right edge has buttons of volume and a voice assistant. The top third of the face of the phone is the touchscreen, and the rest is taken up by the keypad. The keypad has a four-way navigation pad at the top center, with four buttons around it and a standard telephone-style keypad beneath.
11. For more information on the physical description, please refer to the user manual below.

***Cost and Manual:***

$539 as of December 2024 (https://www.razmobility.com/product/smartvision3basic/).

The user manual can be downloaded at https://www.kapsys.com/documents/smartvision3/EN/SmartVision3%20user%20manual%20(10590)%20EN.pdf.

# RealThing RealSAM Pocket – Voice Operated Smartphone


***Description:***

The RealSAM Pocket 5G phone is a voice operated smartphone for people who are blind or visually impaired. The user can say “Call my daughter” and it will make the call. The phone lets the users communicate by voice call or text, stream contents such as books, podcasts, and radio, and use handy assistance tools such as Be My Eyes. The phone has a video magnifier and ability to read text, including handwriting, to the user. This phone is unlocked and compatible with any USA carrier.

***Target Audience:***

Blind, Low Vision

***Features:***

1. The phone is voice operated which allows the user to make calls, add contacts, and send and read text messages by using voice.
2. The phone can be connected to hearing aids and other Bluetooth devices.

3. The phone does not require learning complex accessibility gestures, shuffling through small app icons or remember commands. The phone offers guidance on the go.
4. The user can snap a picture of text and have the phone read to the user using Optical Character Recognition. The phone can read handwritten text.
5. The phone has a video magnifier feature where it can take a picture of the text, people or the environment. The tool has magnification, contrast or color options to enhance the image.
6. The phone can identify objects when the user takes a picture of the environment (beta).
7. The phone has Sighted Assistance and gets connected to a sighted volunteer who can help with grocery shopping, home organization, and navigation.
8. The phone is unlocked and compatible with any USA mobile carrier.

***Data Sheet:***

1. Dimensions: 147.1 × 71.6 × 9.2mm (5.79 × 2.82 × 0.36 inches)
2. Weight: 172g (6.07oz)
3. Screen size: 6.6 inches; 1080 x 2400 resolution
4. Operating System: Android 14
5. Memory Storage: 64 GB
6. To hold the phone with the screen side facing up, feel along the short edges of the phone and identify the side which has the charging port (a small rectangular hole in the center). This edge is the bottom. Feel along the long edges for the side with buttons. Rotate the device so that the edge with buttons is on the right. This is the correct orientation.
7. The front of the phone is one flat pane of glass with no physical buttons. The touchscreen has a talk button which the user uses when interacting with the phone. The right side of the phone has two buttons, one long and one short. The long button is used to control the volume. The short button is used to lock or unlock the phone. The left side has a SIM card tray which is a slight indent followed by a small hole. The bottom edge has a charging port. To the left of the charging port is a microphone. To the left of the microphone is a headset port. To the right of the charging port is a speaker.

***Cost and Manual:***

$1399 as of December 2024 (https://realsam.us/buy/).

The user manual can be found at https://realsam.us/resources/documents/user-guide/.

# RAZ Memory Cell Phone – Simple Memory Cell Phone


***Description:***

The RAZ Memory Cell Phone is a simple 4G LTE cell phone for people with memory conditions. It can make calls, receive calls, and store up to 6 contacts by default. It consists of one screen and is compatible with all wireless providers including Verizon, AT&T, and T-Mobile.

***Target Audience:***

Cognitive/Memory

***Features:***

1. The phone features one static screen, with 3 elements:
    a. Photos and names up to 6 contacts (with an option for up to 50 or down to 1)
    b. Optional dedicated emergency service button
    c. The time, day, month, and date, remaining battery power, and signal strength
2. The photos are front and center which make it easy to make and receive calls with only one touch.
3. Secondary users can keep track of the phone's battery life, location and usage. They can also adjust the settings remotely, such as the volume.
4. Secondary users can add a dial pad to the home screen, change the call-answer mechanism, and change the ringtone.

5. The phone supports video call functionality.
6. The phone has low vision or tremor mode. When it is activated, the contact pictures are replaced with much larger icons, which can be customized in any color scheme. This mode supports only 2 contacts. The emergency button, Answer button, and Hang-up buttons are much larger.
7. Quiet hours can be set to avoid the calls during certain hours of the day, such as in the middle of the night.
8. Wireless charging is available for $59.99.

***Data Sheet:***

1. Dimensions: 6.45” Height; 2.95” Width; 0.326” Depth
2. Weight: 0.408 lb.
3. Operating System: Android 13
4. Memory: 4GB Ram; Internal storage: 64GB
5. Battery size: 5,000 mAh
6. Display: 6.5”; 720 x 1600 Resolution
7. Ports: Type-C USB
8. Carrier Support: Unlocked and compatible with all wireless providers
9. The front of the phone is a full screen display. At the top is a front camera with an earpiece/speaker and proximity sensor. On the right side there are the volume buttons and power button. On the left side is the SIM & microSD card tray. On the bottom there are a microphone button, USB-C charger, and a speaker.
10. On the back of the phone, on the top there are a microphone and a headset jack. On the top left there is a main camera with a flash.

***Cost and Manual:***

$349 as of December 2024 (https://www.razmobility.com/product/raz-memory-cell-phone-verizon/).

The user manual can be downloaded under the Downloads section at https://www.razmobility.com/support/memorycellphone/.

# Snapfon ez4G – Big Button Cell Phone


***Description:***

The Snapfon ez4G is an easy to see, easy to hear and easy to use cell phone with big button and high contrast keyboard, which is helpful for users with visual impairments. This phone can recite numbers aloud when dialing and has intuitive quick keys and a simple user interface. The user interface has high contrast colors, large fonts, simplified menus and bright screen to make navigation simple. The phone comes equipped with a red SOS emergency button.

***Target Audience:***

Cognitive, Low Vision, Hard of Hearing

***Features:***

1. Enhanced volume with side controls
2. Large format, illuminated big-button keypad
3. Phone can recite numbers aloud when dialing
4. Hearing aid compatible

5. Easy to use - simplified menu
6. Fall detection
7. Bluetooth, GPS and Wi-Fi
8. Front and Selfie Camera
9. Personal emergency medical response alert

### *Data Sheet:*

1. Dimensions: 5.6in (141.3mm) x 2.6in (65.5mm) x .60in (15mm)
2. Weight: 119.2g
3. Screen size: 2.31in
4. Talk time: ~5 Hours; Stand by time: ~4.5 days
5. Side keypad lock/unlock
6. Cameras: 5mp main, 2mp selfie
7. The front 1/3 of the phone is the screen. The middle 1/3 holds the buttons for calculator, camera, flashlight, left select, navigation pad, right select, call, end/power. The bottom 1/3 is the standard keypad with voicemail, lock/unlock, and silent/volume on buttons.
8. At the top of the phone is the selfie camera lens. On the back there are main camera lens, flash, and SOS button. On the left edge there are volume buttons. On the right edge there is a lanyard anchor and a keypad lock/unlock switch. On the bottom edge there is a headphone jack, USB-C charging port, and charging doc connector.
9. Snapfon Network Plan is required

### *Cost and Manual:*

$99 as of December 2024 (https://www.snapfon.com/product/1/snapfon-ez4g/).

The user manual can be downloaded at https://www.snapfon.com/support/manual/.

# Snapfon ezFlip – Big Button Flip Phone


***Description:***

The Snapfon ezFlip 4G is an easy-to-use senior phone. The ezFlip 4G incorporates 4G LTE, VoLTE, Wi-Fi, GPS and Touch-Screen technology with a simple, easy-to-see and easy-to-use feature phone. It has big button, high contrast keypad and can recite numbers aloud when dialing. The buttons are easy to feel and can be navigated with eyes closed. The phone has easy access to common tools such as calculator, flashlight and camera. It has a one-touch SOS button for emergencies.

***Target Audience:***

Cognitive, Low Vision, Hard of Hearing

***Features:***

1. Buttons are big and easy to feel and use
2. Phone can recite numbers aloud when dialing
3. Large format, illuminated keypad

4. Intuitive quick keys including Calculator, Flashlight, and Camera.
5. The phone has simple user interface: high contrast colors, large fonts, simplified menus, and bright screen.
6. One-touch SOS button makes it possible to alert 5 preselected contacts through call and text and the phone will automatically switch to speakerphone mode.
7. Hearing Aid Compatible

***Data Sheet:***

1. Dimensions: 4.3 in (110mm) x 2.2 in (56.8mm) x 0.83 in (21mm)
2. Weight: 135 grams
3. Screen Size: Main Screen 2.8in + Sub Screen 1.77in
4. Talk Time: ~5.5 hours; Stand by Time: ~4.5 days
5. Cameras: 5mp Main, 2mp selfie
6. Snapfon Network Plan is required
7. With the flip phone open, the top half has the display touch screen along with the selfie camera lens at top. On the top 1/3 of the bottom half, there are menu, back, call, navigation pad, end/power, calculator, and flashlight buttons. On the bottom 2/3, there is a keypad with voicemail and silent/volume on buttons. On the left side of the phone is a headphone jack and micro-USB charging port. On the right side is the volume control.
8. With the flip phone closed, the top half has the main camera lens and flash. On the bottom there is a SOS button.

***Cost and Manual:***

$99 as of December 2024 (https://www.snapfon.com/product/2/snapfon-ezflip-4g/).

The user manual can be downloaded at https://www.snapfon.com/support/manual/.

# Krown LookOut KNS 360 All in One Notification – Notification System with Dual Alarm Clock


***Description:***

The Krown LookOut KNS 360 All in One Notification is an alerting solution which combines visual alerts and icons, audio tone and melodies, as well as a bed shaker to notify the user of incoming phone/TDD rings, doorbell and alarm clock alerts. This solution is designed for people who are hard of hearing and heavy sleepers. It alerts the user in 5 different ways: built-in LED lights, loud audible alarm, strong bed-shaker, flashing words across the large display, and picture icons that light up when activated. The unit also includes a USB port to charge smart devices. This solution is designed to meet all ADA requirements.

***Target Audience:***

Deaf, Hard of Hearing

### *Features:*

1. 5 different ways of alerting: built-in LED lights, loud audible alarm, strong bed shaker, flashing words across the large display, and picture icons that light up when activated
2. 90 dB alarm – with adjustable volume and tone controls
3. Large LED display
4. Dual alarm with 2 different wake times
5. 5v/1A USB charging port for charging a smartphone or other device
6. Icon notification for up to 6 alerts
7. 32 selectable melodies for audible alarms

### *Data Sheet:*

1. The solution includes 1 LookOut Receiver, 1 Phone/VP Transmitter, 1 Doorbell Transmitter with mounting kit, and 1 Bed Shaker
2. The color of the main unit is black and weighs 1.95 lbs.
3. Battery operation is optional and requires 3 Type C Batteries for backup
4. The front of the main unit has a flasher at the top, followed by visual icons, then power indications, and alarms 1 and 2. On the bottom half is the panel cover. The back of the unit has a large horizontal button at the top, used for snooze/stop; show calendar; clock dimmer; and exit setup. On the bottom half is the battery cover. Toward the bottom is a vibrating pad connector, a USB charger, and a DC 12V jack. With the battery cover removed, there are up, down, confirm, and mode buttons in the setup panel. On the bottom are the on/off switches, volume and sound controls.

### *Cost and Manual:*

$249 as of December 2024 (https://krownmfg.com/shop/krown-all-in-one-lookout-alerting-solution/).

The user manual can be downloaded at https://krownmfg.com/download/4808.

# SquareGlow Smart Home Kit – Smart Notification System


***Description:***

The SquareGlow Smart Home Kit is a complete home doorbell and VP/phone alert system that uses Wi-Fi. The doorbell and phone transmitters send signals to the included flashing receivers when someone is at the door or calls on the landline phone or videophone. It pairs with the free SquareGlow iOS and Android apps, allowing the user to control the system on their smartphone.

***Target Audience:***

Deaf, Hard of Hearing

***Features:***

1. Wi-Fi is enabled and compatible with SquareGlow iOS and Android smartphone apps
2. Personal scenes and schedules are fully customized in the app
3. 2 receivers are included which can flash in the user's choice of 7 customizable LED light colors in up to 2 rooms and notify the user through the smartphone.
4. Different colors can be programmed for transmitters so the user will know where the signal is coming from.
5. It comes with 52 customizable ringtones with adjustable volume up to 120dB.
6. Unlimited number of unit pairings.

***Data Sheet:***

1. The set includes: 2 Smart WiFi Flashers, 1 Doorbell, 1 Phone/VP Signaler, 2 10-foot Micro USB cables, and 2 USB adapters.
2. The wireless range is 200 yards (600 feet).
3. The flasher is white, weighs 2.46 lbs., and is battery operated.
4. A receiver requires 3 AA Alkaline batteries while a transmitter requires 1 12V 23A Alkaline battery.

***Cost and Manual:***

$365.99 as of December 2024 (https://www.squareglow.com/collections/smart-squareglow-flasher/products/copy-of-smart-flasher-kit).

The user manual for the non-Wi-Fi version can be downloaded at https://www.diglo.com/api/Product/GetPdf?pdfName=HC-SGWRL_manual.pdf.

# Bellman & Symfon Visit Pager Receiver – Vibrating Pager


***Description:***

The Visit Pager Receiver receives signals from the Bellman Visit transmitters and alerts with vibrations and lights for various alarms, suitable for deaf, hard of hearing, and deafblind individuals. The pager allows you to move around freely in your home or outside and still be reached. The pager is small enough to be put in a pocket or attached to the band.

***Target Audience:***

Deaf, DeafBlind, Hard of Hearing

### *Features:*

1. Vibrating alerts
2. Covers up to 260 feet open field
3. Easy identification through colored lights
4. Lightweight and portable - can fit on the belt or sleeve
5. 3 weeks on single battery
6. Front label is replaceable to make it easy to customize

### *Data Sheet:*

1. Height: 86 mm, 3.4”; Width: 57mm, 2.2”; Depth: 29mm, 1.1”
2. Weight: 70 g, 2.5 oz including the battery
3. Battery operated; requires 1 AAA Alkaline battery
4. The color is grey/silver. At the top of the unit are 4 Visit LED indicators, with removable labels. At the middle of the unit is a battery LED indicator. At the bottom is a red button, which is a function button. On the back is a belt clip with battery compartment, along with safety cord with clip.

### *Cost and Manual:*

$239.95 as of December 2024 (https://shop.bellman.com/products/alerting-signaling-device-pager-receiver).

The user manual can be downloaded at https://www.diglo.com/api/Product/GetPdf?pdfName=Bellman%20Pager_20230328100734143.pdf.

# Sonic Alert HomeAware Blink – Portable Flasher


***Description:***

The Sonic Alert HomeAware Blink alerts you to specific home events using various colored lights. It connects to the HomeAware main unit, transmitters and receivers. It has 5 unique colors to notify of 5 different alerts when used with optional transmitters. The Blink needs to be located within 400 feet of the HomeAware main unit. The Blink also functions as a blink doorbell signaler, which flashes different colors with each doorbell ring.

***Target Audience:***

Deaf, Hard of Hearing

***Features:***

1. Connects to HomeAware main unit, transmitters, and receivers
2. Blinks 5 unique colors to alert you to five differing alerts when used with optional transmitters

3. Lightweight and portable
4. Eye-catching strobe flash
5. The fully charged battery lasts for 48 hours

### *Data Sheet:*

1. The dimensions are 6 x 3 x 3 inches.
2. The unit weighs 8.8 ounces and is white.
3. The unit is plugged into an AC outlet and has an internal battery so it will work for up to 2 days when the power is out.
4. The Blink unit is detachable from the bracket and can be standalone. It is round and looks like an egg.

### *Cost and Manual:*

$87.99 as of December 2024 (https://www.sonicalert.com/ha360b-blink-system).

The user manual can be found under the User Guide tab at https://www.sonicalert.com/ha360b-blink-system.

# Bellman & Symfon Vibio – Wireless Bed Shaker

***Description:***

The Vibio is a wireless bed shaker that connects to your mobile device via Bluetooth. It comes with a free app where you can create multiple alarms, choose vibration power and allow notifications from calls or messages. Vibio is the ideal portable alarm clock for heavy clocks and deaf and hard of hearing people.

***Target Audience:***

Deaf, DeafBlind, Hard of Hearing

***Features:***

1. Wake up by strong vibration and sound
2. Connects via Bluetooth to Android and iOS devise
3. Set multiple alarms, choose vibration strength and pick a wakeup sound through app
4. Optional setting alerts you to phone calls and text messages

5. Pull strap or use the app to activate snooze
6. Made of soft material with quilted pattern

### *Data Sheet:*

1. The dimensions of the bed shaker are: 27 x 94 x 94 mm (1.1 x 3.7 x 3.7”). The snooze strap is 120 mm (4.7”) long.
2. Weight is 153g (5.4 oz).
3. On one side of the bed shaker is a USB micro-B port. The other side has a reset hole and an on/off switch. On the other side is the snooze strap.
4. The app is compatible with iOS11 / Android 4.4 and later, iPhone 5S and later, and modern Android phones.
5. Battery power: 1 3.7V AA Lithium ion
6. Operating time: Up to 10 days per charge
7. Charging time: Up to 1.5 hour @ 500mA
8. The device uses Bluetooth connectivity which covers up to 30 m (33 yards) and has frequency of 2402-2480 MHz

### *Cost and Manual:*

$99 as of December 2024 (https://shop.bellman.com/products/vibio-portable-bluetooth-travel-vibrating-alarm-clock).

The user manual can be found at https://bellman.com/en/vibio-help-section/en/getting-started-index-en/.

# Bellman & Symfon Visit Push Button Transmitter – Portable Doorbell


***Description:***

The Doorbell Push Button Transmitter is part of the Visit Smart Home System. It can be placed outside the door and used as a doorbell button. It is lightweight and can be portable and worn with the included lanyard. When someone presses the button, the transmitter will send out a radio signal to the Visit receivers. You will be alerted to loud sounds, bright flashing lights, or vibrations depending on the receiver you have. This is a great alerting device for people who are deaf and hard of hearing.

***Target Audience:***

Deaf, Hard of Hearing

***Features:***

1. Covers up to 260 feet open field
2. Lightweight and user friendly
3. Wear it around the neck
4. Up to 2 years of battery life
5. Can be worn around the neck as a caller button or installed by the front door as a wireless doorbell

***Data Sheet:***

1. Height: 66 mm, 2.6”; Width: 48 m, 1.9”; Depth: 23mm, 0.9”
2. Weight: 50 g, 1.8 oz including the battery
3. Battery operated; requires 1 PX28A Alkaline battery (included)
4. The color is white. The front of the unit has a grey button used for pressing. At the top of the grey button is the status LED indicator. On the back of the unit, at the top are Signal switch and Radio key switch. There is also an adhesive tape for wall mounting. On the bottom is the battery compartment. The bottom of the unit is a hole for lanyard.

***Cost and Manual:***

$89.95 as of December 2024 (https://shop.bellman.com/products/alerting-signaling-device-push-button-doorbell-transmitter).

The user manual can be downloaded at https://bellman.com/globalassets/6---product-support-files/product-manuals-pdf/ifu/be1420-ifu-manual.pdf.

# Kidde Nighthawk Battery Powered Carbon Monoxide Alarm with Digital Display – Battery Powered CO Alarm with Display


***Description:***

The Kidde Nighthawk Battery Powered Carbon Monoxide Alarm with Digital Display is an easy to install unit that provides reliable protection against the dangers of carbon monoxide. Digital display feature adds an advanced level of protection showing CO levels in PPM allowing you to see if levels change. The alarm has a small, sleek design that is suitable for all living areas.

*Note: This works with the HomeAware II equipment which is currently provided in the Program which has a built-in smoke/carbon monoxide listener. Optional additional feature is HomeAware Smoke & Carbon Monoxide Transmitter to expand the ability to receive those notifications throughout the house, which is not in the Program.*

***Target Audience:***

Deaf, Hard of Hearing

***Features:***

1. The digital display shows CO level in PPM and updates reading every 15 seconds.
2. It displays the highest CO concentration measured since the last reset.
3. Battery operated, to provide protection during power outages.
4. Its battery lockout system deters covering battery compartment without installation of batteries.
5. It has test/reset button to test the unit for proper operation and also to reset the alarm.
6. It has two LEDs: 1 red to indicate the unit is in alarm mode; 1 green to show that the unit is operating normally.

***Data Sheet:***

1. Size is 3.0" x 5.0" x 1.5"
2. Weighs .44 lbs. with battery
3. Uses 3 AA batteries
4. Audio alarm is 85dB at 10ft
5. A green LED will flash once every 30 seconds to indicate the unit is working properly when power is present.
6. A red LED will pulse to indicate carbon monoxide has been detected.

***Cost and Manual:***

$27.94 as of December 2024 (https://www.amazon.com/Kidde-Battery-Operated-Monoxide-KN-Copp-B-LPM/dp/B004Y6V5CI).

The user manual is at https://www.shareddocs.com/hvac/docs/2001/Public/08/User-Guide-KN-COB-B-LP-KN-COPP.pdf.

# Sonic Bomb Alarm Clock with Super Shaker - Alarm Clock with Bed Shaker


***Description:***

The Sonic Bomb Alarm Clock with Super Shaker has an extra-loud adjustable 113dB volume, super bright strobe lights, and 12V bed-shaker to wake you up on time. The clock has features that can be customized, such as the dimmer setting, alarm duration, and snooze time.

***Target Audience:***

Deaf, Hard of Hearing

***Features:***

1. 113 dB alarm with adjustable tone and volume control
2. Supercharged 12-volt bed shaker

3. Explosive red display
4. 5-level dimmer function
5. Hi/lo dimmer switch to sleep better at night
6. Adjustable Alarm Duration (1-59 minutes)
7. Adjustable Snooze Duration (1-30 minutes)

***Data Sheet:***

1. Dimensions: 5.5” W x 3.125” D x 5.5”H
2. Weight: 1.58 lbs.
3. The shaker cord length: 6 ft.
4. The alarm clock is black with red lights and buttons and in the shape of a circle. The bed shaker is also in a circular shape, all black.
5. Battery backup in case of power outage; 100-volt power supply
6. The face of the alarm clock has a digital screen displaying the time in the center. There are indicators around the top edge to adjust the controls of the volume, dimmer, and the alarm modes. There is a big red tab at the top which is the snooze button. Below the time are 5 red buttons to control the alarm time settings.

***Cost and Manual:***

$39.99 as of December 2024 (https://www.sonicalert.com/SBB500SS-Alarm-Clock).

The user manual can be found under the User Guide tab at https://www.sonicalert.com/SBB500SS-Alarm-Clock.

# CapTel 880iB – Captioned Phone with Braille


***Description:***

The CapTel 880iB Captioned Telephone is ideal for braille readers who have difficulty hearing over the phone as it provides braille captions of every word the caller says throughout the conversation. CapTel 880iB users can listen to the caller plus read braille captions on their dynamic braille display reader. The phone works the same way as any other telephone and you only need to connect your braille display reader to read the captions. CapTel works with a free Captioning service to transcribe everything the other person says into written words. This phone is for people who are DeafBlind and voice for themselves.

***Target Audience:***

DeafBlind

***Features:***

1. Large keys on the dial pad
2. Function buttons (3 speed dial buttons, 1 customer service button, redial, flash, mute, tone, caption, volume, up/down/yes/no)

3. Amplification for conversation is 0-40dB gain with captions on, and 0-18 dB gain with captions off
4. Indicator lights for mute, volume control, and captions on/off
5. Caption font size can be customized (4 sizes).
6. Adjustable colors for background, font, and corrections.
7. Conversation memory holds up to 500 lines of captions.
8. The answering machine has 63 recordable messages.

### *Data Sheet:*

1. Dimensions: 9" x 7.5" x 7.5"
2. Weight: 2 lb. 10 oz.
3. The AC Adapter is 6 VDC, 3 Amps (barrel is negative)
4. The dial pad has large keys, with size of 0.75" x 0.70"
5. The display size is 10.1" backlit with graphic LCD color display of 1024x600 pixels
6. Telephone line requires RJ11 connection (can be standard analog line, VOIP, DSL with filter, or fiber optic)
7. Ethernet connection to Internet – Access to high-speed Internet service is required
8. Connect to Braille Display using either Bluetooth or USB connection. Compatible displays can be found at https://www.captel.com/braille/compatible/.
9. Physical description of the unit can be found in the user manual below in Section 2.3.

### *Cost and Manual:*

$75 as of December 2024 (https://www.weitbrecht.com/captel-880i.html).

The user manual is available at https://www.captel.com/braille/manual/.

# Artone 3 MAX Bluetooth Neckloop – Bluetooth Streamer

***Description:***

The Artone 3 MAX is a portable wireless listening assistive device with built-in Bluetooth wireless technology. It allows hearing aid users to listen to amplified and noise free cell phone conversations and enjoy stereo music streamed from Bluetooth-enabled cellular phones, personal computers or tablets. It is compatible with all hearing aids and cochlear implants equipped with t-coil function.

***Target Audience:***

Hard of Hearing

***Features:***

1. Wireless streamer

2. Compatible with any brand of hearing aid or implant equipped with T-Coil and with any Bluetooth mobile phone or music/audio player
3. Crystal clear sound without any interference directly into your hearing aid or implant
4. Loud and clear mobile phone conversations as you are able to link from your Bluetooth phone into your hearing aid or implant
5. Music streaming from iPhone, iPad, iPod, any Bluetooth music device directly into the hearing aid or implant
6. Pair 2 Bluetooth devices at once
7. Push button operation with voice dialing

***Data Sheet:***

1. Dimensions: 1.25" W x 1.77" H x .66" D
2. Weight: 1.6 ounces
3. 50dB amplification
4. Rechargeable Li-ion Battery for 4-5 hours of use
5. 30ft range between neckloop and connected device
6. The unit is black with a neckloop strap to be placed around the neck. The unit is round, with buttons in a circle. Top of the circle is the volume up button. Both left and right of the circle are Backward/Last and Forward/Next buttons. Bottom of the circle is the volume down button. In the center of the circle is the multi-function button. On the left side of the unit is a charging port.

***Cost and Manual:***

$138.99 as of December 2024 (https://www.amazon.com/Artone-MAX-Worlds-strongest-streamer/dp/B00HVE2X6W).

The user manual can be downloaded at https://www.artonecs.com/uploads/2/5/5/1/25519880/artone_3_max_manual.pdf.

# Bellman & Symfon Maxi Pro Amplifier with Headphones and Earbuds – Digital Personal Amplifier


***Description:***

The Bellman Maxi Pro Amplifier is a sound amplification sound with fully digital, Bluetooth-enabled technology. This sound amplifier listening device features an internal microphone for clear conversations, easy volume adjustments, and intuitive buttons for answering calls and listening to music. The amplifier is used with stereo headphones or earbuds with a microphone for crystal-clear sound. The benefits are feedback reduction, noise suppression, and Bluetooth connectivity to cell phones and tablets. This device is ideal for people who cannot use hearing aids due to tremors, limited vision or low dexterity, and for people who spend much of their time in bed.

*This product includes headphones and earbuds only. The neckloop accessory is required for T-coil equipped hearing aids which can be included at an additional price.*

***Target Audience:***

Hard of Hearing

***Features:***

1. Cellphone amplifier
2. Easy to use – up and running in minutes.
3. Robust and user friendly, great ergonomics. Large tactile buttons, soft grip materials, and high contrast indicators.
4. Fully Digital – clear and noise-free sound
5. Bluetooth connectivity to smart phones, tablets, and TV
6. Includes the Bellman BE9233 headphones with mic

***Data Sheet:***

1. 135dB of amplification
2. Dimensions: 140 mm, 5.5" H; 45 mm, 1.8" W; 27 mm, 1.1" D
3. Weight: 127g (4.3 oz)
4. Operating time is up to 70 hours
5. Coverage is up to 25m (2.75 yards)
6. Bluetooth frequency is 2402-2480 MHz
7. The front of the unit has all the function buttons, and the color is silver. At the top and center is the microphone. On the left is the charger jack. Below the microphone are the microphone indicator and Bluetooth indicator. Below the indicators are the on/off button, microphone selector, and Bluetooth selector. Below is the volume/tone indicator, with the volume controls below it. Below the volume controls are the tone controls. At the bottom of the unit, on the left is the battery indicator. On the right edge of the unit is the headphone jack.

***Cost and Manual:***

$189 as of December 2024 (https://shop.bellman.com/products/maxi-pro-hearing-amplifiers-assistive-listening-devices-maxiproheadphonesearbuds).

*The neckloop version costs $268.95 as of December 2024 (https://shop.bellman.com/products/maxi-pro-hearing-amplifiers-assistive-listening-devices-maxipronecklоop).*

The user manual can be downloaded at https://cdn.shopify.com/s/files/1/0518/4025/4144/files/be2021-manual-for-web-en.pdf?v=1622771703.

# BeHear SMARTO – Pocket Amplifier


***Description:***

The BeHear SMARTO is a personal hearing amplifier with Bluetooth connectivity. It is a fully customized hand-held or body-worn personal hearing amplifier. SMARTO provides a substantial hearing boost to allow those with moderate to severe hearing challenges to participate fully in live conversations. It also provides audio streaming from a cell phone, television set, or any other device that transmits audio via Bluetooth. SMARTO also has built in customizable sound therapy to ease the discomfort of tinnitus. This product comes with a headset and earbuds.

***Target Audience:***

Hard of Hearing

### *Features:*

1. Pairs with smartphone via Bluetooth
2. Large, colorful buttons for users who are limited by mobility, vision, dexterity, or dementia
3. Directional + Omnidirectional microphones (directional is for noisy areas, and omnidirectional is for quieter areas).
4. Single-press emergency call option
5. Loud and clear mobile calls through personalized amplification, noise reduction technology, and Alango's Easylisten (which slows down incoming speech when desired).
6. Streams audio from TV, music tracks, podcasts, conference calls and other audio content.
7. Has customizable masking sound to ease the discomfort of tinnitus.
8. Optional function lock to prevent accidentally changing settings.
9. Includes headset, earbuds and a charging cradle

### *Data Sheet:*

1. Dimensions: 4 3/4 x 1 5/8 x 13/16"
2. Weight: ~2.6 oz (~75 g)
3. Bluetooth spec: 5.0 + EDR + BLE, and range is 30 feet (10 m)
4. Operation time: 40h for sound amplifier; 36h for voice calls, 36h for audio streaming, and 2-3h for charging time
5. Connector type is USB-C; splash water resistant
6. Up to 126dB SPL, with full-on gain of 70dB
7. The unit is 1/3 silver at the top, with the rest of it being black. At the very top is the microphone. Next to it is the Directionality LED and control. Below are the End Call and Answer Call buttons. In a curve below the call buttons is the LED indicator for the volume and tone. In the center of the device is the volume up button. Below is the volume down button. Between the volume buttons are the bass and treble tone buttons. At the bottom of the unit is a battery status LED indicator. On the bottom edge is the USB-C charging port. On the right edge is the ON/OFF switch. On the left edge is the 3.5 mm, 4-pin headphone jack.

### *Cost and Manual:*

$189 as of December 2024 (https://teltex.com/behear-smarto-personal-amplifier/).

The user manual can be downloaded at https://wearandhear.com/wp-content/uploads/2023/09/BeHear_SMARTO_User_Manual.pdf.

# Clarity XLC8 — Extra Loud Big Button Speaker Phone with Talking Caller ID and Answering Machine


***Description:***

The Clarity XLC8 is a DECT 6.0 extra loud big button speakerphone with a talking Caller ID and answering machine. It will work with your landline/VoIP service, cellphone, or both using Bluetooth. The XLC8 gives you all the benefits of a home phone while using your cell service to make and receive calls. The XLC8 can be paired with up to two wireless enabled devices. It has 50dB of amplification and four tone settings.

***Target Audience:***

Hard of Hearing

***Features:***

1. Extra loud (50dB) phone with tone control (4 settings), boost button and volume control wheel to give you a customized listening experience
2. Amplified outgoing speech up to 15 decibels
3. Loud and clear speaker phone for hands-free conversations
4. Live slow talk to slow down real-time conversations and to slow down messages on answering machine
5. Pair to your wireless enabled mobile phones (2) – works with or without a landline
6. High contrast Caller ID screen with large font in either English, Spanish or French
7. Talking Caller ID and talking illuminated dial pad in either English or French
8. Extra loud, flashing ringer with adjustable tones and voicemail indicator
9. Call blocker/Call screening to block and screen unwanted phone calls

***Data Sheet:***

1. Dimensions: 11.42 x 10.08 x 4.61 in.
2. Weight: 2.61 lbs.
3. Hearing aid compatible and TIA-1083 compliant
4. Direct connection to assistive listening devices or headset (2.5mm or 3.5mm)
5. Dual Power Battery Backup, batteries included
6. Expandable with up to 3 handsets (XLC8HS or XLCgo), which are not included

***Cost and Manual:***

$157.10 as of December 2024 (https://www.amazon.com/Clarity-Extra-Button-Amplified-Cordless/dp/B08GCQTTHC).

The user manual can be downloaded at https://cdn.shopify.com/s/files/1/0644/0406/2392/files/XLC8_UserGuide_RevA_923c043b-01b4-44ff-bb41-c561397ddf47.pdf?v=1711813368.

# Control Bionics NeuroNode – Wearable Switch

***Description:***

The Control Bionics NeuroNode is a wearable, wireless, EMG + 3D Spatial AAC device for communication and control. It uses the body's bio-electrical EMG signals or 3D Spatial awareness to give a user complete control of a computer to generate speech, browse the web, listen to music, and more. It is AAC technology that is easy to use and works for conditions like ALS, MND, SCI, or Cerebral Palsy. The NeuroNode Controller App, installed on the user's iOS or Windows device, is used to set the signaling parameters while simultaneously graphing the user's EMG/Spatial signals. Individuals can access their computer, phone, tablet, and more with NeuroNode.

***Target Audience:***

Mobility

### *Features:*

1. NeuroNode is completely wireless, allowing it to be placed on the user at any muscle location that works creates a signal. It attaches to the user with an adjustable band or adhesive electrodes, providing flexibility depending on time of day, range of motion, or disease progression.
2. NeuroNode uses EMG technology to identify the intent of muscle activity, recognizing even the slightest electrical impulse.
3. NeuroNode is a sensor that moves with the user and turns movement into a selection on a device.
4. There is the NeuroNode Controller app that connects to the NeuroNode device via a wireless connection, installed on iOS or Windows device. This app is used to set the signaling parameters while simultaneously graphing the user's EMG or spatial signals to ensure optimal signal outcomes for efficient and effective control of the user's device.

### *Data Sheet:*

1. NeuroNode uses dynamic scaling, which is a modality that works along with Signal On and Signal off by constantly adjusting these thresholds based on the user's performance. NeuroNode will adjust to the user's resting level over time to ensure that the same level of switching effort is maintained throughout the entire session.
2. NeuroNode Long Press can be used for Duration-based Switching, which is for users who can hold a contraction. Users with tremors benefit from this technique.
3. NeuroNode spatial mode allows the device to track its location in space and create a switch based on that location. This is placed on a part of the body registering voluntary movement (small or big) and is captured instantaneously by NeuroNode.
4. NeuroNode is round, looking like a Yo-Yo ball or a small hockey puck, but is lightweight. The color is translucent white.
5. It comes with the following accessories: lead-wire adapter base, charger kit (24 hours of battery life), wristband, and a starter electrode kit.

### *Cost and Manual:*

Pricing is unknown as of December 2024 (https://www.controlbionics.com/products/the-neuronode/).

The user manual can be downloaded at https://controlbionicsincorporation-my.sharepoint.com/:b:/g/personal/kwhitfield_controlbionics_com/Ef8lWzFXc6JLrZizE9TKm4QBoOWfrXHF4NmzekRWEK6EcQ?e=bm4buN.

# Clarity Fortissimo Speakerphone – Extra Loud Remote-Controlled Speakerphone


***Description:***

The Clarity Fortissimo Speakerphone is designed to help those with limited mobility. It features hands-free use, including activation, Bluetooth and DECT connectivity. This speakerphone also amplifies incoming sounds at 90 decimals, making it ideal for people with hearing loss. It works with landline and VOIP (DSL with filter).

***Target Audience:***

Hard of Hearing, Mobility

***Features:***

1. Loud and clear speakerphone (85 dB speech)
2. Large color touchscreen with easy-to-read font

3. Illuminated talking keypad with talking Caller ID
4. Adjustable tone control
5. Digital answering machine
6. Extra loud (100dB) flashing ringer
7. Expandable up to 4 handsets (XLC3.5)
8. Remote Pendant (sold separately, $79.95 as of December 2024)

***Data Sheet:***

1. Dimensions: 10.197 in. x 6.299 in. x 5.118 in.
2. Weight: 32.275 oz without AC adapter
3. Use DECT 6.0 and Bluetooth wireless 2.0 standards
4. DECT frequency range: 1.92 GHz to 1.93 GHz; Bluetooth: 2.402 GHz to 2.48 GHz
5. Bluetooth connectivity for pairing with wireless devices such as headsets and neckloops
6. Use AC Power Adapter along with 6 rechargeable AA batteries
7. Charge time is 56 hours
8. Standby time is approximately 24 hours
9. Talk time is approximately 4 hours
10. The speakerphone is a rounded irregular square in all black. The speaker stands out as a large round shape, taking up the left side of the unit. There are red and silver trims around the speaker. There are various function buttons surrounding the speaker in the center of the unit, with one big "TALK" button in the middle. Various functions are volume control, boost, mute, flash, find, and mute. There is one blue button with a picture of a head with squiggly lines in it. On the right half of the unit, at the top is the display screen showing the date and time with answering machine information. On the bottom right is the numerical keypad.

***Cost and Manual:***

$550 as of December 2024 (https://teltex.com/fortissimo-speakerphone-by-clarity/).

The user manual can be downloaded at https://teltex.com/content/userguides/Clarity-Fortissimo-User-Guide.pdf.

# Clarity Fortissimo Pendant – Pendant Accessory for Fortissimo


***Description:***

The Clarity Fortissimo Pendant is a remote pendant with a microphone specifically for the Clarity Fortissimo speakerphone. It uses wireless DECT technology to allow you to communicate with the Fortissimo with ease from a distance. The pendant features a built-in microphone, single button operation and two 3.5mm jacks for adding an optional switch or a headset.

***Target Audience:***

Mobility

***Features:***

1. Large, soft button for one-touch control

2. Built-in microphone for instant communication
3. Volume control wheel
4. Two 3.5mm jacks for switch accessibility
5. LED indicator light

***Data Sheet:***

1. Dimensions: 57.7mm x 90mm x 26.7mm
2. Weight: 60g without charger and AC adapter
3. Uses DECT 6.0 technology (1.92 GHz-1.93 GHz frequency)
4. Battery is internal and non-replaceable
5. Charge time is 3 hours
6. Standby time is approximately 24 hours
7. Talk time is approximately 4 hours
8. The pendant is black and oval-shaped. It is about ½ inch thick. On the face, on the lower bottom there is a big button which does main functions: answering call, transferring call to the main unit and back, and enabling Quick Dial mode. There is the Clarity logo at the top of the main button. Above that is a microphone in a small circle. On the upper left edge is the volume wheel. On the upper right edge is the side light indicator. On the back of the pendant are two dots for charging. It fits into a black charger set.

***Cost and Manual:***

$79.95 as of December 2024 (https://teltex.com/fortissimo-pendant-by-clarity/).

The user manual can be downloaded at https://teltex.com/content/userguides/Clarity-Fortissimo-Pendant-User-Guide.pdf.

# Clarity RC200 Remote Control Speakerphone – Remote Control Speakerphone

***Description:***

The Clarity RC200 Remote Control Speakerphone is a hands-free speakerphone with a voice-activated answering machine that comes with a wireless remote for persons with any degree of mobility and/or dexterity loss. It provides hands-free conversations up to fifteen feet away. It requires an RJ11 modular phone jack which can be used for analog and VoIP (DSL).

***Target Audience:***

Mobility

### *Features:*

1. Hands-free conversations up to 15 feet away
2. Voice activated answering
3. Adjustable speakerphone volume control with built-in microphone
4. Wireless remote
5. Non-slip keypad buttons

### *Data Sheet:*

1. Dimensions: ~6.5” L x 4.5” W x 1.2” H
2. Weight: ~1.5 lbs.
3. 20 programmable memory-dial settings
4. Requires an RJ11 modular phone jack and a standard 120-Volt electric outlet
5. Uses 6 AA Nickel Cadmium Rechargeable batteries for backup
6. There are two 3.5mm outlets, one for the microphone and one for the air switch
7. The speakerphone’s color is off white and is almost square in shape. With the speakerphone face up, on the left side is the list of memory directory, along with location indicators and buttons. On the bottom of the directory are the volume control, memory program button and scan button. On the upper right of the speakerphone is a speaker. On the left upper corner of the speaker is the power light indicator. Below the speaker is the numerical keypad, along with the buttons for mute, headset, flash/pause/redial, and on/off. There is also a light indicator for the microphone next to the headset button.
8. The speakerphone comes with a small white remote transmitter which is wireless. It uses a 23A size 12V alkaline cigarette lighter battery. It looks like a small cigarette case. It is pressable on the bottom part.

### *Cost and Manual:*

$399 as of December 2024 (https://teltex.com/rc200-remote-control-speakerphone).

The user manual can be downloaded at https://teltex.com/content/userguides/Ameriphone-RC200-User-Guide.pdf.

# Future Call FC-1204– Hands Free Amplified Voice Dialer Phone


***Description:***

The Future Call FC-1204 corded 40dB loud amplified phone is a voice dialer phone that lets you manage calls without the need to touch the phone. It is an all-in-one voice dialer phone which you can make a call, end a call, and answer a call without touching the phone. This phone includes 3 voice commands and 17 remaining name and number memories. It also includes the convenient pre-dialing feature that speaks the numbers before dialing. It contains 80 talking CID numbers and the LCD displays the name as well. This phone works with landline and VoIP.

***Target Audience:***

Hard of Hearing, Mobility

### *Features:*

1. Hands-free functionality lets you make, end, and answer calls with voice commands
2. Talking Caller ID and keypad
3. Big buttons for easy dialing
4. Speak numbers before dialing
5. 17 voice memories and 3 phone commands to manager calls (Dial, End, Answer)
6. Flash function
7. Visual Ring Indicator
8. Programmable 911 key

### *Data Sheet:*

1. Dimensions: 12 x 4 x 12 in.
2. Weight is 2.6 lbs.
3. 40dB amplification
4. 2-line 16x2 characters on LCD display
5. Works with landline and VoIP
6. The unit is white. The handset is located on the left side of the unit. On the right side is the large button keypad. At the top of the keypad is an LCD screen with 4 buttons: Up, Down, Menu and Ok. Between the 4 buttons and the keypad are 3 buttons: Flash, 911, and Ringer Indicator. Below the keypad are 3 buttons: Mute, Speaker, and P/Redial. On the right edge is the speaker volume control.

### *Cost and Manual:*

$230 as of December 2024 (https://www.future-call.com/voicedialerphone.aspx).

The user manual can be downloaded at http://www.future-call.com/images/usermanuals/FC-1204usermanual.pdf.

# Amazon Echo Dot – Sleek Smart Speaker

***Description:***

The Amazon Echo Dot is a voice-controlled smart speaker with Alexa, for any room. Just ask for music, information, and more. You can call almost anyone and control compatible smart home devices with your voice. The Echo Dot is a hockey puck-sized version and retains all the core functionalities of the original Amazon Echo, ensuring a seamless voice-controlled experience for users. This 5$^{th}$ generation version has a new temperature sensor, an improved audio experience with clearer vocals and deeper bass, and ultrasonic motion detection technology. It also features eero Built-in as a Wi-Fi extender.

***Target Audience:***

Mobility

***Features:***

1. Made for any room – can be placed in the bedroom and used as a smart alarm clock that can also turn off your lights, or in the kitchen to easily set timers and shop with just your voice.
2. Voice-control your music – use your voice to play a song, artist, or genre through Amazon Music, Apple Music, Spotify, Pandora, SiriusXM, and others.
3. Voice-control your smart home – switch on the lamp before getting out of bed, turn up the thermostat while reading in your favorite chair, or dim the lights from the couch to watch a movie
4. Smarter Alexa technology – the more you use Dot, the more it adapts to your speech patterns, vocabulary, and personal references.
5. Comes with Alexa app to easily set up and manage Echo Dot
6. Accessibility features: adaptive listening, preferred speaking rate, request sound, Kindle read aloud, notify when nearby, and other settings for users with accessibility needs related to vision, hearing, mobility, and speech

***Data Sheet:***

1. 3.9" x 3.9" x 3.5" (100mm x 100mm x 89mm)
2. Weight is 10.7 oz (304g)
3. Audio is 1.73" (44 mm) front-firing speaker and has lossless high definition
4. Dual-band Wi-Fi supports 802.11a/b/g/n/ac (2.4 and 5 GHz) networks
5. Echo Dot comes ready to connect to your Wi-Fi. The Alexa app is compatible with Fire OS, Android, and iOS devices and accessible via your web browser.
6. The Dot is shaped like a sphere. Toward the top there are buttons for action, turning volume up or down, and turning off the mic. On the opposite side is a power port with a light ring around it. It comes in charcoal or deep-sea blue color.

***Cost and Manual:***

$22.99 as of December 2024 (https://www.amazon.com/Amazon-vibrant-helpful-routines-Charcoal/dp/B09B8V1LZ3?th=1).

The user manual can be found at https://www.amazon.com/gp/help/customer/display.html?ref_=hp_left_v4_sib&nodeId=G202010090.

# Amazon Echo Show 8


***Description:***

The Amazon Echo Show 8 is a smart speaker that is part of the Amazon Echo line of products. It is designed around Amazon's virtual assistant Alexa with an additional feature of a touchscreen display (8") that can be used to display visual information to accompany its responses, as well as play video and conduct video calls with other Echo Show and Skype users. It uses Wi-Fi and Bluetooth for connectivity.

***Target Audience:***

Cognitive, Mobility, Deaf, Hard of Hearing

***Features:***

1. Use video calls hands-free using your voice or use the Top Connections widget to make the call with one tap.
2. It uses Amazon's virtual assistant Alexa which can be used to show you a recipe, watch live TV and sports with Hulu, make video calls, or see who's at the front door.
3. The touchscreen display is used to display visual information to accompany its responses, as well as play video and conduct video calls with other Echo Show and Skype users.
4. Its "Drop In" feature allows users to, between designated contacts, automatically begin a call unannounced.
5. You can make and receive voice calls. It works with most mobile phones and landlines.
6. Accessibility features: Tap to Alexa (using touch instead of speech), adaptive listening, preferred speaking rate, captioning, show and tell (visually identify products), VoiceView screen reader, Screen Magnifier, Notify when nearby, Kindle Read Aloud, Real Time Text, and Alexa Accessibility features such as Color Inversion, Color Correction, Request Sound and more.

***Data Sheet:***

1. Dimensions: 7.9" x 5.5" x 4.2" (200mm x 139mm x106mm)
2. Weight: 36 oz (1034 g)
3. The display is 8.0" HD touch screen with 13 MP centered camera.
4. It has 2 speakers (2 inches) and 4 microphones.
5. Dual-band Wi-Fi supports 802.11a/b/g/n/ac (2.4 and 5 GHz) networks. It is also Bluetooth compatible.
6. The Echo Show is ready to connect to your Wi-Fi and is compatible with Fire OS, Android, and iOS devices and is accessible via your web browser.
7. It uses Octa-Core SoC with Amazon AZ2 Neural Network Engine.

***Cost and Manual:***

$84.99 as of December 2024 (https://www.amazon.com/dp/B0BLS3Y632?ref_=amzdv_b_ucw_echoalexadevices_efdcat_d_pc_clk_B0BLS3Y632).

The user manual can be found at https://www.amazon.com/gp/help/customer/display.html?nodeId=202138870.

# Google Nest Mini – Mini Smart Speaker

***Description:***

Google Nest Mini is a small smart speaker that pumps out clear audio and helps you around the house using its built-in voice assistant, Google Assistant. You can ask it to stream music via partner platforms like Spotify, YouTube Music and Pandora, and it can carry out a variety of commands like sharing the day's weather or news, playing a podcast while you are preparing dinner or setting useful reminders. Google Nest Mini can serve as the control center for your smart home with Google. Within the Google Home app, you're able to link other connected devices in your home that are compatible with Google Assistant, such as home security cameras, smart plugs, and smart lights. You can make calls in 3 ways: Google Meet, Google-supported calling, Mobile calling with Google Fi and Google Voice.

***Target Audience:***

Mobility

***Features:***

1. Voice control: Use Google Assistant to play music, check the weather, get sports scores, and more
2. Smart home control: Control compatible smart home devices with your voice
3. Personalized schedule: get your personalized schedule, commute, and reminders

***Data Sheet:***

1. Diameter is 3.85 in (98 mm) and Height is 1.65 in (42 mm); Weight is 177-183 g; Power cable is 1.5 m
2. The Nest Mini's hockey puck design is compact and comes in blue, coral, dark grey or light gray color
3. Requires Wi-Fi network, a nearby electrical outlet, a Google Account and a compatible mobile device (Android phone or tablet with Android 9.0 or later; iPhone or iPad with iOS 16.1 or later)
4. Tap left side for volume down
5. There are 4 LED lights in the center of the unit which are turned on when active. There is a mic switch on the bottom right corner.
6. Bluetooth 5.0 support
7. 15 W power adapter with DC power jack
8. Google Assistant is built in with 360-degree sound
9. Sensors are capacitive touch controls with 3 far-field microphones
10. Quad-core 64-bit ARM CPU 1.4 GHz with high-performance ML hardware engine

***Cost and Manual:***

$49 as of December 2024 (https://store.google.com/config/google_nest_mini).

The user manual can be found at https://support.google.com/product-documentation/answer/7055908?sjid=8709444623461524416-NC.

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# Testing and Training Updates – December 2024

# Testing & Training Updates

- A third-party vendor to create the Virtual Platform
- A third-party vendor to create the LMS (Learning Management System) platform
- Recruitment Campaign
- Attendance of the CES (Consumer Electronics Show)

## Tool

The new **Testing and Training Virtual Platform consists of:**

- The User Forum
- Pilot Testing Platform
- Training Materials Platform

# User Forum

**Interaction between users and community building**

- Read and create new posts
- Reply and comment to other user’s posts
- Like and Dislike posts
- Share posts with others

# Pilot Testing

**Get feedback from users**

- Participate in pilot tests of new products and services
- Testing will be available in various locations (e.g. customer's home, Service Centers, CBO, etc.)
- Submit feedback about new products and services

# Training

**Inform about new products and services, and promote the Program to users**

- Find training materials for new Program products and services
- Access to documents, videos, and the learning management system (LMS) platform
- Submit feedback about the training materials

# Recruitment Campaign

**Inform and sign-up new users for updates and increase awareness**

- Work with Marketing to create campaigns
- Reach out to and work with CBOs (community-based organizations) and other organizations

# Conference Attendance

**Research into new technologies**

- CES (Consumer Electronics Show) Jan 7-10, 2025

# Recently Approved Equipment

The following four equipment have been approved by EPAC and TADDAC in October ‘24

Rivo 2


Hable One

BlueParrott S650-XT Headset


Midland NOAA Emergency Alert Radio

# Thank you,
# Questions?

# CRS-5 Update

**Melissa McMahan, Relay State Programs Manager**

# California Relay Services Contract Performance

## Answer Performance

- November
  - TRS
    - California Spanish daily average on Saturday, November 9th, 2024, was 16.6 seconds
    - California TRS daily average on Wednesday, November 13th, 2024, was 13.3 seconds.
  - Captel 100%

## Customer Care

- November
  - 9 Service-Related Complaints
  - 3 Compliments
  - 6 Equipment-Related Request
  - 2 CapTel Service Inquiries

# California Relay Services Key Updates

## Ongoing Collaborations

- Reporting
- myMMX
- STS Message Retention Process
- Advisory Committee Preferences


# Outreach Updates – January 2025

# California Connect Outreach Strategy

**Communication Service for the Deaf (CSD)**

- 50 years of experience serving deaf and disabled communities
- 24 years partnering with DDTP
- Comprehensive statewide outreach strategy focused on:
  - Equitable access across California
  - Targeted community engagement
  - Strategic partnerships
  - Data-driven approach

# Initial Focus:  January - March 2025

**Networking Development**

- Creating comprehensive stakeholder rolodex
- Mapping community resources
- Identifying service gaps

**Partnership Building**

- Establishing CBO relationships
- Identifying collaboration opportunities
- Developing resource network

*First Quarterly Outreach Plan due January 17, 2025*
*Covering activities for March - May 2025*

# Priority Communities

**Target Demographics**

- Tribal communities
- Hispanic/Latino communities
  (currently 12% of users vs 40% of population)
- Older adults
- Individuals with mobility and cognitive disabilities
- Rural populations

**Focused Initiatives**

- Bilingual outreach programs
- Rural community engagement
- Healthcare provider partnerships
- Accessibility awareness campaigns

# Strategic Partnerships

**Key Partners**

- Healthcare Providers
  - Hospitals
  - Medical professionals
  - Social workers
- Educational Institutions
  - SLP programs
  - Nursing schools
    - Occupational therapy programs

**Community Organizations**

- Independent Living Centers
- Cultural organizations
- Senior centers
- Faith-based organizations
- Libraries and community centers

# Outreach Activities

**Event Types**

- Community pop-up events
- Health and resource fairs
- Professional conferences
- Educational workshops
- Pre-certification events

**Features**

- Interactive demonstrations
- On-site application assistance
- Bilingual support
- Equipment showcases
- Educational materials

*All events designed for maximum accessibility and engagement*

# Measuring Success

**Key Performance Indicators**

- Lead generation by region
- Demographic participation rates
- Event attendance metrics
- Application conversion rates
- Partner engagement levels

**Reporting Structure**

- Weekly status updates
- Monthly KPI reports
- Quarterly outreach reports
- Annual performance review


# Marketing Updates – October & November 2024

# California Connect – October

## CAConnect.org

Sessions
36,306
34.3% from previous 31 days
191.7% from previous year

New users
30,523
46.84% from previous 31 days
251.1% from previous year

Engagement rate
89.62%
0.1% from previous 31 days
3.6% from previous year

Engaged sessions
32,536
34.4% from previous 31 days
202.1% from previous year

Events per session
6.93
-8.8% from previous 31 days
-12.5% from previous year

Call 1-800-806-1911 Clicks
16,059
57.8% from previous 31 days
979.2% from previous year

Total users
31,724
48.92% from previous 31 days
233.5% from previous year

| | Page path | Views ▾ | % Δ | Sessions | % Δ | New users | % Δ | Engaged sessions | % Δ | Engagement rate | % Δ |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. | /hearing/ | 2,503 | 3.0% | 940 | 2.7% | 238 | -4.0% | 898 | 1.1% | 95.53% | -1.6% |
| 2. | /vision/ | 1,089 | -16.6% | 423 | -14.5% | 112 | -36.4% | 407 | -13.4% | 96.22% | 1.3% |
| 3. | /speech/ | 674 | -79.4% | 276 | -68.8% | 58 | -89.1% | 267 | -67.4% | 96.74% | 4.4% |
| 4. | /memory/ | 512 | 25.2% | 221 | 33.9% | 43 | 104.8% | 204 | 26.7% | 92.31% | -5.4% |
| 5. | /mobility/ | 497 | 13.2% | 202 | 13.5% | 28 | 16.7% | 196 | 11.4% | 97.03% | -1.9% |

# California Connect – October

## APPLY.CAConnect.org

Sessions
11,256
21.6% from previous 31 days
N/A from previous year

New users
6,845
42.43% from previous 31 days
No data from previous year

Engagement rate
91.91%
-1.3% from previous 31 days
No data from previous year

Engaged sessions
10,345
20.1% from previous 31 days
N/A from previous year

Events per session
7.06
-2.3% from previous 31 days
No data from previous year

Apply Pageviews
33,181
3.9% from previous 31 days
No data from previous year

PDF Cert Downloads
246
5.6% from previous 31 days
No data from previous year

Applications Submitted Online
167
1.2% from previous 31 days
No data from previous year

Download Paper Application Landing Page Pageviews
4,875
57.7% from previous 31 days
No data from previous year

Total users
9,245
30.17% from previous 31 days
N/A from previous year

# California Connect – November

## CAConnect.org

Sessions
36,547
0.7% from previous month
192.7% from previous year

New users
30,571
0.16% from previous month
249.8% from previous year

Engagement rate
90.06%
0.5% from previous month
3.9% from previous year

Engaged sessions
32,915
1.2% from previous month
204.2% from previous year

Events per session
6.14
-11.5% from previous month
-26.9% from previous year

Call 1-800-806-1911 Clicks
15,821
-1.5% from previous month
738.0% from previous year

Total users
31,845
0.38% from previous month
233.8% from previous year

| | Page path | Views ▾ | % Δ | Sessions | % Δ | New users | % Δ | Engaged sessions | % Δ | Engagement rate | % Δ |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1. | /hearing/ | 1,871 | -25.2% | 703 | -25.2% | 166 | -30.3% | 675 | -24.8% | 96.02% | 0.5% |
| 2. | /vision/ | 908 | -16.6% | 351 | -17.0% | 105 | -6.3% | 332 | -18.4% | 94.59% | -1.7% |
| 3. | /speech/ | 542 | -19.6% | 235 | -14.9% | 47 | -19.0% | 220 | -17.6% | 93.62% | -3.2% |
| 4. | /mobility/ | 482 | -3.0% | 195 | -3.5% | 32 | 14.3% | 189 | -3.6% | 96.92% | -0.1% |
| 5. | /memory/ | 481 | -6.1% | 193 | -12.7% | 34 | -20.9% | 188 | -7.8% | 97.41% | 5.5% |

# California Connect – November

## APPLY.CAConnect.org

Sessions
11,139
-1.0% from previous month
8,212.7% from previous year

New users
6,603
-3.54% from previous month
13,106.0% from previous year

Engagement rate
91.09%
-0.9% from previous month
1.7% from previous year

Engaged sessions
10,147
-1.9% from previous month
8,355.8% from previous year

Events per session
6.33
-10.3% from previous month
-58.3% from previous year

Apply Pageviews
27,133
-18.2% from previous month
3,055.0% from previous year

PDF Cert Downloads
146
-40.7% from previous month
No data from previous year

Applications Submitted Online
111
-33.5% from previous month
No data from previous year

Download Paper Application Landing Page Pageviews
5,067
3.9% from previous month
50,570.0% from previous year

Total users
9,056
-2.04% from previous month
13,832.3% from previous year

## Paid Updates

**Google Search Ads**

- 48 Calls - October
- 88 Applications – October
- 25 Calls – November
- 46 Applications - November

## Organic Updates

**Facebook**

- 4,546 Followers
- 45,550 Impressions
- 60 Engagements

**Instagram**

- 779 Followers
- 17,323 Impressions
- 53 Engagements

**LinkedIn**

- 104 Followers
- 1,317 Impressions
- 5.4 Engagement Rate

# November Marketing Efforts

•Finalized scripts and secured actors for a December video shoot.

•Verified 62% of the service locations business profiles.

•Ordered replacement event and promotional materials including tablecloths, pop up banners and pop-up tents through DVE Global Marketing, a DVBE.

•Submitted the annual report for three rounds of feedback during November.

# 2025 Marketing Plan

**Transition-In: January - March**

- Organic social media
- Paid social media and Google search ads
- Support program initiatives

**Annual Plan: April - October**

- Organic social media
- Paid social media and Google search ads
- 8 campaign periods
- Test marketing tactics for effectiveness
- Implement most effective tactics from test
- Support program initiatives

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## CSD Field Operations Updates

# Service Center visits in October

**In October, 86 people visited Service Centers across the state. (Last month they had 125 customer visits).**

| Service Center | Number of customers | Percentage of customers |
|---|---|---|
| Arcata | 0 | 0% |
| Bakersfield | 2 | 2% |
| Barstow | 3 | 3% |
| Claremont | 4 | 5% |
| Merced | 4 | 5% |
| Redding | 11 | 13% |
| Riverside | 19 | 22% |
| Sacramento | 17 | 20% |
| San Diego | 16 | 19% |
| San Jose | 4 | 5% |
| San Luis Obispo | 0 | 0% |
| Santa Rosa | 5 | 6% |
| Sonora | 1 | 1% |

# Service Center visits in November

**In November, 64 people visited Service Centers across the state.**

| Service Center | Number of customers | Percentage of customers |
|---|---|---|
| Arcata | 0 | 0% |
| Bakersfield | 5 | 8% |
| Barstow | 0 | 0% |
| Claremont | 8 | 13% |
| Merced | 0 | 0% |
| Orange | 1 | 2% |
| Redding | 3 | 5% |
| Riverside | 12 | 19% |
| Sacramento | 18 | 28% |
| San Diego | 12 | 19% |
| San Jose | 1 | 2% |
| San Luis Obispo | 1 | 2% |
| Santa Rosa | 1 | 2% |
| Sonora | 2 | 3% |

# Certifications of consumers visiting the Service Centers

These charts show the approved certifications of the consumers visiting the Service Centers.

Disability certifications only tell part of the story of a consumer's needs. A consumer may be certified for one disability but have challenges in one or many other areas that the certifying agent did not address. It is up to the staff assisting consumers to get the complete picture of what will best help a consumer. They do this with an evaluation process with includes questions, observations, and testing options.

| October Certifications | Number of Customers |
|---|---|
| Hard of Hearing | 55 |
| Vision | 21 |
| Mobility | 11 |
| Deaf | 9 |
| Speech | 6 |
| Cognitive | 2 |

| November Certifications | Number of Customers |
|---|---|
| Hard of Hearing | 45 |
| Mobility | 13 |
| Vision | 12 |
| Cognitive | 6 |
| Speech | 6 |
| Deaf | 4 |

# In-Home Visits to consumers: October

In October, Field Operations Specialists visited the homes of 127 consumers to assist with assessment, evaluation, troubleshooting, training, and other services.

| Territory | In Home Visits Completed | Tickets Resolved by Phone |
|---|---|---|
| San Francisco Bay Area | 32 | 0 |
| Los Angeles County | 26 | 0 |
| Inland Empire | 17 | 0 |
| San Diego - Imperial | 14 | 0 |
| Northern San Joaquin Valley | 10 | 0 |
| Superior California | 10 | 0 |
| Southern San Joaquin Valley | 8 | 0 |
| Orange County | 5 | 0 |
| North Coast | 4 | 0 |
| Central Coast | 1 | 0 |

# In-Home Visits to consumers: November

In November, Field Operations Specialists visited the homes of 121 consumers to assist with assessment, evaluation, troubleshooting, training, and other services.

| Territory | In Home Visits Completed | Tickets Resolved by Phone |
|---|---|---|
| San Francisco Bay Area | 32 | 0 |
| Los Angeles County | 22 | 0 |
| Superior California | 22 | 0 |
| Northern San Joaquin Valley | 11 | 0 |
| Inland Empire | 8 | 0 |
| Central Coast | 7 | 0 |
| Orange County | 7 | 0 |
| Southern San Joaquin Valley | 6 | 0 |
| San Diego - Imperial | 4 | 0 |
| North Coast | 2 | 0 |

# Equipment Distributed Through Field Operations

Beginning October 1st, Field Operations ceased direct distribution of equipment.

After a customer visits the Service Center or is visited at home, the needed equipment is ordered to be drop-shipped from the warehouse.

It is most often shipped directly to the customer, but occasionally is shipped to the Service Center for the customer to pick up. Those customer pick-ups are shown in this chart.

| October Equipment Distributed Through Field Operations | |
|---|---|
| **Type of Equipment** | **Quantity Distributed** |
| Amplified Cordless Telephones | 2 |
| Anti-Stuttering Device | 1 |

| November Equipment Distributed Through Field Operations | |
|---|---|
| **Type of Equipment** | **Quantity Distributed** |
| Amplified Cordless Telephones | 1 |
| Assistive Listening Devices | 1 |
| Captioned Telephones | 1 |
| Signaling Devices | 1 |

# Orange Service Center opens!

**On December 4th, California Connect held an open house for their new Orange Service Center.**

**Guests attended from TADDAC, Maximus, The Regional Center of Orange County, Orange County Senior Center, and OC Aging Services, among other organizations.**

# What's next?

**Complete hiring and training support staff for the Service Centers**


**Working with the new Outreach and Marketing team to get the word out about California Connect**

**Ongoing training for staff on: Support services, Safety, other services provided by territory**

**Targeting underserved consumer audiences**


# Equipment Processing Center Updates – October & November 2024

# Fiscal Year 2024-25 – (October - November 2024)

| 6,865 | 3,318 | 1,546 | 70 | 2.15% | 1,931 |
|---|---|---|---|---|---|
| **Inbound Calls Received** | **Inbound Calls Handled** | **After Hours Calls** | **Calls Abandoned & Rate** | | **Short Calls** |

**Inbound Calls Received** – Total number of inbound calls received from 12:00am – 11:59pm.

**Inbound Calls Handled** – Total number of inbound calls handled during business hours (Monday – Friday 8am – 6pm)

**After Hours Calls** – Total number of calls received outside of the business operating hours.

**Calls Abandoned** – Total number of calls that waited in queue for more than 30 seconds and the caller disconnected before the call is answered.

**Abandonment Rate** – is the percentage of abandoned calls. (Total Abandoned Calls/Total Inbound Calls X 100)

**Short Calls** – Calls with a queue time less than 30 seconds and caller disconnected.

- Accidental dials – didn't intend to reach the Contact center
-Misroutes or wrong numbers – caller realizes they've dialed the wrong number
-Dropped calls – call may disconnect due to technical issues

# Fiscal Year 2024-25 – (October - November 2024)

**Call Categories**

- English: 2,903 (87%)
- Spanish: 180 (5%)
- Cantonese: 34 (1%)
- Mandarin: 27 (1%)
- Hmong/Other: 32 (1%)
- Vietnamese: 0
- Russian: 4
- ASL: 126 (4%)
- English TTY: 12
- Spanish TTY: 0

**3,318**

**Inbound Calls Handled**

**00:00:23**

**Avg Time in Queue**

**21,986**

**Total Inbound Minutes**

**06:41**

**Avg Talk Time**

# Email, Web Chat, and Applications – (October - November 2024)

**869**

**Emails Processed**

**19**

**Web Chats Processed**

**294**

**Applications Processed**

**225**

**Approved**

**44**

**Duplicate**

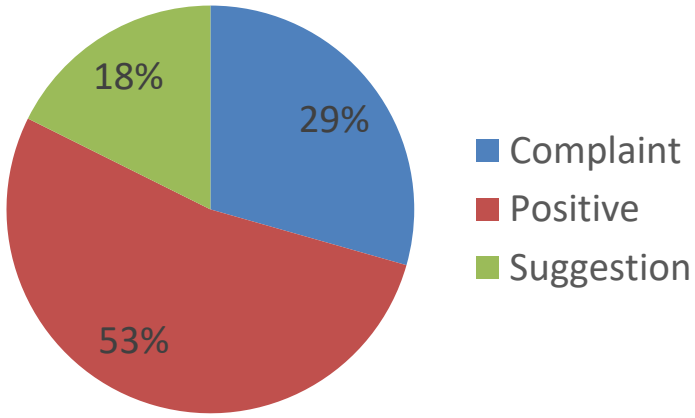
**25**

**Incomplete**

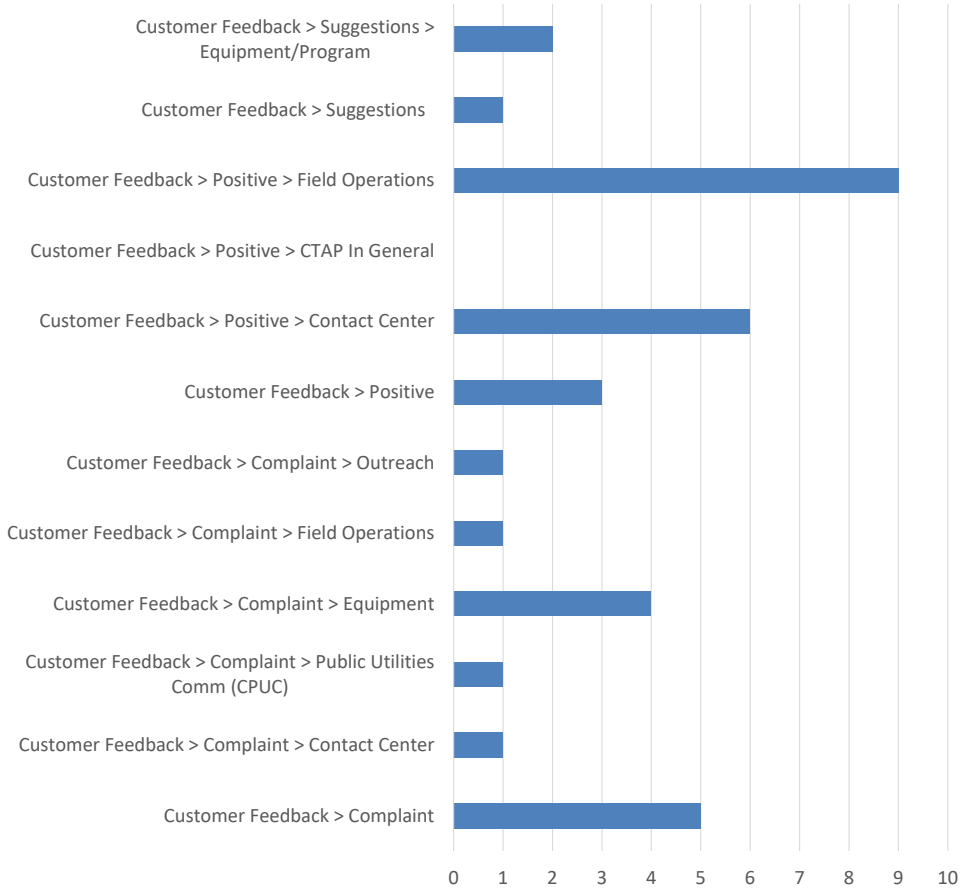
**Incomplete Reasons**

- No Impairment Selected - 7
- Certifying Agent Section Incomplete - 10
- Not an Authorized Certifying Agent - 3
- Applicant Signature Missing – 4
- Certifying Agent Signature missing - 1

# Customer Feedback – October - November 2024




- Complaint - 10
- Positive - 18
- Suggestion - 6



# Equipment Program Advisory Committee (EPAC)

## Public Roster

Voting members shall not serve more than two consecutive full terms.

## EPAC Voting Members

**Antoinette Warren, Vice Chair**
Senior Citizen Community Representative
First Term: 12/2020 to 12/2024
Email: renewmag@gmail.com

**Danyelle Cerillo**
Disability Seat II - Blind / Low-Vision Community Representative
First Term: 1/2021 to 1/2025
Email: tapdanc10@sbcglobal.net

**Janice Armigo Brown**
Hard of Hearing Community Representative
First Term: 3/2022 to 3/2026
Email: janicenab@sbcglobal.net

**Judith Viera**
Deaf Community Representative
First Term: 12/2020 to 12/2024
Email: judyviera@gmail.com

**Monique Harris**
Disability Seat I - Mobility Impaired Community Representative
Second Term: 4/2020 to 4/2024
Email: reinatele2017@gmail.com

**Steve Longo, Chair**
Deaf Community Representative
First Term: 11/2020 to 11/2024
Email: steve.longo@gmail.com

**Vacant**
Disability Seat III - DeafBlind Community Representative
Second Term: 3/2022 to 3/2025
Email:

## Non-Voting Liaisons

**Brent Jolley**
CPUC, Program and Project Supervisor
Work Phone: 916-330-3239
Email: Brent.Jolley@cpuc.ca.gov

**Lisa-Marie G. Clark**
CPUC, Legal Division
Work Phone: 916-327-6772
Email: lisa-marie.clark@cpuc.ca.gov

# 2025 CA Connect Advisory Committee Meeting Calendar

| **EPAC**<br>Meets the **2nd Friday** of each month | **TADDAC**<br>Meets the **4th Friday** of each month |
|---|---|
| January 17, 2025 | January 31, 2025 |
| February 14, 2025 | February 28, 2025 |
| March 14, 2025 | March 28, 2025 |
| April 11, 2025 | April 25, 2025 |
| May 9, 2025 (NorCal Joint) | May 9, 2025 (NorCal Joint) |
| June 13, 2025 | June 27, 2025 |
| September 12, 2025 | September 26, 2025 |
| October 10, 2025 | October 24, 2025 |
| November 7, 2025 (SoCal Joint) | November 7, 2025 (SoCal Joint) |
| Joint Committee Meetings: May & November<br><br>No meetings will be held in July, August or December.<br>All meeting dates are subject change. | |

# Telecommunications Access for the Deaf and Disabled Administrative Committee (TADDAC)

## Public Roster

Voting members shall not serve more than two consecutive full terms.

## TADDAC Voting Members

**Devva Kasnitz**
Disability Seat II - Mobility Impaired Community Representative
Second Term: 12/2016 to 12/2020
Home: 707-443-1973
Work: 510-206-5657
Email: devva@earthlink.net

**Frances Reyes Acosta**
At Large Seat - DDTP Spanish Services Community Representative
Second Term: 9/2015 to 9/2019
Work: 559-281-0470
Email: epac4fra@gmail.com

**Jesse Acosta**
At Large Seat - Veteran Community Representative
Second Term: 11/2021 to 11/2025
Email: sgmbronzy@gmail.com

**Katie Wright, Chair**
Late-Deafened Community Representative
Second Term: 11/20 to 11/24
Email: katiewri@gmail.com

**Kevin Siemens**
Disability Seat III - Speech-to-Speech Community Representative
Second Term: 2/2021 to 2/2025
Email: nivek261974@yahoo.com

**Louie Herrera, Vice Chair**
Disability Seat I - Blind / Low-Vision Community Representative
Second Term: 2/2022 to 2/2026
Phone: 818-808-2301
Email: louie.herrera62@gmail.com

**Vacant**
Deaf Community Seat
First Term: 11/2024 to 11/2028
Email:

**Robert Sidansky**
Deaf Community Seat
Second Term: 12/23 to 12/27
Email: robert.sidansky@gmail.com

**Vacant**
CPUC Public Advocates Office Representative
First Term: 5/2022 to 5/2026
Email:

**Vacant**
At Large Seat - Youth Community Representative
First Term: 3/2022 to 3/2026

**Vacant**
Hard of Hearing Community Representative
First Term: 9/2021 to 9/2025

## Non-Voting Liaisons

**Brent Jolley**
CPUC, Program and Project Supervisor
Work Phone: 916-330-3239
Email: Brent.Jolley@cpuc.ca.gov

**Lisa-Marie G. Clark**
CPUC, Legal Division
Work Phone: 916-327-6772
Email: lisa-marie.clark@cpuc.ca.gov

# California Public Utilities Commission

## Contact List

### Commissioners

| | |
|---|---|
| Alice Busching Reynolds, President | alice.reynolds@cpuc.ca.gov |
| Darcie L. Houck | darcie.houck@cpuc.ca.gov |
| John Reynolds | john.reynolds@cpuc.ca.gov |
| Karen Douglas | karen.douglas@cpuc.ca.gov |
| Matthew Baker | matthew.baker@cpuc.ca.gov |

### Executive Office

| | |
|---|---|
| Rachel Peterson, Executive Director | rachel.peterson@cpuc.ca.gov |

### External Affairs Division

| | |
|---|---|
| Terrie Prosper, Director of News and Outreach Office | terrie.prosper@cpuc.ca.gov |
| Docket Office | dailycalendar2@cpuc.ca.gov |
| Process Office | processoffice@cpuc.ca.gov |
| Public Advisor Office | public.advisor@cpuc.ca.gov |

### Legal Division

| | |
|---|---|
| Jonathan Koltz, Assistant General Counsel | jonathan.koltz@cpuc.ca.gov |
| Lisa-Marie Clark, Staff Counsel | lisa-marie.clark@cpuc.ca.gov |

## Public Advocates Office

| | |
|---|---|
| Linda Serizawa, Interim Director | linda.serizawa@cpuc.ca.gov |
| Vacant, TADDAC Rep. | |
| Christopher Bartulo, TADDAC Proxy | christopher.bartulo@cpuc.ca.gov |

## Communications Division

| | |
|---|---|
| Robert Osborn, Director | robert.osborn@cpuc.ca.gov |
| Gelareh Safavi, Manager | Gelareh.Safavi@cpuc.ca.gov |
| Brent Jolley, Program and Project Supervisor | brent.jolley@cpuc.ca.gov |
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| Matthew Reinig | matthew.reinig@cpuc.ca.gov |