

Module 4 – Phone Communications

2 hrs to complete

Abstract:

Access to telecommunication services is vital to people with hearing loss and product options and challenges continue to crop up as technology changes. Landline telephones are challenging now with digital phone services. Communicating on work phones can be challenging. Interfacing hearing aids and cell phones requires a knowledge base. Text options for internet and cell phones are also covered.

As an Outcome, Participants will:

- identify the potential challenges and solutions available for home phones
- Be able to recommend accommodations for work situations
- Grasp the potential options and opportunities for cell phone access

Module 4 Outline:

Home Phones

- Analog vs. digital, line powered vs. ac powered,
- Voice Over Internet/DSL lines
- VCO
- Captel
- Video Relay

Connecting to Work Phones

- Inline amplifiers
- Headsets
- Headsets for Tcoil Users
- Conference Calls and Speakerphones
- Bluetooth Options
- Cordless Phones at Work
- Internet Relay (Video relay, Captel)

Cell phones

- Silhouettes/Neckloop/DAI accessories
- Cell Phone Options and Adapters
- Bluetooth Options
- Integrated Hearing Aids and Bluetooth
- VCO Options
- Mobile Captel
- Bluetooth w/email
- Cell Phone Resources