

Accessibility Solutions for Staff with Hearing Impairment

During the last few years, the state has worked with CBTS to complete our hosted VoIP solution for state employees. To ensure compliance with American Disability Act (ADA) regulations and the 21st Century Communications and Video Accessibility Act of 2010 (CVAA), accommodations were made available for individuals with hearing, vision, mobility and other impairments. This document discusses the following options available to assist individuals with hearing deficits to use state phones to perform their job functions:

- Cisco® IP phones comply with FCC Part 68 (CFR 47) (hearing aid compatibility [HAC]) to support hearing aids that contain tele-coils. The tele-coil, also known as a t-coil, provides a direct, magnetic coupling between the phone handset and the hearing aid electronics, which is a means to conduct a high-quality sounding representation of the signal into the customer's ear.
- Accessphone is a suite of products that the state has licensed for use with our VoIP solution. It includes ipTTY, a software application that supports TTY over IP and Real Time Text. ipTTY enables virtually each user on your telephone network to communicate with customer TTY machines or the Text Relay Service (TRS). Additionally, ipTTY supports audio for hearing and voice carry-over and real-time-text via RFC 4103; the future in real-time text communication.
- Most of the state's Cisco phones also are Bluetooth-enabled and can pair with, or connect to, the phone via a compatible hearing aid or cochlear implant. This may require adjustment to the hearing aid or the use of a pairing device.
- State of Ohio hosted VoIP users with hearing deficits can now listen to and read conversations directly on their Cisco desk phone via a real-time captioning service provided by Tenacity and Hamilton CapTel. The FCC has paid for this service so there is no cost to the state for any qualified user. Users must first register by visiting <http://business.hamiltoncaptel.com> and clicking on the Register Now button. The Cisco 8851 desk phone is the best model for use in this scenario.

