

Accessibility Solutions

**Communication
augmentation**

Accessibility Solutions

- Accessibility solutions for the NGTS system are available through an enterprise license to assist with compliance with ADA and other applicable laws, to assist those with needs related to use of the state's hosted enterprise VoIP solution
- Two products are available through this license from Tenacity:
 - Accessaphone is available to assist those with vision or mobility related needs
 - ipTTY is available for those with hearing related issues and supports the use of TTY over IP, allowing for replacement of TTY related devices and phone lines that connect them
- Assist with compliance with:
 - Americans with Disabilities Act
 - 21st Century Communications and Video Accessibility Act

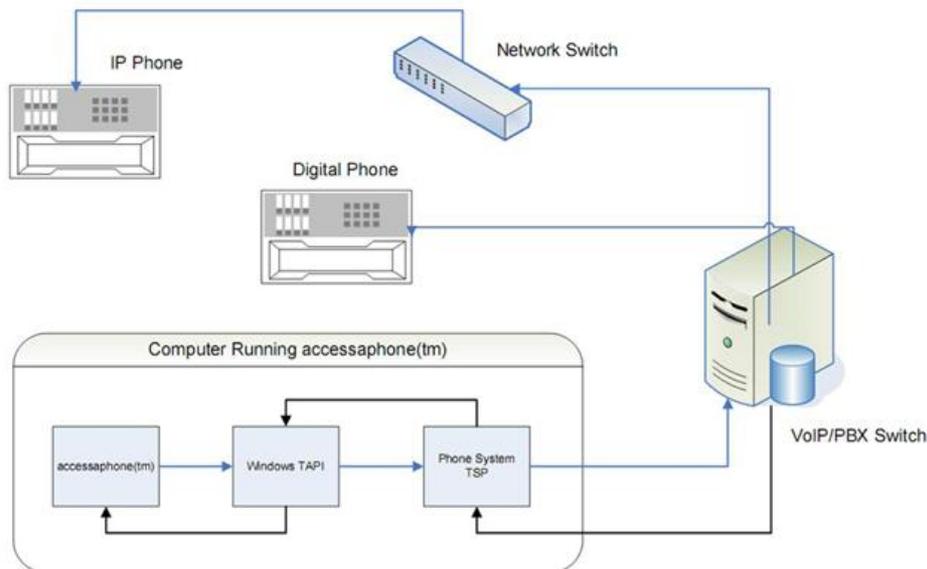
What is Accessaphone?

Accessaphone is a software application that enhances the accessibility and usability of the phone system.

- It gives VoIP users the choice to use keyboard controls or audible commands to perform call functions – including dial, hold, transfer and conference, just to name a few.
- Today, many VoIP and PBX vendors choose Accessaphone as their solution to enhance an existing phone and network infrastructure with easy-to-use computer - telephony interfaces. Simplify access to complex phone features while enhancing compliance with
 - ADA (Americans with Disabilities Act)
 - Section 508 of the Rehabilitation Act
 - NG 9-1-1 (Next Generation 911)



How it works?



- Accessaphone™ controls your phone.
- Or, it can enhance a soft phone application on your computer.
- Then, use call functions through an intuitive keyboard hot keys (D for Dial, H for Hold, etc.), voice commands.

- *It can also Use Dragon Naturally Speaking or a standard mouse.*
- It controls the phone through the phone system TSP (Telephony Service Provider).

What are the supported features?

- Audible Caller ID
- Audible Message Waiting Indicator
- Audible Call Log (including Missed Calls)
- Address Book Integration (Currently MS Outlook)
- Speed Dials
- **Intuitive Hot Keys** for Call Control (ex. D for Dial, T for Transfer)
- Compatible with Screen Readers
- Voice Control (using Voice Recognition Software)
- Call Flagging with Notes and Many More!



Note: It includes built in text-to-speech that can be turned on or off when you prefer to use another screen reader or none at all.

What is the cost?

There is no additional cost as it is licensed to the State for use with the state's hosted enterprise Telephony solution, NGTS

- **ipTTY** is a software application that supports TTY over IP. ipTTY registers with the phone system via SIP. is a software application that supports TTY over IP to assist with communications with those with hearing loss or impairment
- **ipTTY** (sometimes referred to as TTY over IP or TTY over VoIP) is engineered to allow TTY communications using existing telephony infrastructure. The program communicates through IP and uses standard session initiation protocol (SIP). ipTTY enables virtually every user on your telephony network to communicate with customer TTY machines or the Text Relay Service (TRS), without the need for expensive analog lines or gateways.
- Tenacity offers an **ipTTY** Software Development Kit (SDK) for customers interested in embedding this functionality into their existing applications. If interested, click the link above to see their web site for more details.

Order and Installation

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How do I obtain and install the software?

1. Contact Local IT Support.
2. Local IT Support sends email to AskNGTS@cbts.net requesting support to install, please provide:
 - a. User name
 - b. MAC address
 - c. Phone number
 - d. Point of contact
3. CBTS provides:
 - a. Installation guides on the [NGTS SharePoint](#) site
 - b. Technical information related to IP address, firewall, drivers
 - c. Assurance that user profiles are set up to accommodate this technology
 - d. A download link to retrieve the software and a license key to activate it

Please submit all concerns in writing so we can address them and document them in the *Frequently Asked Questions*.

Send all questions to AskNGTS@cbts.net.

References

State of Ohio NGTS Website

https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Implementation.aspx

Tenacity's web site including support information

<http://www.accessaphone.com>