



It's a Wonderful (Wacky) Wireless World.

Judy Viera, Ken Arcia, Linda Day

JUDY VIERA:

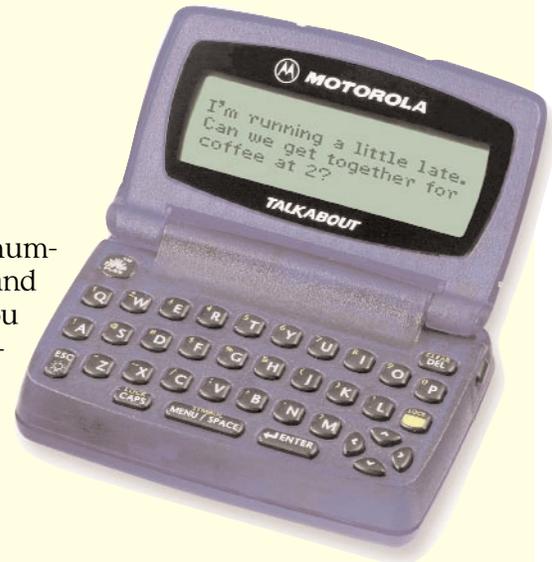
“There are about 400 million wireless communication devices used in the world today, and that number will double in the next year. WyndTell is one of these. I can wear it on my belt or carry it in my purse and it vibrates to let me know that I have a message. It is a two-way device. I can send and receive e-mail. I can send a fax. I can send a message to any hearing person to hear, and hearing people can send me a message that I can read. I can send an E-mail message anywhere in the world.”

AUDIENCE MEMBER:

Can you receive text through the relay?

JUDY VIERA:

“Yes, a message can go through the regular relay, but we also have a dedicated number, toll-free, that any hearing person can use to call and send a message and text to my pager. And we have two devices. One has a larger memory, and you can prepare messages ahead of time and save them, and send them later. The network is supported by towers that transmit the messages from one tower to another very rapidly.”



AUDIENCE MEMBER:

How does that interact with a TTY? Isn't that a software program?

JUDY VIERA:

“It's part of the system's capability. Each device has an address book, and for each person you list in the address book, there is a place for you to enter that person's voice phone, their fax number, their TTY number, and their e-mail addresses. When you want to send a message to that person, you click on the name in the address book, decide how you want to send your message—by phone, e-mail or as a fax, and then you type your message. The procedure for sending a message is the same, regardless of how you plan to send it, whether it is voice, fax, or E-mail.

In regard to using it with a TTY, it is basically the same thing. You pick the name of the person, select their TTY number, and then you type in your message, and when you press “send” their telephone will ring. When they answer, the system will send your complete message to them in text. Then if a reply is needed the system will keep the TTY line open, and allow them to type a response. The message is then sent back to you.

We also have some new features. You can now use your WyndTell to chat with any TTY number in the United States. And that means two-way near real-time conversation between your WyndTell and their TTY. So, you now have a choice of three different ways to contact a TTY number. The first is to send them a regular message text message. The second is to send them a message and wait for a reply. The third is to connect by chat mode, and then chat back and forth.

If a person has a TTY and wants to contact you at your pager, they can also do it. They simply call the TTY number that will connect to your pager. And all three of



(cont'd)

the options I have already told you about may be called into play. Now, let's suppose that I am in a meeting and I get a request for a chat while I am too busy to accept a call. I have the choice of either accepting the chat or taking a message. So the WyndTell can actually act like an answering machine for me. Plus my WyndTell will let me know who is calling me and then that makes it easier to know if I actually want to accept the call or not.

AUDIENCE MEMBER:

Earlier you said something about making voice contact? Are we talking about VCO capability?

JUDY VIERA:

“No. If I want to contact a hearing person, I type my message and then choose the voice message option and send the message. The phone will ring at that number and when it is picked up the message will be given in voice after it is identified as coming from WyndTell. It also allows you to have the message repeated by pressing the number 1 key. If that key is pressed a message is sent back to the pager to notify the sender that the message has been received.

I also want to repeat that WyndTell can be used to make a relay call. You simply use your unit to call the relay— you can use the TTY number for your preferred relay provider, and then the relay operator will see it on their screen as being a WyndTell call and know how to handle it. The call proceeds as it does for relay chat with a hearing person.

One of the nicest things about WyndTell is that you have these choices of the different ways to communicate. In addition to the things I have already told you about you can also send a fax. You simply type in your message and the fax number you want it sent to and the message is received as a fax. And no matter what day it is, no matter where you happen to be, you can be reached by anyone from a TTY, another pager or voice using just one number—the number for your WyndTell. That is especially important when you travel a lot.

Wynd Communications is a consumer-driven corporation. What you tell us about what you want to see in our product is important to us. This is true in terms of the cost for our service also. If you travel, you know that it is expensive to make a phone call from your hotel room. But with a pager system you don't have to use the hotel room phone at all!

The WyndTell device is available by leasing with a monthly fee— or you can buy it outright. In either case, you also pay a monthly service fee. There are three service plans. What plan you choose depends on how much you think you are going to use the service. It can be the basic service for a limited amount of use, or it can be an unlimited service, or somewhere in between.

LINDA DAY:

“I work with AT&T Wireless Services, and am also a late-deafened adult. I remember what it is like to be able to use telephone. What I would like to talk about today is the wireless industry — and I am referring to mostly cellular phones, or wireless phones, as opposed to paging. I want to tell you about some of the products and services that are available which make the wireless phone more accessible for someone with a hearing disability.

I have about an 85% hearing loss in the high frequency range. I wear two behind-the-ear hearing aids that are high-powered phonic hearing aids. And they have T coils. Even though the T coil isn't a factor of wireless phones, it is a very important component of a hearing aid for us to understand, because as our hearing loss continues to progress, the T coil becomes an something which can open up other types of technology that you cannot take advantage of if you do not have one.

Everything that I'm going to tell you about today requires the use of a hearing aid which has a telecoil, or a T coil or a telephone switch. They all mean the same thing. It basically consists of a tiny wire that's built into the hearing aid, that picks up a signal emitted by the assistive product or assistive device that you are using. All home phones that are manufactured or sold in the United States are required to be hearing aid compatible. That means that when you put the phone up to

your ear, it's going to couple with your hearing aid if you have a T coil. This improves the quality of sound and allows you to increase the volume with either your hearing aid, or with an amplification device you may be using.

A few years ago a law called the Telecommunications Act of 1996 was passed, and in that, is a section called 255, that requires the industry, both manufacturers and service providers, to make their products and services accessible to people with disabilities of all kinds. They have very strict guidelines that they need to follow in designing and manufacturing their products to ensure that it meets the needs of people with disabilities.

I want to explain one other thing. You have probably heard the terms analog and digital in regard to cellular phones. Analog is the older style technology. If we turn on a light switch and the lights stay on, that's kind of like analog. Once it is hooked up it gives a steady signal. The newer system is digital technology. What digital technology does is, it breaks up that older steady long signal, into bits and pieces, and sends it via signal towers to the cellular phone. What that allows the industry to do is to send three calls on digital, for every one call that they could send on analog.

Now, when we had that analog phone, we turn the phone on, we had this nice steady wave the whole time. I put a phone up to my ear, and I could hear on the phone, maybe the volume wasn't loud enough but I didn't have any kind of buzzing noises or anything like that. But when they came out with digital phones, and the signal was being broken up about 50,000 times a second it created in some hearing aids as it reassembled a terrible buzzing noise or interference when you hold the phone up to the hearing aid. There was a lot of publicity about this interference with digital technology. It doesn't happen with every single wireless phone and manufacturer, or with every single type of hearing aid, which is why trying out phones before buying them is so important.

Nokia came out with an assistive device called the loop set 1-psl. It simply loops around the neck with a center microphone. It is powered by three hearing aid batteries— which last 30 to 45 day, depending on the amount of time used. A jack plugs into the phone and when I switch on the T coils my hearing aid becomes the receiver so I can put the phone down and hear the call directly through my aid

I can adjust the phone to the volume of my hearing aid, to kind of find the best clarity for the person I am talking to, and because I wear two hearing aids, I can switch them both to the telecoil, which now is as though someone is talking right inside my head. The quality is wonderful for me.

There are many models 6160, 5100 series and 6100 series as well as 8800 and 8000 series. These devices would work on any provider's service (such as AT&T, Bell Atlantic, Verizon) as long as you are buying it through the service or the frequencies they work on. So that if you move and keep the same service provider, such as AT&T, your setups should continue working for you no matter where you live,

This neck loop is available through all of our stores, as well as through Nokia's website. If you don't have an AT&T store in your area you can go to your wireless provider and ask them about it and they should know about where to locate it.

One touchy area in wireless technology concerns TTYs. In the past all TTYs were used with analog phones. Our company doesn't actually offer analog service anymore in the sense that you can walk into a store and just buy an analog phone. However, there are still carriers across the country that do offer analog service, so you are not completely without the ability to get an analog phone to work with TTYs. Some phones have the ability to work in both analog and digital. AT&T phones are set generally to only work in digital. That was a company decision.

Analog is going away, and it will be phased out over the next five to eight years. The good news for TTY users who want to use digital wireless phones, is that the FCC has issued a federal mandate requiring all service providers to install technology that will make digital signals compatible with TTYs with a deadline of the end of 2001—though it may well be the second quarter of 2002 before the technology will be in place, and you will be able to go in and purchase a digital wireless phone, and simply hook it up to your TTY.



KEN ACIA:

“I am sort of going to fudge the definition of what is wireless and what is not when I talk about this first device: the pocket VCO. It's not a pager device. It does not work on its own. What this does is work with any phone, though not on all digital phones, to allow you to use VCO through the relay service. This device is very small, almost as small as a cigarette pack, and you can place it right onto the telephone and make a relay VCO call as it automatically requests VCO when placed over the microphone after which it is moved to the receiver and the display of scrolls by as I speak into the mic. It is so small it fits right into a pocket and works on battery power, so that now, for example, I can make a call from any pay phone anywhere. It is wonderful for traveling where you may not have power sources. The price on this is about \$249, and there is some work in the different states to try to get it added to the various telephone distribution programs. I would love to see that happen. I think it's a great idea.

The next device I want to show you is a two-way paging device that is made by Motorola. And this can be used with features provided by the service provider, called Web-link. It is the T-900, and it is called the Talk-about. Basically, it provides e-mail only, back and forth. You can get some information services like news or sports, scores, stuff like that, sent to this device, but as of yet, it's not working with TTYs or fax. (Editor's note: The T-900 is now also available with WyndTell service.)

Web-link themselves say they are dedicated to working with the deaf, deafened, and hard of hearing communities, so they are working on adding TTY capability. I don't know if that means live conversation or just being able to send or receive messages from a TTY.

Next is another device is also made by Motorola, also Web-link, but this one is more for somebody who wants business features. This one more or less combines your pager and personal data assistant, because you can put things in here, like all your contact information, addresses, phone numbers, e-mail addresses. You can put your full schedule in here. You can also play games which can be handy if you are stuck at an airport or waiting for a meeting.

There are different prices on service plans depending on the features you want. As for the device itself you can pay monthly to lease it or you can buy it outright.

AUDIENCE MEMBER:

I am having trouble finding an AT&T store that sells a neck loop and a Nokia phone; one where I can try out a T coil and cellular phone.

LINDA DAY:

“AT&T stores are required to have a T coil for you to try. They should have them in inventory. I will caution each of you, remember, it's a hearing aid battery that operates that. If you try on a loop set and you get interference from that, it may be that the battery is dead. So make sure they change the battery if you experience trouble to eliminate that possibility.

AUDIENCE MEMBER:

Can a cell phone connect with a cochlear implant?

LINDA DAY:

We don't have any cords or cables that connect with cochlear implants. However, Audex is a company in Texas that specializes in cochlear implant patch cords. Again, be aware that this is a product that right now has most success with analog phones, and not digital.

AUDIENCE MEMBER:

I am told in six months, Nokia will have their coil cord.

LINDA DAY:

Nokia and Audex are working on a solution for that.