

Alcatel-Lucent Alliance and Application Partner Program Communication Solutions for Persons with Disabilities

Enterprises and public organizations are increasingly eager to facilitate the integration of disabled employees into the workforce, whether they be new recruits or enterprise collaborators confronted by a debilitating illness or accident during their professional career. Integrating a disabled person into the workforce, implies installing adapted working tools and, more importantly, providing accessible means of communication. This accessibility must be facilitated regardless of the type of disability, be it sensory or physical.

To address this challenge, Alcatel-Lucent offers a variety of tools for telephony and unified communication which can be integrated into the IT environment of a disabled person and can be easily adapted to that person's requirements according to their sensory and mobility capacities. The communication applications are compatible with specialized third-party applications and products targeted for the disabled and thereby enable the installation of adapted workstations.

ACCESSIBLE AND HIGH PERFORMANCE COMMUNICATIONS SOLUTIONS

The solutions below are generic products in the Alcatel-Lucent portfolio and are based on open standards and protocols compatible with dedicated partner applications:

- This means that enterprises can benefit from solutions that are interesting in terms of cost and deployment time.
- Disabled users benefit from the same level of functionality as other enterprise collaborators while taking advantage of communication solutions adapted to their specific disability, thereby increasing their working comfort and productivity.



Alcatel-Lucent IP Touch: terminals accessibility

For visually impaired persons, the keypads and keyboards supplied with the Alcatel-Lucent IP Touch range of sets have tactile markers.

For those persons who use hearing aids to address their impairment, the Comfort handset, available as standard on high-end telephones, allows magnetic loop coupling.

Alcatel-Lucent IP Desktop Softphone: telephony accessibility

The IP Desktop Softphone provides, on the computer screen, all the functions and features of an IP Touch 4068 telephone instrument: Caller's name, voice mail, mini-messages and all the telephone features.

A Braille console, for example, can be associated with the IP Desktop Softphone, thereby enabling a blind user to access advanced telephony features.

Alcatel-Lucent **OmniTouch** **8600 My Instant** Communicator: unified communication accessibility

My Instant Communicator simplifies access to all multimedia communication services: voice, voice mail, instant messaging, video conferencing, audio conferencing, Web conferencing.

Users can select the media and communication terminal best suited to their disability and manage their different communication sessions very easily.

When a telephone call is received, for example, a deaf person can opt to reply using instant messaging.

PARTNERSHIPS WITHIN THE ENABLEMENT FOR THE IMPAIRED DOMAIN

The Alcatel-Lucent Alliance and Application Partner Program mission is to encourage the development of joint solutions with partner companies, in particular focusing on solutions for the physical or sensory disability domain. The aims of the program are:

- To provide technical support for partners during the development and installation phases
- To test and certify the interoperability of the partner's product(s) and/or application(s)
- To promote these solutions to our customers, installers and other partners

Adapting a workstation can be done on a case by case basis, according to the user's specific capabilities.

Below are some partner communication solutions that are already available:



For the Vision Disabled

United Vision	Wintel is a software interface specifically developed by United Vision, enabling an attendant to consult the information displayed on an Alcatel-Lucent IP Desktop Softphone screen via Braille and/or audio interfaces.
Freedom Scientific	Focus 40 and Focus 80 are versatile Braille displays that can be used with JAWS, a display reader program for MS Windows®. The Braille display works like a tactile screen and enables navigation and reading of the textual information visible on the computer screen.
GN Netcom-Jabra	The headsets certified by Alcatel-Lucent in the GN Netcom-Jabra and Plantronics range are well adapted to telephony and unified communication services (e.g.: automatic off-hook) and allow users to maintain hands free modes of operation so as to better support the use of Braille displays.
Plantronics	



For the Vision Impaired

Eurobraille	Zoomtext Magnifier is a program that manages the enhancement of a computer display under MS Windows®. In particular, it magnifies and optimizes the colors and contrast of the applications used.
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For the Hearing Impaired

GN Netcom-Jabra	Plantronics SupraPlus® micro-headsets for the hearing impaired and the GN Netcom-Jabra GN 2100 Telecoil are audio-compatible with hearing aids used by persons with diminished hearing.
Plantronics	
Plantronics	The Plantronics Clarity range of amplifiers favors the amplification of high frequencies. Conversations are louder, clearer and easier to understand.
MWS	MWS has developed a bright LED 'visual ringer' adaptation module that provides visual indication of the ringing status of Alcatel-Lucent telephones (available in the Alcatel-Lucent catalog).



For the Mobility Challenged

GN Netcom-Jabra	The GN Netcom-Jabra and Plantronics ranges of headsets certified by Alcatel-Lucent reduce muscular effort and enhance the working comfort of mobility impaired persons.
Plantronics	

In certain cases, a disabled person may experience difficulties in using a telephone set. Help can often be provided by bringing these communication tools to the user's PC. Alcatel-Lucent solutions can be accessed via MS Windows® compatible peripherals for the PC: ergonomic keyboards and mice, software pointing systems.

For more information, visit: www.applicationpartner.alcatel-lucent.com