

AIDS FOR SPECIAL NEEDS



Mountain Bell

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The services and equipment described in this booklet were specially designed to help make telephone use easier for our customers with a hearing, speech, sight or motion impairment. We at Mountain Bell hope that one or a combination of the items may help solve your communications needs.

If you or someone you know can be helped, we ask that you contact Mountain Bell's Special Needs Center at 1-800-332-2072. A representative will be glad to assist you in selecting the most suitable equipment or to arrange for the special combination of services that best meets your individual needs. We welcome the opportunity to work with you and to suggest types of equipment and services that may help facilitate your use of the telephone.



Volume Control Handset



Receiver Adapter

If you have a hearing difficulty, one of the following devices may help alleviate your communications problems.

TO AMPLIFY THE VOICE BEING HEARD there are a number of ways we can help you.

A *volume-control handset* can amplify the voice being received. An adjusting wheel on the residence telephone handset controls voice volume which can be increased or decreased, depending on the degree of hearing impairment. The volume can be turned down when someone with normal hearing is using the telephone. A number of coin phones in Colorado are equipped with volume control handsets. These phones are identified by a sound wave symbol.

IF YOU WEAR A HEARING AID, a *receiver adapter* will allow the telephone pickup feature of your hearing aid to properly operate. The adapter is small, portable and simply attaches around the handset earpiece with an elastic band. The adapter does not amplify sound. Rather, it generates a magnetic field that enables persons with aids to hear clearly over any phone — including public pay telephones.

Impaired Hearing Continued

FOR PERSONS WHO HEAR BETTER BY BONE CONDUCTION, a receiver mounted like a headset transmits sound vibrations to the inner ear.

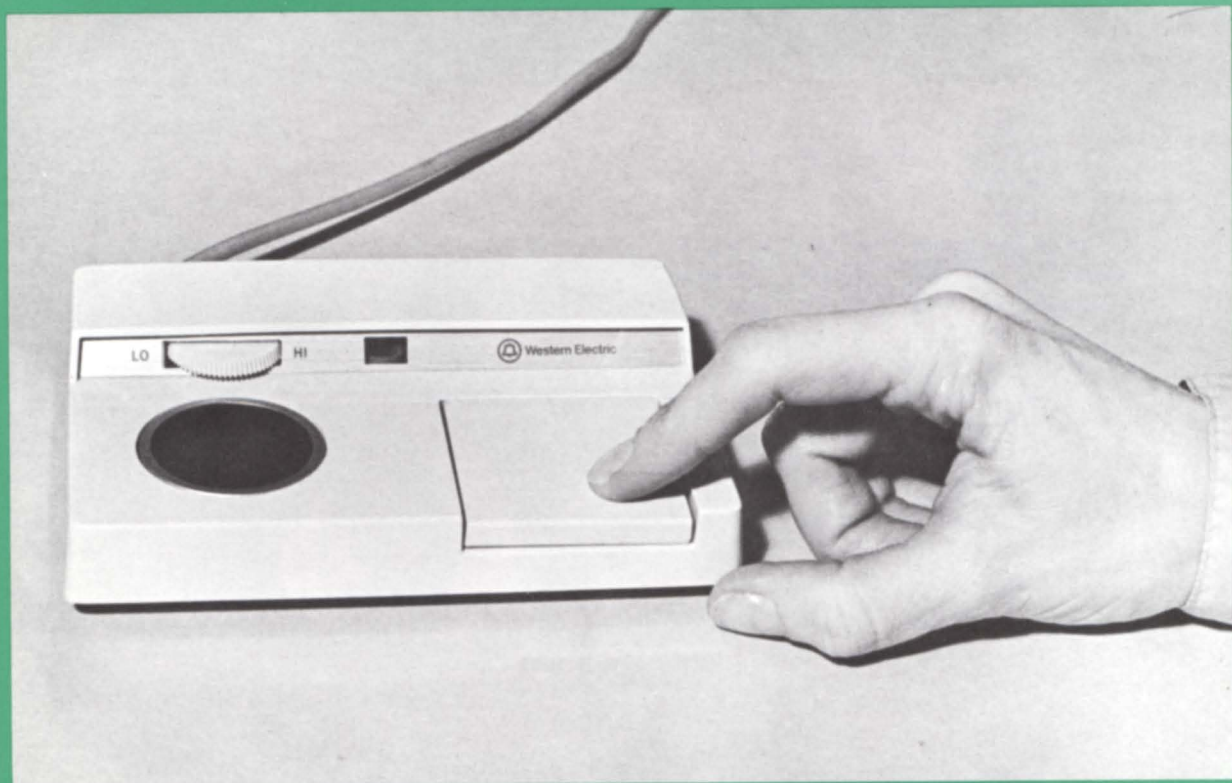
IF YOU ARE DEAF, you can receive information over ordinary telephone facilities by several methods.

The *Code-Com* set converts sound into both visual signals and vibrating (tactile) signals that can be felt. Messages can be received over ordinary telephone facilities by code — Morse, Phillips or a specially prepared code developed by AT&T. The deaf person can read signals by watching the blinking light or feeling the disc.

Teletypewriter devices are a form of electric typewriter. When one person types a message on the machine, the identical message is typed as a detachable printout, or a digital display on a distant machine. (These devices are available from commercial sources.)



Teletypewriter



Watchcase Receiver in use



Impaired Hearing Continued

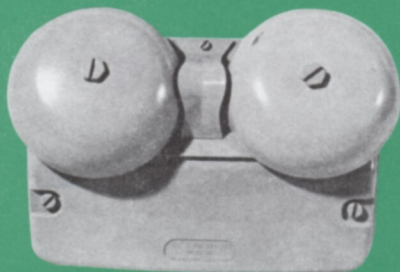
A *watchcase receiver* enables a deaf person to carry on a telephone conversation with the aid of a third person. That person listens to the conversation by means of an adapter connected to an ordinary phone, and repeats the words. By reading the third person's lips, the deaf person knows what is being said and can reply in a normal manner.



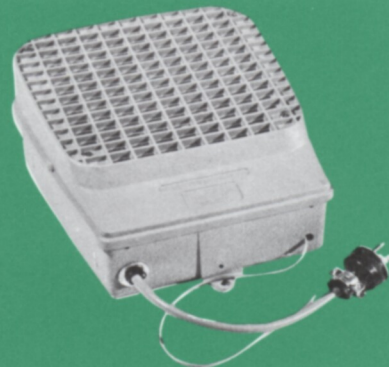
Watchcase Receiver

TO INDICATE THE PHONE IS RINGING, there are a variety of signals that can help your particular hearing disorder.

A *tone ringer* concentrates all of the sound energy in a frequency range where the person's hearing is least impaired. The *universal horn*



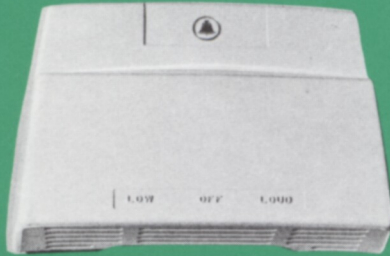
Tone Ringer



Universal Horn

can be heard over loud background noises and over long distances. It is an especially loud horn for persons with severe hearing loss. A *bell chime* provides a much louder sound than an ordinary telephone. A *gong* may be utilized by the person who only needs a louder

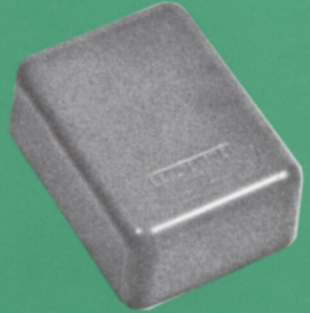
ringing bell. A *buzzer* has a buzzer-like sound and is preferred by some persons with impaired hearing. The *lamp indicator* is a separate lighting device that visually indicates the phone is ringing by flashing on and off. It is used by those individuals who do not wish to have a



Bell Chimes



Gong



Buzzer

loud signal. The *signalman* plugs into any table lamp and will cause the lamp to flash on or off when the phone rings. If the lamp is on, it flashes off; if the lamp is off, the signalman will flash it on. A small neon pilot light indicates the system is in working order.



TO HELP YOU SEE THE NUMBERS ON A ROTARY DIAL TELEPHONE

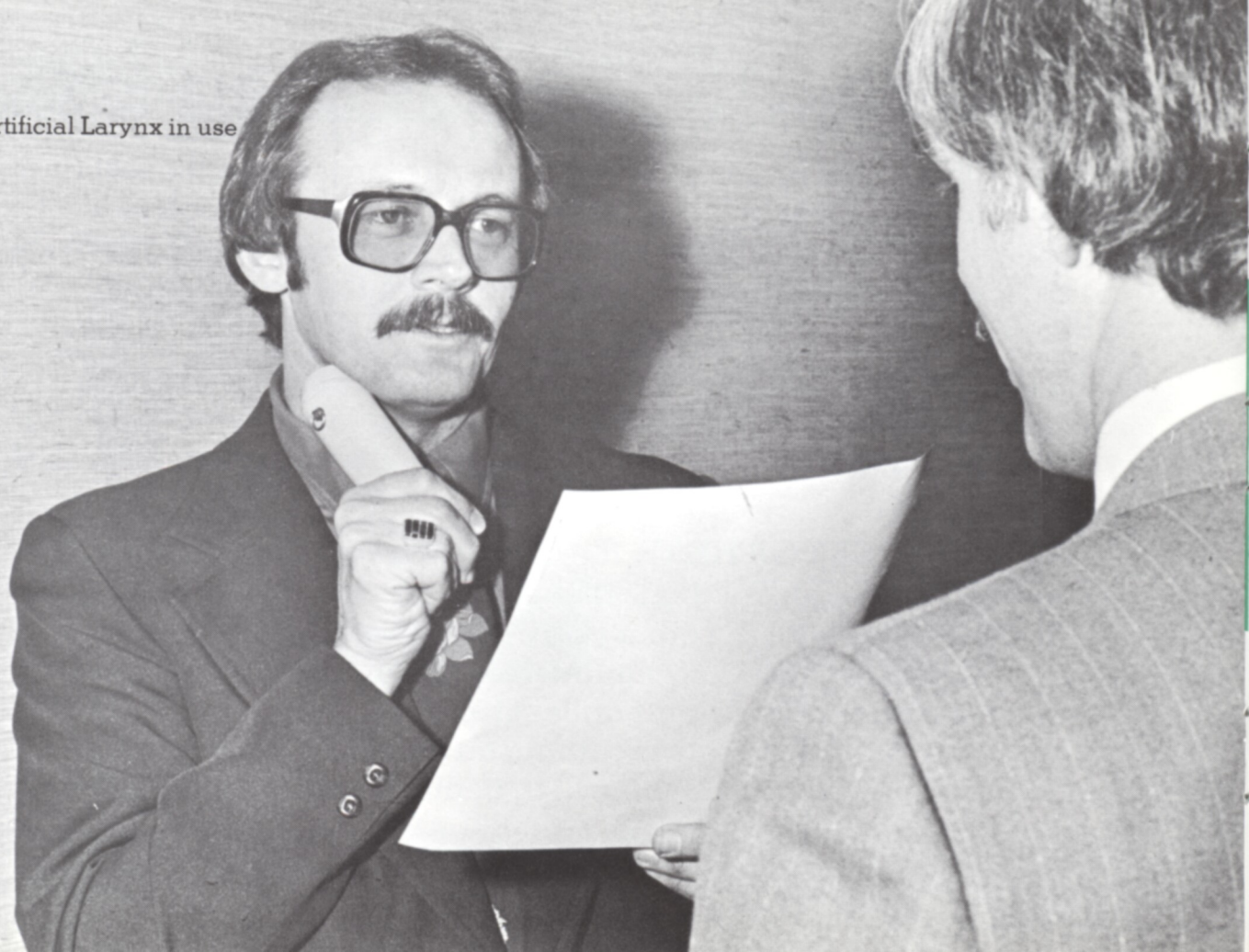
a *dial ring* with raised numbers larger than the standard digits is available free of charge from Mountain Bell. To receive a dial ring simply send in the pre-addressed coupon included in the back of this booklet. These rings are helpful to individuals with visual difficulties.

IF YOU ARE BLIND, a form is available that will exempt you from directory assistance charging. To receive a *directory assistance exemption* form please have someone fill in the return postcard included in the back flap.

IF YOU CAN'T SEE OR HEAR, the *Code-Com* set mentioned on page 4 converts sound signals into vibrating signals that can be felt. Communications with the other party takes place by means of a prearranged code. The deaf-blind person would "read" the signal by feeling the vibrations on a half-dollar size disc.

To know when someone is calling, an *auxiliary signal control* can activate a small electric fan which gently blows when a phone is ringing.

Artificial Larynx in use



IF YOU HAVE VOICE DIFFICULTIES OR CAN'T SPEAK, there are several instruments that may be of help.

An *artificial larynx* is a battery-powered, portable device for persons who have lost use of their larynx. Sound vibrations are produced when the artificial larynx is placed over the throat. The user can learn to speak conversationally — and even with inflections — forming words with tongue, lips and teeth in the usual manner.

The *Code-Com* mentioned on pages 4 and 11 has a sending key which allows signals to be transmitted. The device enables persons without speech to communicate by telephone.

A *confidencer* helps direct the full power of the voice into the mouthpiece.



Artificial Larynx



Touch-Tone®



Touch-a-matic®

FOR PERSONS WHOSE ARM OR HAND MOVEMENT IS IMPAIRED
there are several aids that facilitate dialing.

A *Touch-Tone*® usually is easier to use than a rotary dial phone since a simple downward action on the buttons is all that is needed to make a call. Even if hands are paralyzed, a pencil or similar aid held in a utensil holder on a cuff or splint can depress the buttons.

A *Touch-a-matic*® phone can electronically store up to 31 telephone numbers and dial them for you at the touch of a single button. These may be local or long distance calls. The Touch-a-matic phone can be used as a regular telephone.

A *dialing tool* can be of help to customers who do not have use of their fingers but have sufficient arm power and control to move the dial. The dialing tool can be used on either a rotary or Touch-Tone dial. It is available commercially as well as free of charge from Mountain Bell by filling out the return postcard in the back of this brochure.

A *one-number dialer* can reach a pre-determined number for you. The equipment is activated by the operation of a switch that

Impaired Mobility Continued

automatically dials the pre-programmed number. The one-number dialer can be set to dial the operator, a member of the family or an answering service. It is sometimes possible to have a telephone answering service dial a designated number on your behalf and request that the party call you.

When a handicapped person is unable to operate either a rotary or a Touch-Tone dial, *special services* may be arranged whereby dialing is done by the operator. In that case, we urge you to contact your local telephone representative who will provide every assistance possible to modify the equipment so a special services arrangement can be accommodated.

TO CARRY ON HANDS-FREE COMMUNICATIONS, either of two devices can be used.

A *speakerphone* system provides hands-free use of almost any type of telephone equipment. You can dial without lifting the handset after pressing the "On" side of the transmitter. Your voice is picked up by a transmitter sensitive enough to hear voices clearly anywhere in the room. A dial on the transmitter controls loudspeaker



Speaker Phone

Impaired Mobility Continued

volume. The telephone also can be used in the regular way by merely picking up the handset.

A *lightweight headset* also enables a person with a physical impairment to enjoy hands-free communications. The headset can be worn for prolonged periods of time. It is simple to adjust and to put on.

Lightweight Headset in use



FOR USE WHILE AT WORK, the equipment and services described in this brochure can be adapted to most office situations. Special arrangements also can be made to enable the physically impaired person to function as switchboard attendant.

A *photo-electric probe* allows a blind switchboard attendant to locate the lighted lamps on a switchboard or call director.

For the person with impaired hearing, a small *transistorized amplifier* plugs into the headset jack and allows the person to handle the board without difficulty.

FOR THE HOMEBOUND STUDENT, two systems are available to permit a disabled person to attend school by phone.

School-to-home service allows the temporarily homebound student to participate in his regular classes by means of a loudspeaker and transmitter set up in the classroom and at home.

Tele-class service is used by a specialized teacher to instruct a class of permanently homebound students.

Information on services and equipment for the disabled also can be obtained through any Mountain Bell PhoneCenter Store or business office.

Conclusion

Mountain Bell is anxious to assist those with physical impairments communicate effectively by telephone. For further information on the equipment and devices described in this booklet, you can call or schedule a visit to Mountain Bell's Special Needs Center. One of our trained representatives will help you select the telephone equipment most applicable to your personal needs or to arrange for a special design that will help solve your communications difficulties. The Special Needs Center's toll free number is 1-800-332-2072. Teletypewriter users also can call toll free.

Through the Center, Mountain Bell offers Phone-a-Test, a telephone basic hearing test. By calling 1-800-332-2073 statewide, you can test your hearing by listening to four musical tones at different pitches and intensities.



Mountain Bell's Special Needs Center
1-800-332-2072
Denver, Colorado 80202