Adaptive Telephone Equipment Loan (ATEL) Program

WIRELESS DEVICES
FREQUENTLY ASKED QUESTIONS

WHO DO WE SERVICE?
The ATEL program provides landline and wireless communication devices to residents of the State of Rhode Island who are Deaf, Hard of Hearing, have a speech disability, or have neuromuscular damage or disease (unable to dial or hold a receiver).

WHAT ARE THE REQUIREMENTS IN ORDER TO RECEIVE EQUIPMENT?
To receive equipment the person must: 1) be a resident of Rhode Island, 2) be Deaf, Hard of Hearing, have a speech disability, or have neuromuscular damage or disease (unable to dial or hold a receiver), 3) receive one or more of the following: food stamps, Medicaid, SSI, heating assistance, rite care, family independence program, general public assistance, RIPAE (assisting tiers 60% and 30%) or telephone lifeline service, or have an income below the 250% poverty line (see chart on back of application). If you are ineligible, please visit our website at www.atel.ri.gov or call our office at (401) 462-7857, for information on purchasing equipment or short term loans.

HOW DOES A PERSON APPLY?
To apply, the person must fill out the application form. There are two different applications: Landline/home telephone devices and wireless device (iPhones, iPads and Jitterbug devices). In addition, a Certificate of Disability must be completed and signed by an authorized professional.   The Certificate of Disability statement should be completed by one of the following: 1) a doctor, 2) a speech pathologist, 3) an audiologist, 4) a rehabilitation counselor of the Office of Rehabilitation Services (ORS), or 5) A teaching staff member of the RI School for the Deaf (only if the applicant attends, or has attended the school).

HOW LONG DOES THE PROCESS TAKE?
Because equipment is loaned free of charge and many people apply, it is not possible to specify how long an applicant will have to wait. Devices are issued on a first-come, first-serve basis.

The average wait, is about three-four weeks for landline/home telephone devices, the Jitterbug Flip and the Jitterbug Smartphone. However, due to limited ATEL Program funds and the significant expenses of the iPhones/iPads, these devices will be restricted to a yearly allocation, and then individuals will be placed on a waiting list for the following year. Landline/home devices and the Jitterbug wireless devices will not be subjected to these restrictions.   The ATEL program provides **ONLY ONE** landline/ home telephone **OR** wireless device, the client is responsible for activation fees and monthly plans.

IS THERE ANY IPHONE/IPAD SUPPORT AVAILABLE?
You can call Teltex Technical Support @ 1-888-515-8120 or visit www.iAccessibility.com for individuals with disabilities who use Apple IOS devices to have equal and full access to information about the device, apps and accessories.

HOW DO I GET EQUIPMENT?

Upon approval the wireless device will be shipped to your home.

- It will arrive with the device and with the approved case
  - The wireless device must be housed in the approved case at all times.
  - The iPads/iPhones are laser etched with "Property of the State of RI ATEL Program"
  - You are responsible for setting up your equipment.

IS THE EQUIPMENT MINE TO KEEP?

The wireless devices are a property of the State of Rhode Island.

- If the wireless device is found at a Pawn Shop, on eBay, on Craigslist or another venue, you will be expelled from the ATEL Program
- You cannot sell, trade or give the equipment to another person, or take the equipment out of State. You are responsible for returning the wireless device to Teltex (see instructions below under returning devices) if you move out of RI, or do not use the wireless device.
- One iPad/iPhone and case is available per client, per household. The equipment is on loan to you for 3 years. You may contact the ATEL Program every 3 year for an upgrade, and will be placed on a waiting list, until new equipment is available.

WHAT IS THE iPAD/iPHONE USAGE CRITERIA?

- The iPad/iPhone you are receiving must be used for telecommunications and communications purposes.
- The iPad/iPhone will be shipped to you pre-loaded with telecommunications and communications applications specific to your self-identified disability.
- The iPad/iPhone will have a web filter installed that will prohibit access to websites with adult content.
- You are responsible for properly using and maintaining the equipment. Any unauthorized modifications will result in confiscation of the equipment and expulsion from the ATEL Program.

WHAT DO I DO IF MY DEVICE NEEDS TO BE REPAIRED OR RETURNED?

- The equipment has a 3 year warranty -If you experience any problems with your equipment call Teltex Technical Support @ 1-888-515-8120.
- If your equipment needs to be repaired call Teltex @ 1-888-515-8120.
  - NOTE: Teltex CANNOT make house calls
  - Obtain a return authorization number (RMA #) from Teltex and ship to Teltex.
  - NOTE: YOU ARE FINANCIALLY RESPONSIBLE for shipping the equipment to Teltex SHIP TO: TELTEX, 1081 W INNOVATION DRIVE, KEARNEY, MO 64060
  - PLEASE DO NOT TAKE YOUR IPAD OR IPHONE TO THE APPLE STORE FOR REPAIRS. TELTEX IS THE AUTHORIZED APPLECARE PROVIDER FOR YOUR DEVICE
- If your equipment is nonfunctional:
  - Broken or Damaged: If your equipment is broken or damaged through misuse or negligence, you are financially responsible for ALL costs related to repairing or replacing the equipment at the current retail value.
  - Fire or Theft: If your equipment has fire damage or is stolen, you are responsible to provide the ATEL Program with a copy of the police or fire department report.
  - Lost: If your equipment is lost, you are financially responsible for ALL costs related to replacing the equipment at the current retail value.

WHAT TYPES OF EQUIPMENT ARE AVAILABLE?

LANDLINE DEVICES
Volume control telephones, flashers/bell ringers, emergency devices, speakerphones, Captel relay telephones, traditional relay telephones and telephone fluency system are available on our landline/home application.

WIRELESS DEVICES
A variety of wireless devices: Jitterbug devices, iPads and iPhones.

If you are requesting a specific app you will have to have a physician, an audiologist, a speech pathologist, a rehabilitation counselor of the Office of Rehabilitation Services (ORS) or a teaching staff member of the RI School for the Deaf (only if the applicant attends, or has attended the school) sign off on this request on your certificate of disability form**.**

STANDARD APPS INCLUDED WITH IPADS/IPHONES BY DISABILITY GROUP				
Apps for Deaf and Hard of Hearing				
Internet Protocol Relay (IP Relay)				
The Standard App Package for Deaf and HOH includes Sprint IP Relay. IP Relay is a form of Telecommunications Relay Service (TRS) that enables people who have difficulty hearing or speaking to communicate through the telephone system with hearing persons. The iOS® device can accomplish this by accessing IP Relay through the built-in Wi-Fi and installed app, and using the iPad® keyboard to communicate.				
Video Relay Service (VRS)				
The Standard App Package for Deaf and HOH includes Convo, Purple P3, Sorenson and ZVRS Z5. Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment. The Interpreter facilitates communication The iOS® device can accomplish this by accessing Video Relay Service through the built-in Wi-Fi and installed app, and using the iPad® front facing camera to communicate.				
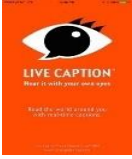
Video Calls & Video Texting			

The Standard App Package for Deaf and HOH includes Skype, Oovoo and Glide.

Video Calls enable persons with hearing disabilities who use American Sign Language (ASL) or Speech Reading to communicate through their iOS® device.

The iOS® device can accomplish this by accessing Video Calls through the built-in Wi-Fi and installed apps, and using the iOS® device front facing camera to communicate.

Internet Protocol Captioned Telephone Service (IP-CTS)	

The Standard App Package for Deaf and HOH includes Hamilton Relay.

IPCTS is a form of Telecommunications Relay Service (TRS) that allows a person with hearing loss but who can use his or her own voice and has some residual hearing, to speak directly to the called party and then listen, to the extent possible, to the other party and simultaneously read captions of what the other party is saying.

The iOS® device can accomplish this by accessing IP Captioned Telephone Service through the built-in WiFi and installed app, using the iOS® device screen to read the captions to communicate while using a landline or wireless phone to speak and use residual hearing

Voice Recognition	

The Standard App Package for Deaf and HOH includes Live Caption.

Live Caption for iOS listens to spoken words and translates that to text in real time. It is best for in-person conversation, not for use with incoming phone calls.

Apps for Speech Disabilities

Alternative Augmentative Communication (AAC)				

The Standard App Package for Speech includes Proloquo2Go, but other AAC apps such as Proloquo4Text, Tobii Dynavox Compass or TouchChatHD can be substituted.

AAC apps are software applications for mobile devices that can help individuals who are nonspeaking or those whose speech is not usually understood by others.

The iOS® device can accomplish communications by allowing an individual to tap images on the screen to make phrases and the iOS device will speak those phrases. The iOS® device can accomplish telecommunications by allowing an individual to either connect the iPad® to a landline phone jack, or use the iPad® and a speakerphone, and the individual taps images on the screen to make phrases and the iPad® will speak those phrases.	

Autism Xpress	
The Standard App Package for Speech includes the Autism Xpress. This app has been created to help promote greater awareness about autism spectrum disorders. It is designed to encourage people with autism to recognizes and express their emotions through its fun and easy to use interface. The iOS® device can accomplish this by showing a grid of images with emotions depicted, and the individual taps the image that represents their response.	

Yes/No from I Can Do Apps	
The Standard App Package for Speech includes Yes/No. This app from I Can Do Apps is an educational tool designed in collaboration with a Speech Language Pathologist that allows non-verbal individuals to communicate yes and no. The iOS® device can accomplish this by showing a green Yes smile image and a red No frown image, and the individual taps the image that represents their response.	

Internet Protocol Relay (IP Relay)	
The Standard App Package for Speech includes IP Relay. This app is a form of Telecommunications Relay Service (TRS) that enables people who have difficulty hearing or speaking to communicate through the telephone system with hearing persons. The iOS® device can accomplish this by accessing IP Relay through the built-in Wi-Fi and installed app, and using the iPad® keyboard to communicate.	

Video Relay Service (VRS)				

The Standard App Package for Speech includes Convo, Purple P3, Sorenson and ZVRS Z5. Video Relay Service (VRS) is a form of Telecommunications Relay Service (TRS) that enables persons with hearing disabilities who use American Sign Language (ASL) to communicate with voice telephone users through video equipment. The Interpreter facilitates communication

The iOS® device can accomplish this by accessing Video Relay Service through the built-in Wi-Fi and installed app, and using the iPad® front facing camera to communicate.

Video Calls		

The Standard App Package for Speech includes Skype and Oovoo.

Video Calls enable persons with hearing disabilities who use American Sign Language (ASL) or Speech Reading to communicate through their iOS® device.

The iOS® device can accomplish this by accessing Video Calls through the built-in Wi-Fi and installed apps, and using the iOS® device front facing camera to communicate.

Apps for Neuro-Muscular

Alternative Augmentative Communication (AAC)				

The Standard App Package for Neuro-Muscular includes Proloquo2Go, but other AAC apps such as Proloquo4Text, Tobii Dynavox Compass or TouchChatHD can be substituted.

AAC apps are software applications for mobile devices that can help individuals who are nonspeaking or those whose speech is not usually understood by others.

The iOS® device can accomplish communications by allowing an individual to tap images on the screen to make phrases and the iOS device will speak those phrases.

The iOS device can accomplish telecommunications by allowing an individual to either connect the iPad® to a landline phone jack, or use the iPad® and a speakerphone, and the individual taps images on the screen to make phrases and the iPad® will speak those phrases.

Yes/No from I Can Do Apps	
The Standard App Package for Neuro-Muscular includes Yes/No. This app from I Can Do Apps is an educational tool designed in collaboration with a Speech Language Pathologist that allows nonverbal individuals to communicate yes and no. The iOS® device can accomplish this by showing a green Yes smile image and a red No frown image, and the individual taps the image that represents their response.	

General Accessibility	
General accessibility apps allow a person with a physical or mobility disability the accessibility information and skills necessary for living independently and accessing the community based on proven content. The iOS® device can accomplish this by providing an accessible tool that is specifically designed to be used directly by individuals with physical or mobility disabilities for their specific needs.	

Apps for all Disability Groups

Engage by eView	
Engage is the easiest and most exciting way to access information about deaf-related news and events, as well as emergency alerts in American Sign Language	

NIXLE-Emergency Text Alerts	
Over 7000 schools and police departments across the country use Nixle to keep consumers up to date on everything from crime reports to emergency alerts	

YouTube	
Videos and training in American Sign Language, spoken English and fully closed captioned	

FEMA	
FEMA app contains preparedness information for different types of disasters, an interactive checklist for emergency kits and info on how to stay safe and recover after a disaster	

Red Cross	
The Red Cross apps are the complete solution consumers need to understand and prepare for emergencies	
The Weather Channel	
Fully accessible weather information	
Advanced 911	
Send text messages, photos, your address and GPS location to participating 911 centers/PSAPs	
Google Hangouts	
Interactive video and text based conference calls.	
Google Chrome	
Web browser by Google	
Free Wi-Fi Finder	
Instantly find FREE Internet hotspots wherever you are in the world online or offline	
Notebook Free	
Free note taking app	

QUESTIONS?

Check back with us often; we are always researching new technology that will be of assistance to qualified applicants. If you have any information on a new product, which will assist our customers with using the telephone, please contact us at 462-7857.

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PLEASE KEEP THIS INFORMATION PACKET FOR REFERENCE.