ALCATEL-LUCENT COMMUNICATION SOLUTIONS FOR PERSONS WITH DISABILITIES
ALCATEL-LUCENT APPLICATION PARTNER PROGRAM

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.

GENERIC COMMUNICATION SOLUTIONS COMPATIBLE WITH PARTNER APPLICATIONS

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

- 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.

Terminals accessibility with Alcatel-Lucent IP Touch™

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

Tactile markers of the IP Touch 4068

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.
Since IP Touch 4068 phone is Bluetooth compatible it can easily be paired with hearing aids that support Bluetooth.

Telephony accessibility with Alcatel-Lucent IP Desktop Softphone

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.

Thanks to Jaws® Screen Reading Software, a Braille console can be associated with the IP Desktop Softphone, thereby enabling a blind user to access advanced telephony features. A visually impaired user will use a screen magnifier software to enlarge and enhance the display and make it easier see.

Accessibility for operators with Alcatel-Lucent 4059 Multimedia Attendant Console

Alcatel-Lucent 4059 Multimedia Attendant Console is fully compatible with visually impaired persons' needs.

Unified communication accessibility with Alcatel-Lucent OmniTouch™ 8600 My Instant Communicator

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

AT THE SPEED OF IDEAS™

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Partnerships within the enablement for the impaired domain

One of the Alcatel-Lucent Application Partner Program missions is to encourage the development of joint solutions for the physical or sensory disability domain with partner companies.

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:

www.unitedvision.fr	www.eurobraille.fr	www.freedomscientific.com	www.mws.fr	www.jabra.com	www.plantronics.com	www.senncom.com

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 using 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 Plantronics Sennheiser	The headsets certified by Alcatel-Lucent in the GN Netcom, Plantronics, and Sennheiser ranges are well adapted to telephony and unified communication services (for example, automatic off-hook) and allow users to maintain hands-free modes of operation so as to better support the use of Braille displays.

FOR THE VISION IMPAIRED

	Eurobraille United Vision	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.

FOR THE HEARING IMPAIRED

	GN Netcom – Jabra Plantronics	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.
	Sennheiser	Oticon, part of the same holding as Sennheiser, designs hearing aids, some of them embedding the Bluetooth® functionality compliant with Alcatel-Lucent stations.
	Plantronics	The Plantronics Clarity range of amplifiers favors the amplification of high frequencies. Conversations are louder, clearer and easier to understand.
	MWS	The adaptation module may drive a flash light to alert a hearing impaired user when a call is ringing. This external ringing interface module (ref. 3GV28050AA) is available in the Alcatel-Lucent catalog (flashlight available separately).

FOR THE MOBILITY CHALLENGED

	GN Netcom – Jabra Plantronics Sennheiser	The GN Netcom, Plantronics and Sennheiser ranges of headsets, certified by Alcatel-Lucent, reduce muscular effort and enhance the working comfort of mobility impaired persons.
	Various brands	In certain cases, a disabled person may experience difficulties in using a telephone set. By installing a softphone on the disabled person's PC, he/she can access any Alcatel-Lucent solutions using MS Windows compatible peripherals for the PC: Ergonomic keyboards and mice, and software pointing systems.

For more information about the AAPP Program and its benefits, visit our site: http://applicationpartner.alcatel-lucent.com or contact us at application.partner@alcatel-lucent.com

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