Alcatel-Lucent Enterprise Communication Solutions for Persons with Disabilities

ALE Developer and Solution Partner Program with your business community

Employees with disabilities face daily challenges while accessing the full range of opportunities available to others. Whether they are new or existing employees with permanent or temporary disabilities, it is challenging for organizations to offer every employee communication and collaboration solutions that:

- Improves the teams' productivity
- Increases customer satisfaction
- Integrates sensor or physical functionalities for disabilities (vision, hearing and mobility)

Alcatel-Lucent Enterprise provides companies of all sizes unified communications solutions and devices allowing the workplace to be adapted to employees' sensory and mobility capacities.

Through the Alcatel-Lucent Developer and Solution Partner Program (DSPP), specialized third-parties are engaged in a quality process to deliver fully integrated products to users.

Generic communication solutions compatible with partner applications

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

- Enterprises can benefit from solutions that are of interest 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.

Terminal accessibility with Alcatel-Lucent Enterprise Essential and Enterprise range Deskphones

For visually impaired people, the keypads and keyboards supplied with the Alcatel-Lucent Enterprise Essential and Enterprise range DeskPhone product line have tactile markers.

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

Get more information at: https://www.al-enterprise.com/en/products/devices/ale-deskphones

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Telephony accessibility with Alcatel-Lucent IP Desktop Softphone

The IP Desktop Softphone provides on PCs and MACs, all the functions and features of a 8068s Premium DeskPhone telephone: Caller's name, voice mail, mini messages and all the telephony 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.

Get more information at: https://www.al-enterprise.com/en/products/applications/ip-desktop-softphone

Collaboration solution with Alcatel-Lucent Rainbow

Alcatel-Lucent Rainbow is cloud based, enterprise-grade, Unified Communication as a Service (UCaaS) application that connects people and systems.

The Rainbow application offers contact management, presence, instant messaging, audio/video calling, screen sharing, and file sharing via desktops and smartphones.

Instant messaging is an alternative for deaf people. Video calling could be used for colleagues speaking in sign language.

Get more information at: https://www.openrainbow.com/

Partnerships within the enablement for the impaired domain

One of the Alcatel-Lucent Enterprise Developer and Solution 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:

Ceciaa	GN	poly	EPOS
www.ceciaa.com	www.jabra.com	www.poly.com	www.eposaudio.com

| For the vision disabled	
Ceciaa	Wintel is a software interface specifically developed by United Vision (part of Ceciaa), enabling an attendant to consult information displayed on an Alcatel-Lucent Enterprise IP Desktop Softphone screen using Braille and/or audio inter-faces.
Jabra Poly EPOS	The headsets certified by Alcatel-Lucent Enterprise in the Jabra, Poly, and EPOS 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 to better support the use of Braille displays

For the hearing impaired	
Jabra Poly	Poly **SupraPlus®** (H251H/H261H models) and **EncorePro** (HW510V/HW510/HW520V/ HW520 models) and the Jabra GN 2100 Telecoil are audio compatible with hearing aids used by persons with diminished hearing.
EPOS	**IMPACT SC 660 TC** Premium, wired, double-sided headset equipped with hearing aid-compatible telecoil transmitters. Works with all standard telecoil-equipped hearing aids. Enjoy perfect speech and outstanding audio with EPOS Voice Clarity and ultra-noise-cancelling microphone and benefit from a high-quality, reliable craftmanship. Designed for professionals in enterprises and offices with special hearing needs requiring outstanding sound performance, durability and exceptional wearing comfort
Poly	Poly assistive products for use with Bluetooth® Neckloop Pendants and wireless connection to PCs. For soft-phone applications USB-Bluetooth adapters, Models BT300, BT600 and SSP 2714, facilitate the connection between the pendant and the PC. Incoming audio from the desk phone, mobile phone, PC or MDA is sent via Bluetooth to the Pendant. Then incoming audio is sent from the Pendant to the T-Coil hearing aid(s) via induction. The Pendant typically has a built-in microphone. It captures the user's speech which is then sent out to the deskphone, mobile phone, PC or MDA via Bluetooth. (No headsets are used in these situations.)

For the mobility challenged	
Jabra Poly EPOS	The GN Netcom, Poly and EPOS ranges of headsets, certified by Alcatel-Lucent Enterprise, 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 Enterprise solution using MS Windows compatible peripherals for the PC: Ergonomic keyboards and mice, and software pointing systems.

Tactile markers for easy use by visually impaired persons on the keyboard and keypad of the Alcatel-Lucent Enterprise Essential and Enterprise range DeskPhones.
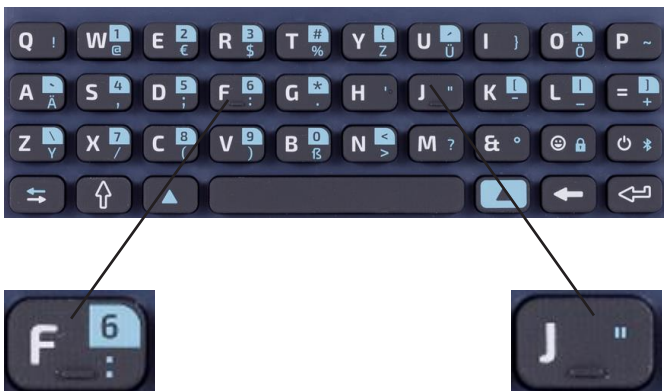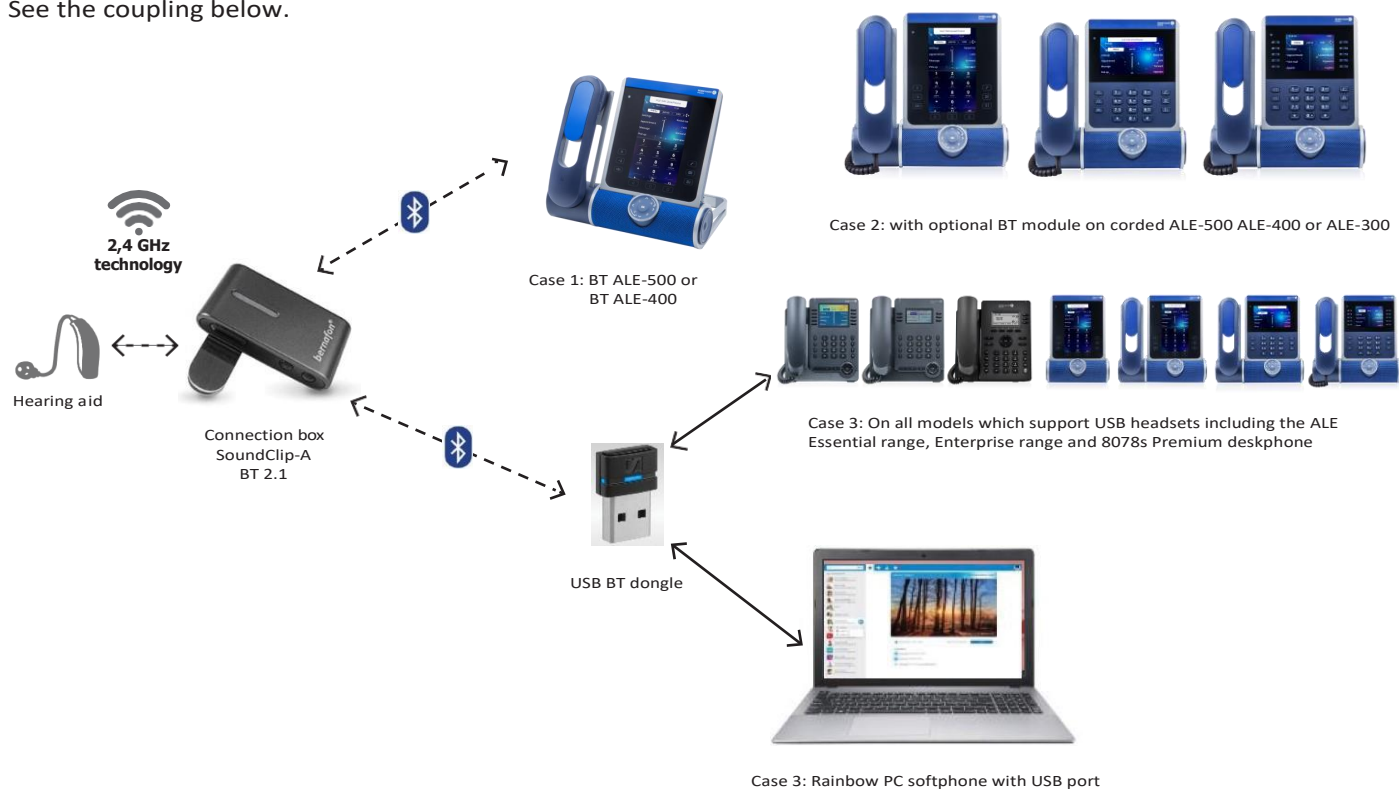

ALE Enterprise keypad

ALE Essential keypad

Hearing-impaired accessories

For disabled people who need amplification, in addition to the devices provided by our main partners (Jabra, Poly, EPOS), as an example, Bernafon a subsidiary of Oticon provides hearing aids based on Bluetooth technology through a connection box which are compatible with our BT supported phones natively on ALE-500/ALE-400, optional with BT module on ALE-300, ALE-400 and ALE-500, supported on all Essential range, Enterprise range, 8078s Premium deskphone which support USB headsets and Rainbow on PC with USB port.

See the coupling below.

2,4 GHz technology

Hearing aid

Connection box
SoundClip-A
BT 2.1

Case 1: BT ALE-500 or BT ALE-400

Case 2: with optional BT module on corded ALE-500 ALE-400 or ALE-300

Case 3: On all models which support USB headsets including the ALE Essential range, Enterprise range and 8078s Premium deskphone

USB BT dongle

Case 3: Rainbow PC softphone with USB port

For more information about the DSPP Program and its benefits, visit our site: https://www.al-enterprise.com/en/partners/dspp or contact us at dspp@al-enterprise.com

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