

# Beyond Hearing Aids Newsletter

Helping Professionals Provide Successful Solutions with ALDs

August 2007

www.beyondhearingaids.com



## Upcoming Schedule

8/5-8/7

Job Accommodations Network  
Conference Washington DC

8/26-8/28

Kentucky Academy of  
Audiology Conference  
Louisville, KY

## President's Message

Becky Morris, President

## Listening to Answering Machine and Voice Mail Messages: Our Best Solutions

Listening to an answering machine or voice mail message with a hearing loss is frustrating. There are many solutions available. We generally recommend purchasing a good quality phone geared to your level of hearing loss and getting the monthly mailbox service from the phone company so that you can retrieve your messages through a relay service. In this newsletter, we list some phones that come with answering machines and describe the various ways that you can receive your messages in text through a relay service.

## Cordless Phone with Answering Machine

This 2.4 GHz amplified (30 dB) hearing aid compatible cordless phone has an answering machine with 3 separate voice mailboxes and a "repeat-slow" feature. Here are some additional features:

- Caller ID (50 name and number ID memory) and Call Waiting
- 3.5 mm output jack (for cochlear implant patchcords, neckloops, headphones or speakers) on the base
- Selectable ringer styles



HC-PHONE4  
V-Tech \$179

This phone can be ordered with an additional handset.



HC-PHONE7 V-Tech \$199.99



HC-PHONE6  
Uniden  
\$179.99

## Access Answering Machine from Handset

It's much easier to hear answering machine messages when you can place the handset next to your ear. Besides the digital answering machine, this hearing aid compatible amplified (30 dB) cordless phone comes with these additional features:

- Caller ID/Call Waiting with 30 Caller ID memory
- 10 number speed dial
- Adjustable ear piece and ringer volume
- 3.5 mm neckloop jack on the handset and base
- Desk or wall mount
- Handset locator and new message LED indicator

## Changing Voice Mail Messages to Text

You can get voice mail messages changed to text by using the devices listed below. Read how easy it is to use these devices to get voice mail messages converted to text:

- Blackberry Email cell phone
- Voice Carry Over (VCO) phone or TTY
- CapTel phone



Blackberry

### Using a Voice Mail Service to Change Voice mail to E-mail for your Blackberry Cell Phone

There are special voice mail subscription services (Dicto-Mail, PhoneWire) that provide you with a personal phone number that accepts voice mail messages. The voice mail messages are then automatically converted to e-mail text messages that are e-mailed to your cell phone or your Blackberry pager. That way, you can simply read your voicemail messages instead of listening to voice mail.

### Using the Relay Service to Change Voice mail to text for a VCO Phone or TTY Machine

You can use a relay service to change your voice mail to text when using a voice carry over (VCO) phone or TTY machine. Relay services are free services provided by your phone company. First, get a voice mailbox through your phone company. Now the relay operator calls your voice mail number and uses your password to check your messages. He or she then types your messages to your VCO phone or TTY. There is an additional fee on your phone bill for this service.

If you don't have a voice mailbox, but want to change your answering machine messages to text, use an option called "Slam." Slam is short for "single line answering machine" retrieval. Call the relay service and tell them you want SLAM. The operator will tell you to put your phone on the answering machine and hit play. She then records the message and types it back to you.

You can also use the new captioned telephone (CapTel) and read captions of voice messages left on an external answering machine. You can also check messages left on your voice mail system when using CapTel. Check the Ultratec website: [www.ultratec.com](http://www.ultratec.com) to see if your state has this service.

Note: You can also use your computer's web browser to contact the relay service. This is called IP Relay.



Clarity VCO Phone



Compact TTY



Beyond Hearing Aids

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