

Advanced text communications for state governments

OVERVIEW

State governments are challenged with meeting state and federal mandates such as the ADA and Section 508 for the deaf and hard of hearing. State divisions and departments each have services and information vital to impaired citizens. The old TTY approach is expensive to maintain and operate and cumbersome to use. Today's advanced communications require creative solutions for everyday tasks such as:

- Providing a common state-wide text communications infrastructure
- The ability of anyone to connect from any browser, TTY device or freeware
- Supplying state employees a secure mechanism to transfer impaired clients to specialists or other departments.

Easy-to-use, PC-based text communications systems are required that can work in any standard windows environment.



NXi's systems have proven value in addressing the state-wide text communications problems of the deaf and hard of hearing.

MEETING THE ADA ACCESSIBILITY CHALLENGE ACROSS ALL BRANCHES OF STATE GOVERNMENT...

The NTS™ client-server system provides a common, state-wide system integrating TTY, browsers, voice callers using Relay On Demand™, personal computers, PDA's and text pagers. The secured server resides on a publicly available network and cannot be "hacked". Clients use any of the input devices to communicate with state employees using text messages that can be exchanged, IM'd, forwarded, or left as mail. NTS augments existing

mail systems by providing immediate text connections for on-line users.

With NXi's NTS technology, a single system administered by state IT personnel can:

- provide a common access point for TTY, browsers, voice callers using Relay On Demand™, computers, PDA's and text pagers.
- insure compliance with the accessibility requirements of Federal laws, including the ADA and Section 508 and 255 requirements.
- Provide text call transfers, group rings, and conference calling.

For example, one state government, running on a single server, started a pilot program in the Department of Occupational Rehabilitation. The pilot quickly spread to the entire Department of Labor. Another state's pilot program for Health and Human Services was hosted and totally supported on an outsourced basis.

Other state entities that would benefit from improved text communications include: state courts, department of motor vehicles, department of education, department of health, and department of public safety. In fact, every TTY within state government can easily be replaced with inexpensive client software to interactively answer text callers.

ISSUES

- ◆ Current TTY systems are expensive and difficult to manage.
 - ◆ Current TTY systems do not scale to state-wide solutions.
 - ◆ State employees need an easy-to-use text messaging system that anyone in a department can use to answer accessibility calls from TTYs, the Internet, and networked computers.
 - ◆ Constituents need a no-cost, consistent form of text communications to all branches of state government.
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Nextalk Client Features*

- Call any other Nextalk user
- Accept calls from any other Nextalk user
- Call or accept calls from a TTY
- Receive calls from anyone on a browser
- Dial by name or dial by number
- Phone book by groups and users
- Answer, take message, don't answer
- Messages forwarded to email/pager/pda
- Group ring (administrator-defined groups)
- Sender/receiver split conversation window
- Transfer call to another Nextalk client
- 128-bit encrypted communications
- Send or receive IM or text email messages
- User preferences configuration
- Save conversation option

NXi Communications designs and produces communications products for the Deaf and Hard of Hearing to provide an integrated system for advanced text communications.

NXi's products provide text accessibility for customers such as schools and universities, call centers, and state and federal government agencies.

To learn how NXi can help your school with its' text communications needs, contact NXi.

For more information

Contact your NXi, Inc. sales representative or partner or call NXi, Inc. at (801) 274-6001 or (801) 274-6004 (TTY).

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Visit our Web site at:
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*A Freeware version of Nextalk is available at <http://www.nextalk.net>