Making telephone calls accessible

Using the device in your pocket to enable real-time text/voice phone calls
Outline

• Context
• Current situation
• Solution
• Pushing the boundaries
• Working with other products
• Future proofing
Context

• The app is part of BT’s Next Generation Text Service that is replacing Text Relay next April
• Real-time = word by word text
• This presentation focuses on the app
Current situation

- **Text Relay**
  - 😊 Is integrated with phone system
- **But**
  - 😞 Need an textphone
  - 😞 Only practical with standard phonesocket
  - 😞 Switches between text or voice
Solution

Multi-channel

Integrating with phone service

Phone independent
Real-time concurrent parallel channels

The standard phone call

Augmented with a text channel
Speaking and reading
Typing and hearing
The Next Generation Text Service app

- Available for a wide range of devices e.g. smartphone, tablets, personal computers, etc.
- From the usual app stores and NGTS website
- Integrated with NGTS
- Used to augment a telephone call
- Simple function that provides text channel

```
Set-up       Connect
Hello how are you?
Keypad       Phrases

Set-up       Connect
Hello how are you?
Keypad       Phrases
```
Making and receiving a call

Java app on Internet connected device such as tablet, smartphone, computer

Standard voice phone such as home phone, business extension, payphone, mobile, VoIP

Hello world 😊

Always rings

You have a call via NGTS

Answer on either or both

© British Telecommunications plc
Pushing the boundaries

Phone call: fixed, mobile, VoIP

NGTS

Internet connection:
broadband, Wi-Fi, mobile Internet

Device boundary when combined in a single device

Not all smartphones can do two things at once i.e. mobile Internet and a voice call
Working with other products

Current service
• Address and protocol
• Like some letters that don’t fit the letter box some devices don’t connect every time

New app
• Application Programming Interface (API)
• Self-addressed airmail
A VoIP softphone can make the phone call and connect to the NGTS in a single operation.
Thank you

Michael J Day
Text Relay Product Manager
michael.j.day@bt.com