ACCESS ®

Office

Accessibility Communication Software

Enables communication for your Deaf and Hard of Hearing customers, as well as your Hard of Hearing Employees.

NexTalk ®
Innovative Communication Software

Features of ACCESS Office.......

Founded in 1990, under the name NXi Communications, NexTalk is a leading provider of communication solutions for the Deaf, Hard of Hearing and non-English speaking. In 2014, NexTalk introduced ACCESS, our latest communication platform for the Deaf, Hard of Hearing and Non-English speaking. ACCESS Office is an all-in-one communication tool with communication features for both your customers and your employees.

SpeechPath
Captioned Calls

SpeechPath from NexTalk is one of the easiest ways for your hard of hearing employees to still send and receive telephone calls. Additionally, Speechpath can help them hear and participate in company meetings and conference room discussions.

ACCESS Office includes TTY Call management. This allows you to receive incoming calls from the deaf and hard of hearing community. NexTalk will provide you with a Public-facing TTY number that you can print on your brochures, documents and web site.

ACCESS Office includes Over-the-Phone (OPI) interpreting. Allowing your staff to connect instantly to spoken language interpreters for over 200 spoken languages.   ACCESS Office OPI can be used with any existing phone and does not require special phones or equipment.

SpeechPath

Captioned Calls

According to the National Association of Deaf, there are over 48 million people in the United States that need some type of assistance with hearing. Of these 48 million people. Gallaudet University estimates, at best, 500k of them know American Sign Language. This means that better than 47.5 million people, almost 15% of the US population, needs text based conversation to communicate. The large majority of these 47.5 million people are our aged generation (think baby boomers). Incidentally, this also happens to be one of the largest demographics who frequents hospitals and clinics.

SpeechPath was created by NexTalk as a communication solution for these Hard of Hearing individuals. SpeechPath is a Speech-to-text feature that allows the Hard of Hearing to send and receive phone calls, while reading the text from the caller on their screen.

This can be used by both patients and Staff who are hard of hearing.

Below is a screen shot from a SpeechPath call to Amazon customer service.
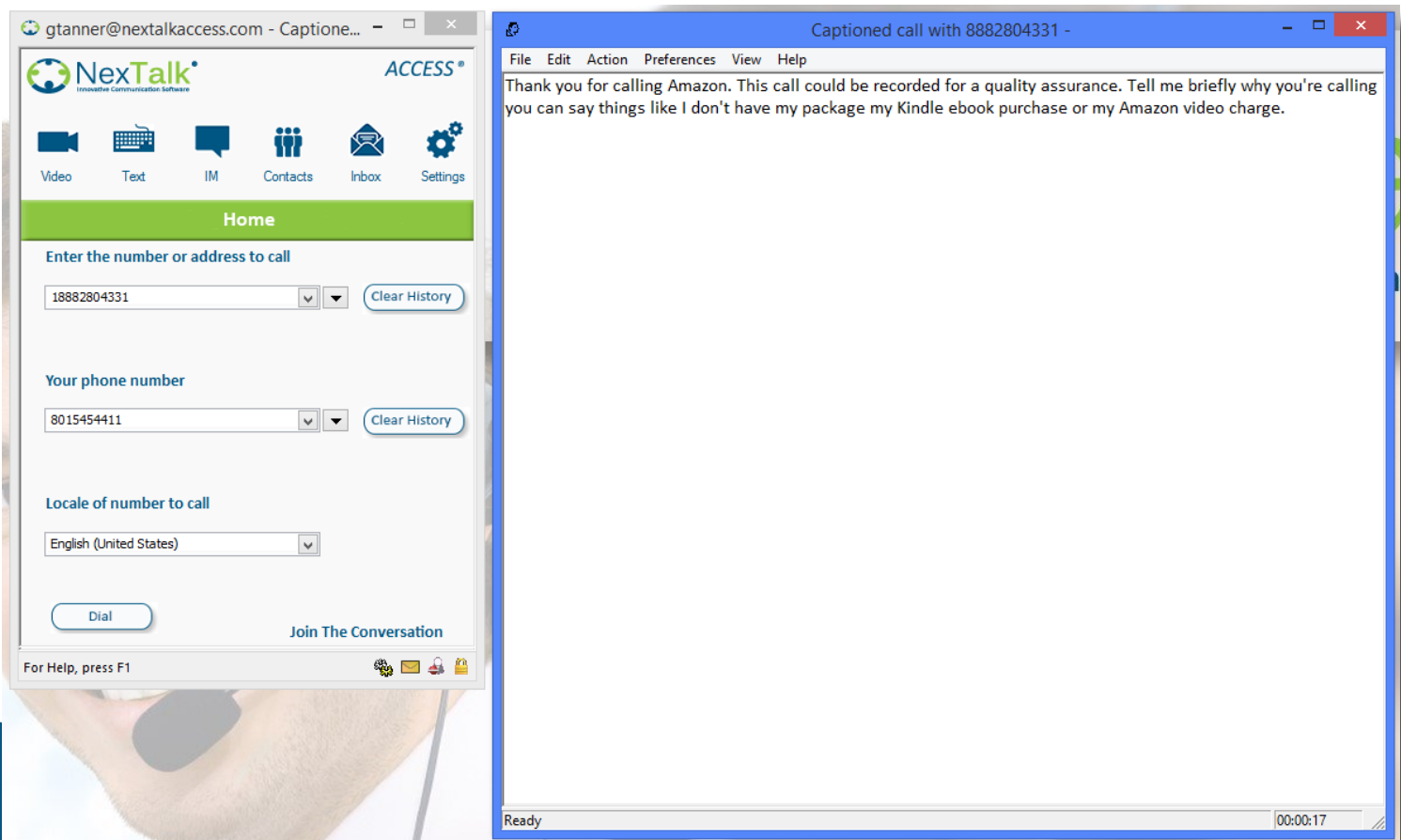
Real-Time-Text (RTT) and TTY calls connect directly to your employees
TTY/RTT voice-mail catches missed or after-hours calls
No TTY machine needed
Scalable

SimpliciTTY®
Office Edition

One of the benefits of using ACCESS Office is that it provides your deaf and hard of hearing customers/clients with the ability to communicate with you remotely.

Incoming TTY calls are qualified by NexTalk and screened to ensure they are from deaf callers before they are forwarded to your office. Your staff uses the NexTalk software on their computers to receive the incoming TTY call. Once calls are completed, they can be safely stored with 256 AES encryption and masking.

Stored conversations can be recalled, printed, emailed or moved to another storage location as desired. NexTalk will provide you with a public-facing TTY number that you can publish on your website and brochures. This number can be used by the Deaf and Hard of Hearing community to contact you.
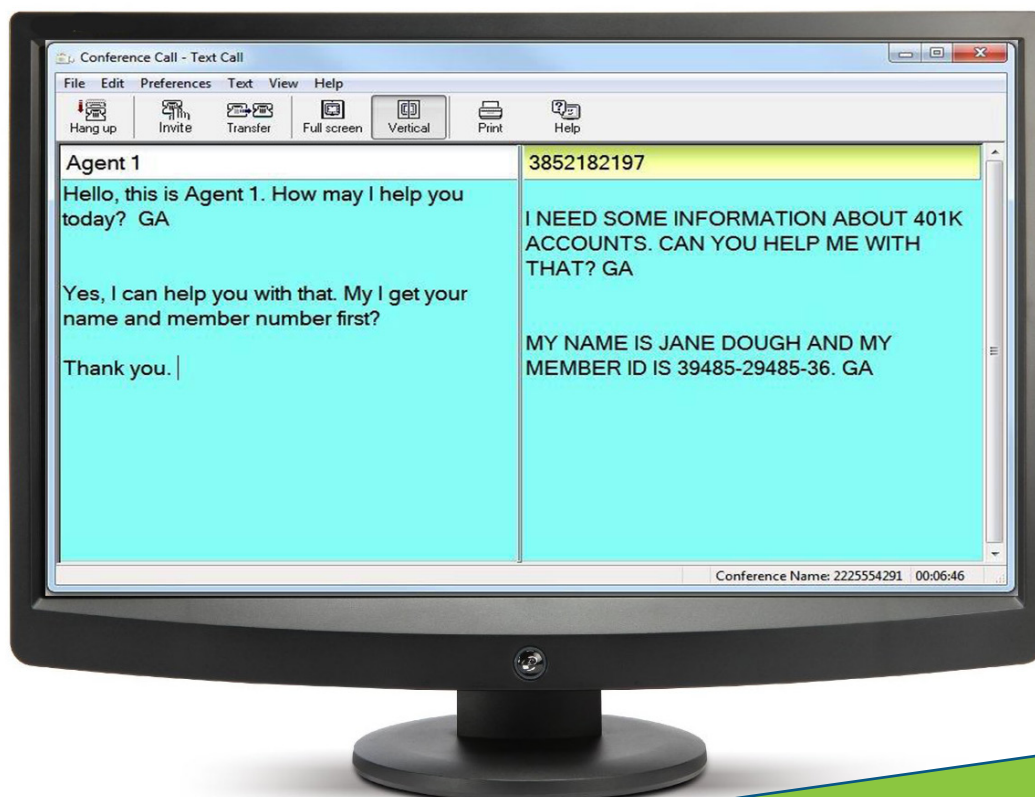
Over-the-Phone Interpreting ....

In addition to providing Instant access to spoken language interpreters via the Software program, NexTalk offers traditional Over-the-Phone (OPI) interpreting as well.

One of the most common ways to connect with interpreters for spoken languages is Over-the-Phone (OPI) Interpreting. NexTalk offers traditional OPI solutions that do not require special handsets or special telephones. Clients can use their existing telephones to connect real time to spoken language interpreters for over 200 spoken languages.

NexTalk has partnered with some of the industries best Language Service Providers (LSP) to ensure that your interpreting experience is accurate, concise and timely. Further, NexTalk offers some of the lowest per-minute interpreting rates in the industry.

> # No special phones or handsets required, can be used with existing phones.

Interpreter

System Requirements ....

and other "technical stuff"

Minimum System Requirements:

Operating System: all Microsoft supported OS,
Computer Processor: Core 2 Duo or better
Computer Memory (RAM): 2GB or more
Video Card: 256 MB or better
Hard Drive Space: 120 MB

Firewall Requirements:

Port 2591 TCP to 52.176.3.208, 13.89.188.691 and
40.69.190.208
Port 5060 TCP to 209.90.125.10
(Audio Remote Interpreting Service)

Bandwidth:

256kbs/video connection or better.

Software Requirements:

.Net framework 3.5
DirectX 9c or better

Webcam:

All name brand webcams will work with NexTalk
ACCESS. NexTalk Recommends a 2.0 Mega Pixel
or better camera. (this applies to built in web
cams)

Speaker/microphone:

Using on board mic and Speaker will suffice.

Screen savers:

NexTalk recommends that you turn off all screen
savers on the VRI stations. If that is not possible,
extend the timeout to 90 minutes or more.

You may also need outbound UDP ports 50,000-65535 opened if you see a black video screen with no sound our picture. Below is the complete list with ports.

IP	TCP Port	Application	UDP Ports	Application
64.94.182.80	80/443/17992	TLS	N/A	N/A
75.98.89.68	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
75.98.89.69	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.83	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
64.94.182.84	443/17990	TLS	50000-65535	ICE/SecureRTP/SecureRTCP
209.90.125.10	5060/1852-1855	SIP	1852-1855	SIP Reg./Audio

SPECIAL NEEDS
COMPUTERS
1-877-724-4922

NexTalk
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