



Captioning phone comparison

	Konnekt	Legacy	Internet service	TTY
Call types				
Video call	✓ One-touch			
Regular phone call	✓	✓	✓ With a PC	✓
Safety and health ^{1,2}				
Visual auto-answer	✓ Optional, per-contact			
000-call steps	1	3	5+	9
Power outage	✓ UPS & mobile Internet available	May require a phone line (NBN-dependent)		
Hearing-loss communication modes				
Audio	✓ Loud or super loud	✓ Loud	✓	✓
Read lips and faces	✓			
Sign language	✓ Direct		✓ NRS relay	
Captions	✓ Video & regular calls		✓ Regular calls only	
Multi-mode A,RL,S,C	✓			
Suitability for specific needs				
Cognitive / non-tech	Incredibly easy to use	Familiar	Needs PC skills	
Low vision	Huge text, up to 200pt			
Poor dexterity	15cm buttons			
Mobility limitations	Wireless button option			
Remote carer	Remote set-up/changes			
Impaired speech	User captions option		Text / SMS relay	
Captioning				
Outgoing call steps	1	3+	9	
Incoming call steps	0 (auto-answer) or 1	2	8	
Sound-caption delay	1-2 sec	3-5+ secs		
Privacy	✓		Operator listening	
Accuracy	AI contextual correction		Operator-dependent	
Languages	10+	1	1	1
Text size	Medium to HUGE	Big	PC/tablet setting	1-2 lines
Advanced options				
Use a mobile phone for incoming-call alerts	✓			
Remote vol/mic control	✓			
VESA wall-mount / monitor arm compatible	✓			

¹ Only face-to-face communication, via video calling (3 times/week), reduced social isolation and halved depression risk – Prof A Teo et al, OHSU, Am G Psych Journal, 2019

² Increased social engagement via 30-min daily video calling improved cognitive function after 6 weeks – Prof H Dodge et al, medical study, Alzheimer's & Dementia Research & Clinical Interventions, 2015