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Captioning phone comparison

	Konnekt	**Legacy**	**Internet service**	**TTY**
Call types				
Video call & telehealth	✓ One-touch			
Regular phone call	✓	✓	✓ With a PC	✓
Regular incoming call	Direct	Direct	Via operator	
Safety and health[1,2]				
Visual auto-answer	✓ Optional, per-contact			
Emergency-call* steps	1	3	5+	9
Power outage backup	✓ UPS & mobile Internet available	Dependent on power, phone, Internet		
Hearing-loss communication modes				
Audio	✓ Loud or super loud	✓ Loud	✓	✓
Read lips and faces	✓			
Sign language	✓ Direct		✓ Relay	
Captions	✓ Video & regular calls	✓ Regular calls only		
Suitability for specific needs				
Non-tech / cognitive	Incredibly easy to use; arrives personalized	Up/down arrows	Needs PC skills	
Low vision	Huge text, up to 200pt			
Dexterity	Buttons up to 15cm (6in			
Mobility	Wireless button option			
Remote carer	Remote set-up/changes			
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	40+	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

[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

Enhancing Lives through Technology and Human Contact