



## Captioning phone comparison

	<b>Konnekt</b>	<b>Legacy</b>	<b>Internet-based</b>	<b>TTY</b>
<b>Safety</b>				
<b>Visual auto-answer</b>	✓			
000-call steps	1	3	5+	9
Power outage	✓ UPS & mobile Internet available	Requires a phone line (NBN-dependent)		
<b>Hearing-loss communication modes</b>				
Audio	Super loud	Loud	Some services	✓
<b>Lip-reading</b>	✓			
Sign language - direct	✓			
Sign via video relay	✓		NRS video relay	
Captions	✓	✓	✓	✓
Multi-mode A,L,S,C	✓			
<b>Suitability for conditions common to seniors / disability</b>				
<b>Cognitive / dementia</b>	<b>Incredibly easy</b>			
Low vision	Huge text			
Poor dexterity	15cm buttons			
Mobility limitations	Access switch option			
Prosthetic or glove	Resistive touchscreen			
Remote carer	Remote set-up/changes			
Impaired speech			Text / SMS relay	
<b>Captioning</b>				
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	
Rapid speech	✓		Captions fall behind	
Accuracy	AI contextual correction		Operator-dependent	
Languages	10+	1	1	1
Text size	Medium to HUGE	Big	PC/tablet setting	One line
<b>Advanced features – Incoming call alert</b>				
Call light (other rooms)	✓			
<b>Health benefits of face-to-face video calling</b>				
Depression risk <sup>1</sup>	✓			
Dementia risk <sup>2</sup>	✓			

<sup>1</sup> 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

<sup>2</sup> 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