

## Skype-based Konnekt Captioning Videophone is a Life-Changer, Re-enabling Rodney to Communicate

### COVID Restrictions Prevented Rodney from Seeing Family

Rodney was lonely. Despondent. Family and friends have not been allowed to visit him for months because of the lockdowns and deadly risks of COVID-19.

On most days, Rodney's cloudy mind or shaky hands prevented him from using his tablet to call or see his family. He suffers from PSP, a rare condition that attacks and erodes the brain and nervous system.

As his wife Dorothy explained, *"He struggled so much with that technology... You can imagine my and the family's frustration."*

### Masks Block Facial Expressions and Lip Reading

Rodney also has **profound hearing loss**.

The Care Home in which he stays is second to none. Staff are attentive, helpful and compassionate. However, with everyone around him suddenly wearing masks, Rodney lost his ability to read lips, see smiles, and hold conversations. Seeing family via Skype is now vital.

Dorothy was exasperated: *"I am not allowed into Rodney's room."* Their son Paul lives in New York State and their eldest daughter Lynda lives in Arizona. Daughter Wendy lives in the UK, but her job requires her to stay in Taiwan for long periods.



*During window visits, Dorothy saw little more than her own reflection*

## Konnekt Videophone Returns Rodney's Independence

In November 2020, the children replaced Rodney's tablet with an extremely easy-to-use appliance from Konnekt, designed specifically for those with a physical or cognitive impairment, or with severe or profound hearing loss.

*"I just wanted to let you know what a huge difference it has made to all our lives."*

Dorothy and her family were immediately grateful. *"What a massive difference! The connection is instant, the picture clarity is really good - and because Rodney is profoundly deaf, the subtitles are an incredible help to him."*

Rodney now enjoys face-to-face conversation with his family, every day.

## Captioning Videophone has a Skype heart

The super-easy Konnekt Videophone uses Skype "under the hood" for video calls and regular calls. Thanks to its big 15-inch screen, large buttons and text, and the world's simplest user interface, it's a delight for older adults and those with a disability who need to see family. There are no menus, no logins, no chargers... it simply works.

The Konnekt **Captioning** Videophone also integrates voice-to-text, so that spoken words appear within moments in big friendly letters. The magic of Skype's artificial intelligence corrects most errors, making conversation natural and private.

Combining simple face-to-face conversation, easy-to-read subtitles and loud sound enables Rodney to read lips, watch facial expressions, read what's being said, and listen using his residual hearing.



*"I am delighted with the outcome" – Dorothy*

### Customized to Meet Rodney's Needs

Konnekt's UK partner, JustSoCare, personalized Rodney's appliance. The family completed a simple preferences form, which is used to set up the speed-dial buttons with names and/or faces, the ringing sound, text size, and options such as auto-answer for trusted nominated callers. The device arrived ready to go. Even the Wi-Fi connection could be pre-configured.



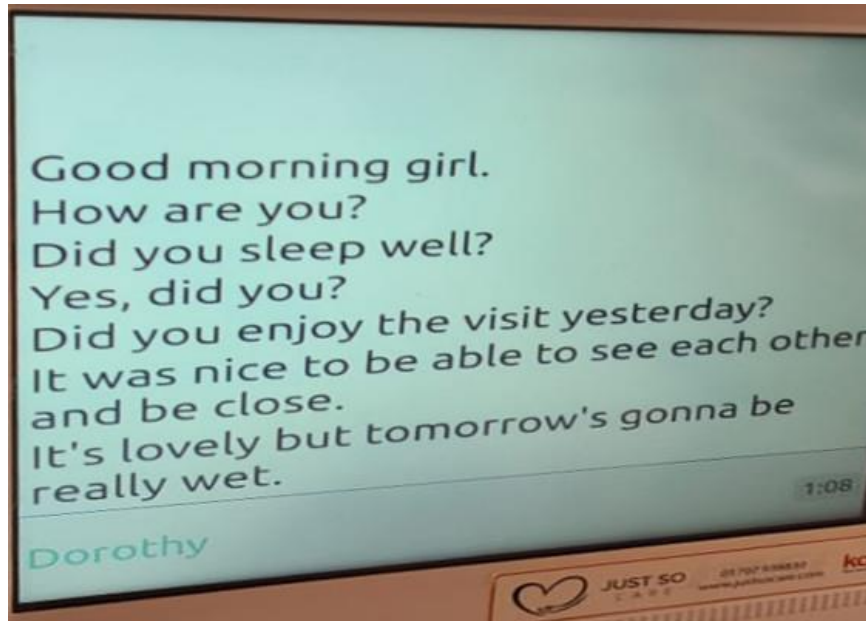
*Konnekt's Captioning Videophone is Personalized to the User's Needs.  
The Specialized Touchscreen Needs No Skin Contact.*

There are accessories and numerous options available for those who have limited mobility, dexterity issues, low vision or cognitive impairments.

Dorothy says that “Rodney is so clear... the difference it has made is incredible!”

### Single-Touch Captioned Phone Calls

To communicate effectively while using the Konnekt device, Rodney does not need to use a handset. He listens hands-free while watching the captions on the large 15-inch screen. The name of each family member or friend is displayed on the screen on a large labelled button. To make a call, Rodney simply taps the button. To answer a call, Rodney simply touches a large Answer button. All inbound, outbound, video and regular phone calls are captioned.



*“The subtitles are brilliant.”*

### **Local Service and Lifetime Support**

Konnekt partner JustSoCare provides lifetime customer service and support in the UK to ensure that Rodney’s Videophone will continually adapt to meet his changing needs.

JustSoCare can add contacts, make changes and enable new accessories at the request of Rodney or his family, without anyone needing to visit. *“We do not want our elderly users to be confronted with any technical messages or pop-ups, so software upgrades and maintenance are instead handled seamlessly behind the scenes by Konnekt and its international partners”* stated Karl Grimm, Managing Director of Konnekt.

### **Care Home Allows and Assists with Special Mount**

Simon Barrington from JustSoCare explained *“Rodney needed a special mounting system so he could use it from his bed. We recommended an extendable arm that Rodney could operate with little effort.”*

Dorothy remarked that the adjustable positioning of the screen made an incredible difference. *“I had to watch the installation from outside Rodney’s window, and I was so pleased that it worked so well... The staff at the home are intrigued too, and say that everyone will want one now!!”*





According to Simon, *“the Care Home staff are saying how much happier he is, and less stressed by everything, and how well he looks.”*

### **Successful International Collaboration**

The Skype team in Europe and the US has been **instrumental** in collaborating with Konnekt to make the Captioning Videophone possible, and continues to improve the performance of captioned calls.

*“Skype has years of experience, a reliable worldwide infrastructure, and features such as captioning,”* explained John Nakulski, co-founder of Konnekt. *“Thanks to our collaboration, Konnekt is reconnecting people with their family, friends and services, worldwide.”*



*Rodney calls Dorothy on Skype, with one touch*

Since mid-2020, families and health professionals in America, UK and Europe appreciate the appliance's incredibly simple (captioned) video calling, which enables reading of lips and facial expressions. In Australia, government departments are recommending the Captioning Videophone for older adults with hearing impairment.

To learn more, visit [www.konnekt.com.au/captioning-video-phone](http://www.konnekt.com.au/captioning-video-phone), or contact your [local Konnekt partner](#).

### **Konnekt and Skype are a Game-changer During the Pandemic**

Despite the visitation restrictions, Rodney's world is now open because he can clearly communicate using the Konnekt device with fast captioning, large fonts and video.



*"We are all mega-impressed with the system. Our conversations now are frequent, relaxed, and enjoyable."*

During our follow-up in December 2020, Dorothy was very satisfied: *"A sincere and grateful thank you from a very happy family!"*