

## User research - what is available, what are the preferences, what can be useful

### Interesting information found during the research:

- *Industry-Consumer Alliance for Accessible Technology ICAAT*: Our goal is to **bring together technology developers with consumers who have hearing loss** to create and inspire more accessible, innovative and responsive technologies.  
*This could be a potential source of information and financing*
- You can find **phones that are compatible with your hearing aid or cochlear implant** (your hearing devices) and that include features that make the phone truly accessible.  
*Is there also a possibility to get notifications via the hearing aid?*
- You can put the wireless phone on speaker phone and use both your hearing devices in microphone mode.  
*Could a mobile phone assist during traveling for audio announcements?*
- **Wireless phones** are getting better at **adopting accessibility features**, some of which are built into the wireless phone. Only you can know which are most valuable to you:
  - **Audio, Visual and Vibrating Alerts**
  - Closed Captioning for Video
  - HD Voice
  - **Text Communications**
  - Video Conferencing
  - Volume Control
  - Wireless Emergency Alerts*This research confirms that wireless phones could assist people with hearing loss*
- accessWireless.org is an organization that provides wireless devices that are accessible for people who are deaf or hard hearing. They offer following accessibility features that can be built-in to wireless devices:
  - **Audio, Visual, and Vibrating Features** – You can assign specific audible, visual, and vibrating alerts for functions like incoming calls or messages, calendar events, and keyboard input confirmation. You can also assign, create, purchase, and download distinctive ringtones at frequencies you can hear more easily.
  - **Text Communications** – Text-based communications such as email, short message service (SMS), instant messaging (IM), and other messaging services are available on many wireless devices and can greatly ease communications for people who are deaf or hard of hearing. Apps with similar text-based web services can also be downloaded.  
*This company offers an overview of available applications and devices that can assist deaf people or people with hearing loss. They may already have something to assist people when traveling, but our goal is to integrate many locations in the world to provide better accessibility and usability.*

### Resources:

Hearing Assistive Technology (HAT) -

<https://www.hearingloss.org/hearing-help/technology/hat/>

Industry-Consumer Alliance for Accessible Technology (ICAAT) -

<https://www.hearingloss.org/programs-events/icaat/>

Wireless Accessibility for Hearing Loss: Finding Mobile Phones and Features that work for You -

[https://journals.lww.com/thehearingjournal/Fulltext/2021/12000/Wireless\\_Accessibility\\_for\\_Hearing\\_Loss\\_Finding.12.aspx](https://journals.lww.com/thehearingjournal/Fulltext/2021/12000/Wireless_Accessibility_for_Hearing_Loss_Finding.12.aspx)

Captioned Phones -

<https://www.hearingloss.org/hearing-help/technology/phones-mobile-devices/>

accessWireless -

<https://www.accesswireless.org/resources-for-consumers/hearing-resources>