



[www.ATarizona.com](http://www.ATarizona.com)

One Stop Accessibility



Staff Guide

to

One-Stop Accommodations





# CHANCES OF DISABILITY

## ME, DISABLED?

**How much do you know about disability?**

**Test your disability awareness. Take our Quick Quiz.**

- 1 3 in 10 workers entering the work force today will become disabled before retiring.
  - True
  - False
- 2 Most disabling injuries occur on the job.
  - True
  - False
- 3 Working men are more likely to become disabled than working women.
  - True
  - False
- 4 Most families in America live paycheck to paycheck.
  - True
  - False
- 5 An illness or accident will keep 1 in 5 workers out of work for at least a year before the age of 65.
  - True
  - False
- 6 Most Americans don't have enough savings to meet short-term emergencies.
  - True
  - False
- 7 More mortgage foreclosures are caused by premature death than disability.
  - True
  - False
- 8 Most workers receiving Social Security disability benefits are over 55 years old.
  - True
  - False
- 9 Employers may continue to contribute to disabled employees' 401K plans even if they are not earning an income.
  - True
  - False
- 10 Most workers today have discussed how they would financially handle a period of disability.
  - True
  - False



# Disability statistics

## It happens more often than you'd imagine.

- In just the past hour, almost 3,000 Americans became disabled. That's 49 every minute.
- Over 51 million Americans - 20% of the population - are classified as disabled.
- Every :01 second another disabling injury occurs in the US. Every four minutes the injury is fatal.
- Almost one-third of Americans entering the work force today (3 in 10) will become disabled before they retire
- Nearly 7 million workers currently receive Social Security Disability benefits. Almost half are under age 50.4

## Disability causes severe financial hardship

How long could you afford to be without a paycheck?

- 350,000 personal bankruptcies every year are blamed on injuries and unexpected illnesses.
- Nearly 50% of all mortgage foreclosures are caused by disability. Death adds another 2%.

## Disability prevents people from earning a living

- Accident or illness will force 1 in 5 U.S. employees to miss work for at least a year before they turn 65.
- One in 7 of us can expect to be disabled for more than five years.
- The average long-term disability absence lasts 2½ years.

## Few American workers are financially prepared

- Do you spend more than you earn? 44% of U.S. families do.
- Do you have private pension coverage? Most of us - over 50% - don't.
- Retirement savings? One-third of us have none. And only 40% of adult Americans have savings earmarked for emergencies.
- 71% of American employees live from paycheck to paycheck, without enough savings to cushion the financial blow.

## Think Social Security or Workers' Compensation will cover it?

Think again.

- Can your family live on \$1004 a month? That's the average monthly benefit paid by Social Security Disability Insurance (SSDI).
- More claims are denied than approved. More than half of the 2.1 million workers who applied for SSDI benefits in 2010 were denied. Less than half - 39% - were approved.
- Only a small fraction - 10% - of disabling accidents and illnesses are work related. The other 90% are not, meaning Workers Compensation doesn't cover them.

## Most American workers aren't covered by disability insurance:

- Over 100 million workers are without private disability income insurance.
- 70% of workers in the private sector have no long-term disability insurance.





[www.ATarizona.com](http://www.ATarizona.com)

# Must Know A.T. Resources in this location

---

Staff Guide  
to  
One-Stop Accommodations



# Accommodation Request Card

**\*\*Please Return Completed Form to Front Desk\*\***

(Identification is OPTIONAL unless follow-up is needed)

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **TTY/VP:** [circle one]

---

## Communication:

**Sign Language Interpreter**  **ASL**  **Other:** \_\_\_\_\_

**VRI:** Video Remote Interpreting

**On-Site: Preferred Contract Vendor:** \_\_\_\_\_

## Communication Device or Service (typed English)

**Ubi Duo**  **CART/Real Time Captioning**

**Amplification:**  **FM System**

**Other:** \_\_\_\_\_

*\*\* please allow a minimum of 48 hours to arrange for an on-site interpreter.*

---

## Alternative Format:

**Large Print documents**

**Electronic format**

**Audio format**

**Braille format**

**Other:** \_\_\_\_\_

---

## Media:

**Open or Closed Captioning**

**Video Description**

**Other:** \_\_\_\_\_

---

**“Must Know” Info  
Accessibility in THIS Location**



Site Name & Code: [if applicable] \_\_\_\_\_

What are the **login names** and **password(s)** for your ADA computer(s)

There should be several important **“Views” or “Themes” for the ADA Resource Room PC**: 1. ADA Resource Room Theme, 2. ADA JAWS Theme, 3. High Contrast Theme 4. Windows Standard Theme. How do you switch between the accessible themes? What are the differences? (Hint: they are usually shortcuts on the desktop or in the folder for B/VI (Blind and Visual Impairments). Describe:

Who are your **AT and IT Specialists** to call for computer problems?

IT Specialist:

AT Specialist:

How do you answer, converse and review messages from **your published TTY**?

What is your published **TTY phone number**?

What type of TTY device is used for **in-coming calls**?

Do you have a TTY device for client **out-going calls**?  Yes

No

What kind of TTY device is used for out-going calls and where is it?

**Check all AT devices your location has on-site** (Mark the 1st column box):

**Check all AT devices that are secured in a special location** (Mark the 2nd column box):

- FM system Type & Frequency:  
*Is it charged and ready for use?*
- Headset for: DNS, JAWS, ZoomText, or TextHelp
- "Wave" style ergonomic keyboard
- Standard keyboard with keyguard
- Trackball or parts of trackball  
[components may be stored in a secured location]
- Touchpad mouse
- Video Phone remote control -  
 D-Link or  Sorenson
- Ubi-Duo or Alpha Smart unit
- Other: please describe:

Where are the secured items/ devices stored?

Is there a sign out form and ID required to check out equipment for loan?

Yes  No Describe:

Where is your **CCTV**? Does it Work?

10. Is your AT Checklist up to date? Have there been any changes?

Check monthly to update your list of available AT. Who maintains this for your location?

Date this AT Checklist completed:





# Assistive Technology Checklist for this Location

Date: \_\_\_\_\_

Site Name/ Address/ Site Code/ Type: \_\_\_\_\_

Navigator/Contact Person/phone: \_\_\_\_\_

ADA computer workstation Log-In ID & Password:

## **B/VI** (for Persons who are **Blind** or are **Visually Impaired**)

### Screenreading Software

- JAWS version# \_\_\_\_\_
- Other: \_\_\_\_\_

### Screen Magnification Software

- ZoomText - version#/ type [eg. w/ speech, etc] \_\_\_\_\_
- Other: \_\_\_\_\_

### Miscellaneous B/VI access products

- Up-To-Date Alternative formats of primary print handouts and intake packets –
  - large print  electronic file  fillable forms

### Braille

- Headset to use with screenreading and other “talking” programs
- High Contrast Keyboard with large print letters on a black background
- desktop CCTV to magnify print materials Model/Type: \_\_\_\_\_

- 
- 19" or 21" monitor/s
  - Hand Held Magnifiers and signature guides: \_\_\_\_\_
  - Other: \_\_\_\_\_

**D/HOH (for persons who are deaf or hard of hearing)**

**Phone/TTY**

PUBLISHED TTY PHONE NUMBER FOR THE ONE-STOP CENTER for incoming tty calls

Model/Brand of TTY: \_\_\_\_\_

Published TTY # \_\_\_\_\_

"Coupler style" (requires voice phone nearby) # for

**Outside Line or "none":** \_\_\_\_\_

Is accurate signage posted?

Direct Connect TTY: # for Outside Line\_\_or"none"

computer based TTY: # for Outside Line\_or"none"

**Miscellaneous D/HoH access products**

FM system for speech amplification **Model/Make/**

**Frequency:** \_\_\_\_\_

**Video Relay Station**

**Video Relay Calls Phone Number or IP address (VRS)** \_\_\_\_\_

**Remote Interpreting (VRI)** (fee based svcs)

**Number or IP address** \_\_\_\_\_

**Video Phone to Video Phone calls (VP)**

*outgoing and incoming*  *outgoing only*

*Connection Address for VP:* \_\_\_\_\_

Other: \_\_\_\_\_

**Cognitive Limitations**

Textreading Software for the cognitively challenged  
*(the computer reads electronic text with specialty grammar supports for struggling readers)*

TextHelp ver. \_\_\_\_\_

with scanner to scan and read paper documents

FM System [what frequency?] \_\_\_\_\_

Other: \_\_\_\_\_

## PH: Ergonomics and Physical Access

### Keyboards

- Dragon Naturally Speaking speech recognition version # and type \_\_\_\_\_
- Ergonomic "wave" style keyboard
- Standard keyboard with keyguard
- Ergonomic "pan" style keyboard such as Kinesis or Maltron 2 hand keyboard
- One Hand Keyboards – may be borrowed from AT labs to try before you buy \_\_\_\_\_
- Keyboard based word prediction software: \_\_\_\_\_
- On-Screen Keyboard with scanning features and word prediction i.e. WiViK \_\_\_\_\_
- Other: \_\_\_\_\_

### Pointing Devices: AKA: "Mice"

- Trackball *type(s)* \_\_\_\_\_
- one touchpad mouse *type(s)* \_\_\_\_\_
- awareness of "Mouse Keys" (free Microsoft utility to turn the numeric keypad into a mouse)
- Trackball with keyguard over click buttons
- Other: \_\_\_\_\_

### Seating/Ergonomic supports

- power adjustable table for computer training area *model(s)* \_\_\_\_\_
- full featured** ergonomic chairs for each ergo table - # fully ergo chairs available: \_\_\_\_\_
- Other: \_\_\_\_\_

## Environmental Access

### Parking and Building Access

- van accessible parking spaces with legal signage
- car accessible parking spaces with legal signage
- ramps to legal code or better  
(12" of ramp length for every 1" of rise)
- outside power door openers
- Other: \_\_\_\_\_

### Bathrooms

- accessible stalls – wheelchair access and grab bars to code
- inside power door openers for bathroom doors
- easy open doors - less than 5 lb pressure to open
- Other: \_\_\_\_\_

### Signage and Literature

- information about accessible features and where to ask for assistance
- Up-To-Date print based Disability Resource Kiosk and resource lists on [www.ATarizona.com](http://www.ATarizona.com)
- Other: \_\_\_\_\_

### Resource Room Computer – Accessible Workstation

User Name: \_\_\_\_\_

Password: \_\_\_\_\_

AT/IT Specialist/s to call for Help: *(name and #)* \_\_\_\_\_

Other Disability Resources *(describe)*: \_\_\_\_\_

\_\_\_\_\_



## Staff Competencies

### A.T. competencies Deaf/Hard of Hearing:

- How to answer and make TTY calls from published TTY numbers
- Know the published TTY phone number for the location and tech support specialist
- Know how to call from public use "outgoing" TTY including how to get an outside line
- Know how to use the video phone (VP) – *includes VRI & VRS*
- Know how to support a person who is deaf to use Video Relay Services (VRS)
- Know how to purchase Video Remote Interpreting Services (VRI)
- Know how to hire on-site interpreters
- Know how to use Ubi-Duo as a "Meet and Greet" device
- Know how to use Alpha Smart as a "Meet and Greet" device
- Know how to use FM-system
- Know how to use amplified phone
- Know how to use Arizona Relay Service

### A.T. competencies Blind/Visual Impairments:

- Know how to use CCTV
- Know how to boot up JAWS and ZoomText
- Know tips for accessing VOS using JAWS and ZoomText
- Know how to create large print documents

## **A.T. competencies Ergonomic/Physical Access:**

- Identify features of ergonomic chairs
- Use of power and manually adjustable tables/ desks
- Intro to speech recognition
- Understand use and location of alternative keyboards
- Understand use and location of alternative pointing devices

## **A.T. competencies Cognitive/Learning Disabilities:**

- Know use and location of FM System
- Basic use of text reading software including TextHelp! Read and Write Gold
- Process Mapping

## **A.T. Competencies Related to General Computer Skills:**

- Review of file management
- Windows Hot Keys
- Email attachments
- Navigating Forms
- Windows Navigation
- How to use fillable forms

**For Training in any of the above areas please visit:**

[www.ATarizona.com](http://www.ATarizona.com)





[www.ATarizona.com](http://www.ATarizona.com)

# Ergonomic & Physical Considerations (Ergo / PH)

---

Staff Guide  
to  
One-Stop Accommodations



# PH = Physical and Ergo



## 1. Ergonomic Chair:

Take the ergo chair challenge to get your best fit! At least one chair on site has the following: adjustable seat height, seat depth, back height, seat to back angle, arm rest height, arm rest pivot and often more. Many persons with diagnosed back and arm limitations require ergonomically fitted chairs.

---

## 2. Power Adjustable Table:

Work surface height is a critical component to the management of repetitive stress conditions, other upper extremity conditions and physical accessibility. Work surface and typing surface height also impact typing speed and productivity. Some tables provided to One-Stop sites have a display of the actual table height on the edge of the table.

---

## 3. Ergonomic "WAVE" style Keyboard

The "wave" style ergonomic keyboard is designed to reduce stress for persons who experience carpal tunnel or other repetitive stress conditions. **Please note:** the effectiveness of this style of keyboard is in part determined by the height of your chair and keyboard tray. The wave design can help the user to maintain a more "neutral" position of the

arms without forcing the arms into a tight, awkward position while typing.

---

#### **4. Standard Keyboard with Keyguard**

A keyguard may be useful for persons with limited fine motor control who “bump” into extra keys while typing. The keyguard is a sheet of plastic or metal that is placed over the keyboard and has holes positioned over each key to be pressed. The individual can carefully select the target key and not make mistakes. Consider this option for persons with Cerebral Palsy (CP), Multiple Sclerosis (MS) or other fine motor conditions.

---

#### **5. Touchpad Mouse (“Alternative Pointing Device”)**

Persons with repetitive stress and other fine motor conditions often benefit using a touchpad mouse. Because the device does not need to be picked up and re-positioned, and does not require any pressure to “click” if the touch click is activated, the touchpad mouse is less stressful for the user.

---

#### **6. Sticky Keys**

Sticky Keys will allow the user to not have to hold the shift key down to create a capital letter. Commands that require pressing 2 keys may be done sequentially.

---

## **7. Mouse Keys**

Mouse Keys will allow the numeric keypad to control the mouse. The 5 button is the click and numbers around the 5 are directional. See chart.

---

## **8. Microsoft On-Screen Keyboard**

The Microsoft On-Screen Keyboard is a “virtual” keyboard that allows the user to completely access all functions of the computer including word processing using only a mouse (or other pointing device) or an adaptive switch.

---

## **9. Dragon Naturally Speaking (or other) Speech Recognition software**

Dragon Naturally Speaking is software that is able to recognize speech and turn spoken words into typed text. Using a microphone, the user learns special commands to type by voice. Most sites have the “preferred” level; a few sites have the “professional” version. Reliable speech recognition software is also built into most computer Accessibility Features.



## Ergonomic Chair

### WHAT TO KNOW FIRST:

1. Webster's defines "ergonomic" as: *"an applied science concerned with designing and arranging things people use so that the people and things interact most efficiently and safely"*
2. Ha! What does that mean?? People need to remember that individuals will need to define their own "ergonomic".
3. Some people who have diagnosed disabilities have reasons beyond basic access to the table to manage the ergonomics of their seat and table. In the best situation, a physical motor specialist (**Occupational Therapist, Physical Therapist or Rehab Engineer**) consults with the individual to prescribe seating supports and strategies to manage specific physical problems.
4. Remember that many individuals have "hidden" disabilities and may require specific seating supports without wishing to identify themselves as having a disability. Since the chairs are labeled "Priority Seating for Person's with Disabilities" users of the chairs should be given the benefit of the doubt or discretely asked if another user should also require the chair.



**Who:** Persons with Repetitive Stress Injuries such as carpal tunnel syndrome or who have other fine motor, back, neck or other physical limitations may require specific ergonomic supports to manage their disability.

**What:** The One-Stop Resource Room chairs identified as, "Ergonomic Seating" are actually mid size seat selections from that series of chairs and have all of the control features possible on that model of chair. These chairs may not match the ergonomic needs of all users, but they are a great start to know which features may work for those requiring special seating and ergo supports!

**Where:** Resource Room ADA computer or may be moved to program areas with permission.

**When:** Any time for computer access, especially long periods of time spent typing.

**Why:** The great enemy for persons with physical motor limitations is gravity. Good, ergonomic seating should work with gravity to support the body and not force the body to strain in awkward positions against gravity.

**How:**

1. sit in the chair
2. find adjustment for seat height: feet should be comfortably on the floor; ankles, knees and hips should be about 90°
3. find adjustment for back height: find a comfortable position

4. find adjustment for arm rest height: elbows should be about 90° or greater
5. find side to side armrest controls (swing or swivel): arms should rest comfortably from shoulders with support from armrest where needed

**You may now position the table height to a comfortable height!**

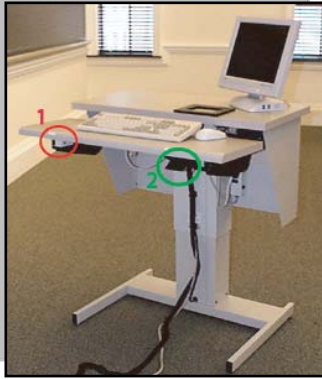
**\*Technical Assistance (AT/IT Specialist): \_\_\_\_\_**

**\*\*See [www.ATarizona.com](http://www.ATarizona.com) or ask at front desk for info on which chairs are in which sites!**



# AT for Ergonomics and Physical Access

## Adjustable Height Table



1. **To adjust the table height:**  
The switch or manual lever located under the keyboard tray near the left side can be used to adjust the table height up or down (1). The main table height is typically adjustable from 26" to 40".
2. **To adjust the keyboard height:**  
The keyboard support may be moved up and down relative to the height of the main surface. Squeeze the lever located under the keyboard tray near the right side to move the keyboard surface up or down (2).



## WHAT TO KNOW FIRST:

1. The height of the table you use for typing is the second thing to address in an ergonomic workstation. The first thing is the chair (see Ergonomic Chair page) Table height is determined by appropriate chair height.
2. One-Stop Centers have power adjustable tables. The power switch is underneath and labeled.
3. *Occasionally the power adjustable tables seem to "jam" in place. If this should happen, unplug the table for about 30 seconds to reset.*

**Who:** Persons using varying heights of wheelchairs, persons with repetitive stress conditions such as carpal tunnel syndrome or who have other fine motor, back, neck or other limitations who require proper ergonomic supports.

**What:** There are many power adjustable tables available commercially with many ergonomic features and options. The units in the One-Stops are "sit to stand" workstations. The table at some One-Stop sites has an LED reading of the table height so users

can help themselves determine their own ergo supports.

**Where:** Resource Room ADA computer.

**When:** Any time for computer access, especially long periods of time spent typing.

**Why:** In addition to providing access and ergonomic support for persons who use wheelchairs, scooters or use other mobility aids, many individuals with not visible orthopedic issues require that the chair and table help support ergonomic needs for typing and accessing the workstation.

**How:** 1. sit in the chair 2. find adjustment for seat height: feet should be comfortably on the floor; ankles, knees and hips should be about 90° 3. find adjustment for back height: find a comfortable position 4. find adjustment for arm rest height: elbows should be about 90° or greater 5. find side to side armrest controls (swing or swivel): arms should rest comfortably from shoulders with support from armrest where needed

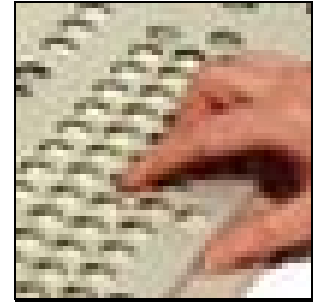
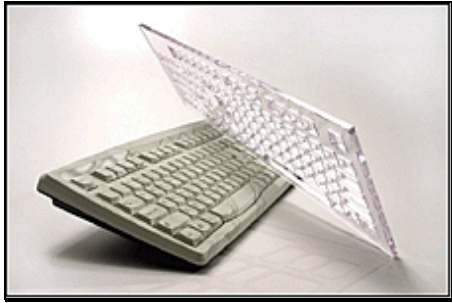
**You may now position the table to a comfortable height for typing and viewing the monitor.**

**\*Technical Assistance (AT/IT Specialist):**

---



## Standard Keyboard with Keyguard



### WHAT TO KNOW FIRST:

1. *Best practice* use of this keyboard requires proper chair and desk height to be set first. Please see section relating to **Ergonomic Chair** and **Height Adjustable Table** for more information.
  2. There are many other adaptive keyboards with a keyguard option. Some have large keys, some small, some are programmable. Visit [www.ATArizona](http://www.ATArizona) & local Assistive Technology Centers in Arizona for more information. (see General AT in kiosk)
  3. Please offer to turn on **Sticky Keys** for one hand/one finger typists who may benefit from this keyguard. (press the SHIFT key 5 times). See info page.
  4. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.
-

**Who:** Persons with fine motor limitations who cannot accurately select keys on the keyboard (such as one hand/one finger typists, persons with tremors or persons who use a stylus like a pencil or pointed splint) often benefit using this technology. Many keyguard users also require *Sticky Keys* which allows the computer to hold a key down for one keystroke. See the info page about **Sticky Keys**.

**What:** All comprehensive One-Stops have a standard keyboard with a plastic overlay/keyguard. Other brands of this type are available commercially.

**Where:** Resource Room ADA computer. The keyboard may be moved with permission to training room computer. Simply unplug from USB port and plug into any other computer

**When:** Anytime for typing!

**Why:** The plastic overlay protects the keys from being accidentally pressed.

**How:** It is recommended that you try any new device in smaller sessions over a period of time before selecting or rejecting any new device!

#### **ADDITIONAL INFORMATION:**

[www.atarizona.com](http://www.atarizona.com)

[www.fentek-ind.com](http://www.fentek-ind.com)

[www.enablemart.com](http://www.enablemart.com)

**\*Technical Assistance (AT/IT Specialist):**



## AT for Ergonomics and Physical Access

### “Wave” or “Natural” Style Ergonomic Keyboard



#### WHAT TO KNOW FIRST:

1. Successful use of this keyboard requires proper chair and desk height to be set first. Please see section relating to **Ergonomic Chair** and **Height Adjustable Table** for more information
2. The “Wave” style ergonomic keyboard is only one sample of one style of ergonomic keyboard. Visit local Assistive Technology Centers in Arizona for more information.
3. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.

---

**Who:** Persons with repetitive stress conditions such as carpal tunnel syndrome, or other fine motor conditions often benefit from this style keyboard.

**What:** Most One-Stop sites have the Microsoft Natural Keyboard. Some sites have the Cirque brand wave keyboard with a touchpad mouse either on the side or in the middle. Other brands are available.

**Where:** Resource Room ADA computer. This may be moved with permission to training room computer. Simply unplug from USB port and plug into any other computer (this keyboard does not require special software to work)

**When:** Anytime for typing!

**Why:** The “wave” style ergonomic keyboard allows the user to keep their arms in more of a neutral position with elbows comfortably at sides - arms not strained toward midline to reach the home row of the standard keyboard.

**How:** It takes time, effort and patience to learn any new task. It is recommended that you try any new device in smaller sessions over a period of time before selecting or rejecting any new device! Suggestion: (10) one to two hour sessions with small typing breaks every 20 minutes!

## **ADDITIONAL INFORMATION:**

[www.atarizona.com](http://www.atarizona.com)

[www.fentek-ind.com](http://www.fentek-ind.com)

[www.enablemart.com](http://www.enablemart.com)

**\*Technical Assistance (AT/IT Specialist):**

---



# AT for Ergonomics and Physical Access

## Microsoft On-Screen Keyboard



### WHAT TO KNOW FIRST:

1. The Microsoft On-Screen Keyboard is a FREE virtual keyboard that floats in front of any application program like Word or any Internet browser and allows the user to access the entire computer using only a mouse or an adaptive switch.
  2. Successful use of this keyboard requires proper chair, desk and accessible MONITOR HEIGHT to be set. Most users will be persons who have severe physical access issues and who use a wheelchair whose seating issues were addressed by a physical motor specialist. In each One-Stop, the **Height Adjustable Table** may be needed to achieve a comfortable monitor height.
  3. There are many other on-screen keyboards commercially available with enhanced features that would be needed by persons using this computer input method. These include word prediction and the ability to customize size.
-

**Who:** Persons with severe physical motor limitations whose best controlled movements are using an adaptive mouse (possibly even an eye gaze driven mouse or head mounted mouse) and/or persons who can only use an adaptive switch.

**What:** On-Screen keyboard is a “virtual” software based keyboard with simple and limited customizable features.

**Where:** All Windows based computers. Look under START then PROGRAMS then ACCESSIBILITY and you will see, “On-Screen Keyboard on the list.

**When:** Anytime for typing!

**Why:** To allow persons who are unable to press buttons on a keyboard to use the computer.

**How:** It takes time, effort and patience to learn any new task. It is recommended that you try any new device in smaller sessions over a period of time before selecting or rejecting any new device! Suggestion: (10) one to two hour sessions with small typing breaks every 20 minutes! Or get a specialty AT consultant.

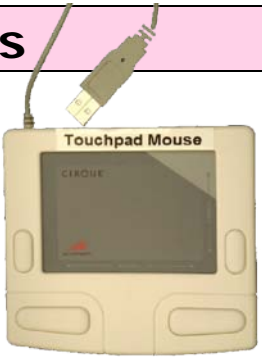

**ADDITIONAL INFORMATION:** [www.ATarizona.com](http://www.ATarizona.com)

**\*Technical Assistance (AT/IT Specialist):**




### Touchpad Pointing Device (mouse alternative)

#### WHAT TO KNOW FIRST:



1. *Best practice* use of the touchpad mouse requires proper chair and desk height to be set first. Please see section relating to **Ergonomic Chair** and **Height Adjustable Table** for more information.



2. There are many other touchpad models and other alternative pointing devices available. Many have programmable features. Visit local Assistive Technology Centers in Arizona for more information. (see General AT listings in kiosk)

3. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.

---

**Who:** Persons with fine motor limitations (i.e. carpal tunnel, arthritis, MD. etc) may prefer using a touchpad instead of the mouse. In One-Stops, the "tap" feature should be turned on for the touchpad which means the Click may be done by a single tap on the touchpad, without having to press a button style

switch. This is often beneficial for persons with sensitive joints.

**What:** Many comprehensive One-Stops have the Cirque touchpad mouse. Other brands of this type are available commercially. The Cirque software should be installed to allow users to customize settings to their needs.

**Where:** Resource Room ADA computer. The touchpad may be moved with permission to training room computer. Simply unplug from USB port and plug into any other computer. Some features may not be available on other computers since the touchpad does use special software to configure programmable features.

**When:** Anytime for mouse navigation!

**Why:** The user can move their finger and re-position their arm instead of grasping the mouse and having to pick it up to re-position. The touchpad gives some tactile feedback (the person can “feel” the direction they are moving if needed) and the buttons (especially the “tap” feature) are usually easier to manage. Click and drag tasks can be a problem, however...

**How:** Try it, see if you like it!

#### **ADDITIONAL INFORMATION:**

[www.atarizona.com](http://www.atarizona.com)

[www.cirque.com](http://www.cirque.com)

[www.enablemart.com](http://www.enablemart.com)

**\*Technical Assistance (AT/IT Specialist):**



## Trackball Pointing Devices (mouse alternatives)



### WHAT TO KNOW FIRST:

1. *Best practice* use of the Trackball requires proper chair and desk height to be set first. Please see section relating to **Ergonomic Chair** and **Height Adjustable Table** for more information.
2. There are many other trackball models and other alternative pointing devices available. Visit [www.ATarizona.com](http://www.ATarizona.com) & local Assistive Technology Centers in Arizona for more information. (see General AT listings in kiosk)
3. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.

---

**Who:** Persons with fine motor limitations (i.e. spinal cord injury, CP, etc), some persons with visual impairments and persons with sensory motor limitations (problems gripping *and* tactile impairment) may prefer using a trackball instead of the mouse.

**What:** Many comprehensive One-Stops have the  
★ Kensington Trackball Pro. Other brands of this type  
are available commercially. \*The fourth button is  
programmed to lock for “click and drag” tasks.

**Where:** Resource Room ADA computer. The trackball may be  
moved with permission to training room computer.  
Simply unplug from USB port and plug into any other  
computer. Some features may not be available on  
other computers, but most are generally “plug ‘n  
play”. Some locations secure components of trackball  
mouse in a special location.

**When:** Anytime for mouse navigation!

**Why:** The user can move the ball and re-position their arm  
instead of grasping the mouse and having to pick it up  
to re-position. The trackball gives tactile feedback  
(the person can “feel” the direction they are moving if  
needed) and the buttons are frequently easier to  
manage.

**How:** Try it, see if you like it!

**ADDITIONAL INFORMATION:**

[www.atarizona.com](http://www.atarizona.com)

[www.aztap.com](http://www.aztap.com)

**\*Technical Assistance (AT/IT Specialist):**

---



# AT for Ergonomics and Physical Access

## MouseKeys (mouse alternative)



NUM LOCK	Release Special Clicking	Activates both mouse buttons then press +	First hit for Right Click
7 ←	8 ↑	9 ↗	+ DOUBLE CLICK <small>(when pressed alone)</small> OR Finishes Activating Right Click after - is pressed
4 ←	5 MOUSE CLICK	6 →	
1 ↙	2 ↓	3 ↘	ENTER
0 BUTTON LOCK INS		BUTTON RELEASE DEL	

## WHAT TO KNOW FIRST:

1. Successful use of MouseKeys requires proper chair and desk height to be set first. Please see section relating to **Ergonomic Chair** and **Height Adjustable Table** for more information.
2. MouseKeys turns the Numeric Keypad into a mouse. Beware! If someone forgets to turn it off, the Numeric keypad will appear to be "broken". You can see if MouseKeys is turned on if you see a tiny symbol like this in the lower right section of the monitor (in the Task Bar)



3. There are many other mouse alternatives available. Visit local Assistive Technology Centers in Arizona for more information. (see General AT listings in kiosk)
  4. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.
-

**Who:** Persons who are One Hand/One Finger typists or who use a stylus to type typically benefit using MouseKeys instead of the mouse. (CP, MS, MD, SCI, and more)

**What:** MouseKeys is a **FREE utility program built into Windows**, Mac and other operating systems. When MouseKeys is turned on, the numeric keypad becomes the mouse. With this utility, the "5" becomes the click and the numbers around the 5 control the direction of the pointer. For click and drag tasks, the user must be aware of "button lock" and "button unlock". The Num Pad will allow the keypad to toggle between the MouseKeys program and the regular num pad number mode.

**Where:** All computers have this! Press Left Shift + Left Alt + Num Lock to turn MouseKeys on or off, or go through the Control Panel Accessibility features.

**When:** Anytime for mousing!

**Why:** The user can press downward on the keys to have full control of the mouse. Keyguard users, mouthstick users and one finger typists often prefer this mouse.

**How:** Try it, see if you like it!

#### **ADDITIONAL INFORMATION:**

[www.atarizona.com](http://www.atarizona.com)

[www.fentek-ind.com](http://www.fentek-ind.com)









**\*Technical Assistance (AT/IT Specialist):**



## MOUSEKEYS

*Use the Numeric Keypad to control movements and functions of the MOUSE*

### KEYS USED ALONE

NUM LOCK	/ <b>Release Special Clicking</b>	* <b>Activates both mouse buttons then press +</b>	- <b>First hit for Right Click</b>
7 	8  ↑	9 	+ <b>DOUBLE CLICK</b> <i>(when pressed alone)</i>  OR  <b>Finishes Activating Right Click after - is pressed</b>
4  ←	5 <b>MOUSE CLICK</b>	6 	
1 	2  ↓	3 	ENTER
0 <b>BUTTON LOCK</b>  INS		. <b>BUTTON RELEASE</b>  DEL	

- *Be sure to set MouseKeys to turn on only when NumLock is Off*
- *Hold down Ctrl to Speed up and Shift to Slow down mouse movements*

*\*modified from document by Colleen Bennett and Bea Shapiro*

## Dragon Naturally Speaking

**Speech Recognition Software** has helped people with impairments ranging from paralysis to repetitive stress injury that make typing painful or impossible.



## WHAT TO KNOW FIRST:



1. Dragon Naturally Speaking is speech recognition software. Using a microphone and special commands, the user is able to type and use the mouse by voice.
2. Dragon Naturally Speaking ("DNS") requires a quiet environment, or at least an environment with even and consistent background noise. Consumers may need to schedule their use of DNS during morning hours or more quiet times in the public access One-Stop Centers.
3. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.

---

**Who:** Persons with repetitive stress conditions such as carpal tunnel syndrome or who have other fine motor limitations benefit from this technology.

**What:** The versions of DNS found in One-Stop Centers is either the "Preferred" version (cost approx \$150) or the "Professional" version (approx \$700). Differences

are noted on the DNS cheat sheet at the ADA workstation (or may be checked out with the DNS microphone from One-Stop staff). The product requires that the user have adequate training to use the software and that the computer be “trained” to each user’s voice. Each user must create and maintain a custom voice profile to efficiently use the product.

**Where:** Resource Room ADA computer. The product must be used with a compatible microphone that may be checked out from One-Stop staff.

**When:** Quieter times of day.

**Why:** Dragon Naturally Speaking gives an alternative way to enter text into almost any computer application program. DNS is helpful for persons who **cannot** or **should not** use their arms/hands/wrists in a repetitive way and is a must for persons who cannot use their arms (the professional version can be completely “hands free”).

**How:** 1. A voice file must be created 2. Voice commands must be learned for dictation and for commands 3. Voice commands must be learned to select text, correct words and train the computer to listen to the user’s voice on a regular basis 4. Utility features must be learned to manage the voice file and environmental sounds.

**\*Technical Assistance (AT/IT Specialist):**



## "Cheat Sheet" for Dragon 10 users

**Red** = new in Version 10 "XYZ" = any word(s)

See Dragon Help for details

### Acoustics

- Connect/place microphone consistently: listening side facing corner of mouth
- Turn **microphone off** when not dictating: use hot key (+), 'stop listening'
- Choose first or additional *Dictation Source* (USB, Bluetooth mic, recorder...)
- Read additional **Training** text (Accuracy Ctr). Train individual word if needed.
- Check Audio Settings** if hardware or environment changes

### Dictation, Capitalization, and Navigation

- Enunciate *clearly but naturally*. Stay silent if hesitating. Aim for *full phrases*.
- Say **open paren**, **close quote**, **hyphen**, **ellipsis**, **pound/number/at/section sign**...
- Pause* briefly before and after commands, don't pause within commands.
- 'New Paragraph'**, **'New Line'**, **'Tab'**
- 'Scratch that'**, **'Scratch that *n* times'**, **'Undo that'**
- Time (AM/PM), **'Roman numeral *n*'**, %, units, **'numeral *n*'**, contractions... See *Formatting*

## Options (Tools menu) & Word Properties.

- 'Spell <characters>' incl. alpha-bravo, slash, asterisk, dot...
- 'Numbers Mode On', 'Switch to Spell | Command | Dictation | Normal Mode'
- 'Caps On', 'ALL CAPS Off', 'Cap <word>', 'ALL CAPS <word>', 'no caps <Word>'
- 'Go to *top/bottom*', 'Go to *end of line*', 'Move left *n words*', 'Move up *n lines*'
- 'Insert *before/after XYZ*'
- 'Mousegrid *n n*', 'Mousegrid window', 'Mouse *right-click*', 'Move|Drag mouse lower right'
- 'Press Enter | Escape | *F6* / Tab | Alt Down | Down Arrow | Page Up'

## Correction of Misrecognitions

- 'Correct *XYZ*', XYZ being *wrong* word(s) on screen (If already highlighted or just spoken: 'Correct That' – see hotkey, DragonBar extras)
- Playback**\* and deferred\* Correction (dra file)
- Double-click to select/correct words

## Edit and Format

- 'Delete *line*', 'Backspace *n*', 'Delete *last/next n characters/words/lines*'
- 'Select *line*', 'Select *XYZ*', 'Select *start Thru end*', 'Select again'
- Replace text to revise: select by voice or hand, then overwrite

- 'X That': 'Select | Delete | Copy | Bold | Paste | Hyphenate | ALL CAPS That'
- Direct commands: 'Delete | Cut | Copy / Underline XYZ' or 'start Thru end'
- 'Open Dictation Box' (see Hotkeys)

## Personalize the Vocabulary

- 'Open Accuracy Center'
- Open Vocabulary Editor to add, modify, or delete entries (and Word Properties)
- Create *Spoken Forms* (CNAT\see nat, Hseuh-tze\shoe tsee, interrogatories\rogs)
- 'Import | Export custom words' (.txt file, written\spoken form)
- Adapt Vocabulary from relevant text documents; 'Increase Accuracy From Email'

## Find /\*Edit / \*Manage Commands

- \* **Shortcuts for Web/PC Search & MS Outlook®**
- 'Open Command Browser'. 'What Can I Say'. 'Give Me Help'
- \* **Add new command**: boilerplate (Text & Graphics), steps (keystrokes/open item/HeardWord...)
- \* Modify/clone commands: **Edit** or **New Copy** in *CommandBrowser*
- \* **Import** custom commands **Manage** in *Command Browser*
- \* **Search** news | maps | shops | Google | the Web **for XYZ**. 'Find a site about XYZ'.
- \* **Search** computer | files | email **for XYZ**
- \* **Compose e-mail to** <contact name(s)>'. 'Compose e-mail about XYZ'
- \* **Schedule appointment with** <contact name(s)>'



[www.ATarizona.com](http://www.ATarizona.com)

# Blind & Visually Impaired Resources (B / VI)

---

Staff Guide  
to  
One-Stop Accommodations





# B/VI = Blind or Vision Impaired

## Blind or Visual Impairments

### 1. 19" or 21" monitor

A large monitor can benefit many persons who are legally blind or significantly vision impaired. Many such individuals also benefit from custom colors and fonts.

### 2. Custom ADA RESOURCE ROOM "Theme"

The display settings for the ADA computer have been modified with custom colors and fonts. Font sizes for menus and icons are larger and the background of the desktop is plain dark blue with white text. This display theme is called, "ADA Resource Room". A shortcut has been set up in most cases to quickly access several "display themes" frequently used by persons with vision limitations.

### 3. Quick access to High Contrast Theme

The Microsoft High Contrast theme is designed with minimum glare and Very Large Fonts for persons with some vision conditions such as cataracts. It inverts colors on the screen to white text on a black background. To quickly activate or de-activate the High Contrast theme there is a shortcut in the B/VI folder on

the desktop or press: ***left shift + left alt + print screen***

#### 4. ZoomText

ZoomText level 2 is a screen magnification software from [Ai Squared](#). It may also have speech assist for persons with low vision. Magnification can be set from 2x to 36x. The product is primarily controlled using a mouse, however there are numerous "hot keys" to allow more efficient control of the software. Color settings can also be customized for personal preference including use of inverted or custom colors, mouse pointer size and color, text cursor size and color and has multiple magnification views. Most ZoomText users favor using a standard mouse, although hot keys are available for most functions. To start the ZoomText program, use the shortcut in the B/VI folder or in Start Menu or press: ***ctrl + alt + z***

#### 5. JAWS

The JAWS screen reading software program from [Freedom Scientific](#) allows persons who are totally blind to access the computer using speech output. JAWS will read text from the computer screen through the computer speakers or through a headset. A monitor is optional for JAWS users. It is requested that a

headset be used by JAWS users in the resource room or other areas of the One-Stop for both privacy and courtesy to others. JAWS users are expected to have this product. *\*Please Note: If using JAWS with VOS, please configure VOS user settings to "Text Theme" in the VOS "Settings and Themes" (see handout). This setting will be saved under your user profile. If there are questions about this, please ask staff.* To start JAWS there is a shortcut in the B/VI folder or Quick start in the Start Menu or press: **ctrl + alt + j**

## 6. CCTV

A CCTV gives a person with vision limitations access to print material. The user places the paper or application form to be read on the platform of the CCTV (the X,Y table). A camera facing down projects an image of the text on a monitor above the X,Y table. Text on the printed page can then be magnified from 1x to 16x or more. Settings or Modes are also available to invert colors to white text on a black background or on some units, contrasting color lens. CCTV's in One-Stop Centers may be moved to training areas, Resource Room areas or test taking areas with assistance from staff.



# AT for Blindness and Vision Impairments



Screen Reading Software  
[www.freedomscientific.com](http://www.freedomscientific.com)



## WHAT TO KNOW FIRST:

1. Successful use of this program requires training with an Assistive Technology Specialist, B/VI and also many, many hours of practice by the user. Users are expected to have a working knowledge of this product or should be aided in finding training resources in the ADA Kiosk.
2. Please let people who are blind know that the ADA computer in the Resource Room has the JAWS program installed. Make sure that there is a sign or label with the "hot keys" macro command that will launch JAWS when the person sits down to use this computer. It is usually **Control + ALT + J**. There is also a desktop folder labeled with the programs used by people with vision limitations, and it can be accessed there as well.
3. JAWS users will require the VOS (Virtual One Stop) program to be configured to Text Theme, not Web Theme in the VOS Settings and Themes section of the user profile. This task only needs to be done once for the individual user.

4. Staff in the Resource Rooms and One-Stop Centers need to have training about this assistive technology to be able to guide a client to helpful tools listed in the kiosk and those online at <http://www.atarizona.com/blindvi.htm>

---

**Who:** Persons with severe vision impairments and blindness use JAWS to access all online documents, web pages, email and resources. Staff will need to attend training on helping such clients to access the VOS system and complete their online application. Some clients will use either JAWS or ZoomText, depending on their preferences.

**What:** JAWS screen reading software “reads aloud” content on the screen to the user. The version installed may vary by One Stop location. There are differences between versions that are specific to use of hot keys and shortcut commands. The client will need to be aware of which program is installed on the ADA computer. Version appropriate Command Lists can be found under the installed product Help menu. Resources can also be found online to help a client using Windows XP with JAWS in the ATarizona.com website. The link given above will bring you to this document.

**Where:** Resource Room ADA computer.

**When:** Anytime for typing or viewing online resources!

**Why:** This JAWS program is required for accessibility to all computer tasks common to any client needs in a Resource Room.

**How:** Staff will not be asked to teach a client how to use this program. Clients will need to have prior experience and training to access the software.

**\*Technical Assistance (AT/IT Specialist):**

---



## ZoomText Screen Magnification Software



### WHAT TO KNOW FIRST:

Successful use of this program requires training with an Assistive Technology Specialist, B/VI, but many clients may benefit immediately with a little training. If a client who is vision-impaired is shown this software in use on the ADA computer, they may be astonished to see how much it will help them.

1. There are many screen magnification products, but **ZoomText** is the type installed on most Resource Room computers in Arizona.
2. Please let people who are vision-impaired know that the ADA computer in the Resource Room has **ZoomText** installed. Make sure that there is a sign or label with the "hot keys" macro command that will launch **ZoomText** when the person sits down to use this computer. It is usually Control + ALT + Z. There is also a desktop folder labeled with the programs used by people with vision limitations, and it can be accessed there as well.
3. Staff in the Resource Rooms and One-Stop Centers need to have training about this assistive technology to be able to guide a client to helpful tools listed in the kiosk and at:  
[www.atarizona.com/blindvi.htm](http://www.atarizona.com/blindvi.htm)



- Who:** Persons with vision impairments use **ZoomText** to access all online documents, web pages, email and resources. Some clients will use either JAWS or ZoomText, depending on their preferences. Clients may use high contrast color schemes or white text on black backgrounds to make it easier to read.
- What:** One-Stop locations have **ZoomText** in versions from 8.0 to 9.0. The client will need to be aware of which program is installed on the ADA computer. Users are expected to have a working knowledge of this product or should be aided in finding training resources in the ADA Kiosk. Resources can also be found online to help a client using ZoomText in the ATarizona.com website. The link given above will bring you to this document.
- Where:** Resource Room ADA computer.
- When:** When an individual is unable to see information on the computer screen and requires larger fonts, alternative colors, larger or different colored mouse pointer, larger cursor or speech support with menu items and text read out loud.
- Why:** This **ZoomText** program provides accessibility for persons with significant vision limitations.
- How:** **ZoomText** magnifies any application program such as word processing software, Internet Explorer or other programs. **ZoomText Version 9.0** has a voice option that also reads aloud page content to the client if that option is selected in the **ZoomText** toolbar.

**\*Technical Assistance (AT/IT Specialist):**

---



[www.ATarizona.com](http://www.ATarizona.com)



# **“Meet & Greet” and Deaf & Hard of Hearing Resources (D / HoH)**

---

Staff Guide  
to  
One-Stop Accommodations



# D/HoH = Deaf or Hard of Hearing



## Meet and Greet Script:

DES staff has been asked to use a specific script to begin serving consumers who are Deaf or Hard of Hearing. The purpose of the script is to identify the consumer's primary communication mode to help with accommodations. Four questions of the script will be asked using a simple typing device, or writing. Many sites use the Alphasmart, Ubi Duo or type on a computer to communicate using the script. The script may be found in the Deaf/Hard of Hearing this section, or on a laminated page at the front desk.

---

### 1. Public Access "outgoing" TTY

A TTY is available in all One-Stop sites for outgoing calls. Rules for using the TTY are the same as for voice phones – local calling only unless special arrangements have been made for employment or service related long distance calls. Signs should show whether the TTY is direct connect or requires a phone to dial from, **and** whether you need to dial a 9 or other number for an outside line.

---

## **2. Published TTY phone number**

Consumers should be able to reach staff in the One-Stop sites by calling their published TTY phone number. A listing of published TTY phone numbers is located on [www.ATarizona.com](http://www.ATarizona.com) or ask at front desk.

---

## **3. Amplified Phone**

Many One-Stop sites have an amplified telephone that also has tone control, a jack to use with a loop that interfaces with personal hearing aids, and large buttons. These phones are all hearing aid compatible.

---

## **4. FM System**

Each One-Stop site has an FM system for use on site. The purpose of the FM system is to amplify speech during training sessions, meetings, and face to face conversations. The kit includes a transmitter for the speaker and a receiver for the end user. The receiver is used with either a headset (inside the kit) or a neck loop (inside the kit). Neck loops are compatible with many models of hearing aids, using the "T-Switch" setting. A driver's license or other ID may be required for check out.

---

## **5. VRS and VP**

VRS (Video Relay Services) and VP (Video Phone) are available in some One-Stop sites. VRS and VP use a video camera and monitor to enable persons who use ASL or other manual sign language to sign back and forth in conversation. VRS is essentially a telephone. VRS allows users call a VRS relay operator who relays the conversation to a voice phone user for easy, transparent telephone conversations. VP allows users to call other video phone users for direct video phone to video phone conversations.

---

## **6. VRI**

The same video phone device used for VRS and VP may be used to purchase Video Remote Interpreting services. This allows One-Stop staff to access sign language interpreters in an efficient, cost effective manner. A VRI interpreter is a timelier alternative to scheduling face-to-face interpretation.

---

## **7. Sign Language Interpreting**

Sign language interpreting services may be requested using the Accommodation Request Card at the front desk. Because of a shortage in certified interpreters, please schedule interpreters 48 hours to two weeks in advance.



## AT for Deaf and Hard of Hearing

### Ubi Duo: "Meet and Greet" Device



location of power switch

[www.scommonline.com](http://www.scommonline.com)

### WHAT TO KNOW FIRST:

1. There are three available options for quick face to face conversations in many state offices. They include: **Alphasmart, Ubi Duo** and **any computer** with a word processing program.
2. **"Meet and Greet" devices are NOT AN ALTERNATIVE TO SIGN LANGUAGE INTERPRETING. THEY ARE FOR QUICK, INITIAL CONVERSATIONS.**
3. The language of many individuals who are deaf is ASL (American Sign Language). This is a visual language, not a written language. Spelling, grammar and sentence structure may reflect English as a second language. The important thing is to communicate information in a clear and simple manner.
4. **KEEP THIS DEVICE CHARGING AT ALL TIMES.**

5. Always begin with the following questions when conversing with any consumer/client who is deaf or hard of hearing:

**Meet and Greet Script for Consumers who are Deaf or Hard of Hearing**

1. "Welcome to \_\_\_\_\_(your site)\_\_\_\_\_. My name is \_\_\_\_\_(your name)\_\_\_\_\_.  
How can I help you?"
2. For this initial meeting do you prefer using pen and paper or this device?
3. How do you like to communicate? Do you prefer a) sign language, b) amplification (i.e. FM system) or c) typing or writing the conversation?
4. If sign language is preferred, it will need to be set up for next visit. I can show you our list of interpreting agencies – do you have a preferred agency and/or interpreter you would like us to use?"

---

**Who:** Persons who are deaf, hard of hearing or unable to use their voice to communicate.

**What:** Ubi Duo, Alphasmart or basic computer

**Where:** Keep the quick conversation device at the front desk.

**When:** At the initial meeting and when requested.

**Why:** To communicate directly with consumers/clients; to comply with ADA law

\*\*\*\*\*



**How:** Turn the power buttons **ON** for both devices – tiny green button on the side. **Press enter, start typing!** The full conversation will display on both devices. The Enter key starts a new line in the conversation. Press Ctrl + F9 to clear the numbers in front of each typed phrase (UNIT ID). Press Ctrl + F7 on each device to clear the conversation. Press Ctrl + F1 for function key help. Ask the questions above.

*Keep both devices charging at all times.*

\*\*\*\*\*

**\*Technical Assistance (AT/IT Specialist):**

---



# UBI-Duo Tips

To turn it on: press the small green button near the power adapter cord on the keyboard side.

To chat with another user, use TAB to select the SPLIT icon and press enter.

To see the Help Menus:

Press **F1**: get a list of emoticons, use arrow keys to select one to add into your chat.

Press **F1 and Control**: get a Help Menu for the following shortcut commands

F1: Help Menu

F2: Show/hide toolbar

F3: Save chat

F4: Go to Settings

F5: Fonts

F6: End chat

F7: Clear chat

Press **F1 and Shift**: get a Help Menu for the following

F4: Main menu

F6: End chat

F7: Clear chat

Press **F1 and ALT**: get a Help Menu for

Formatting, video, sleep time, battery conditioning mode, Hang up modem, etc.



## AT for Deaf and Hard of Hearing

### Alphasmart: "Meet and Greet" device



Each Function Key = 1 file

### WHAT TO KNOW FIRST:

1. There are three available options for quick face to face conversations in many state offices. They include: **Alphasmart, Ubi Duo** and **any computer** with a word processing program.
2. **"Meet and Greet" devices are NOT AN ALTERNATIVE TO SIGN LANGUAGE INTERPRETING. THEY ARE FOR QUICK, INITIAL CONVERSATIONS.**
3. The language of many individuals who are deaf is ASL (American Sign Language). This is a visual language, not a written language. Spelling, grammar and sentence structure may reflect English as a second language. The important thing is to communicate information in a clear and simple manner.
4. **REQUIRES "AA" BATTERIES.** Be sure to have replacement "AA" batteries on hand!

5. Always begin with the following questions when conversing with any consumer/client who is deaf or hard of hearing:

**Meet and Greet Script for Consumers who are Deaf or Hard of Hearing**

1. "Welcome to       (your site)      . My name is       (your name)      .  
How can I help you?
2. For this initial meeting do you prefer using pen and paper or this device?
3. How do you like to communicate? Do you prefer a) sign language, b) amplification (i.e. FM system) or c) typing or writing the conversation?
4. If sign language is preferred, it will need to be set up for next visit. I can show you our list of interpreting agencies – do you have a preferred agency and/or interpreter you would like us to use?"

**Who:** Persons who are deaf, hard of hearing or unable to use their voice to communicate.

**What:** Ubi Duo, Alphasmart or basic computer

**Where:** Keep the quick conversation device at the front desk.

**When:** At the initial meeting and when requested.

**Why:** to communicate directly with consumers/clients; to comply with ADA law

\*\*\*\*\*

**How:** Turn the Alphasmart power button **ON**.



Start typing! Ask the questions above.

Pass the device back and forth to converse. To clear the file press, "clear file". Separate files are located on F1, F2, F3, F4, F5, F6, F7, F8. You may pre-store the first question on each file to save having to type it in front of the consumer!

Assist the individual the same as you would any other customer.

Do **NOT** download files to state computers these are conversation tools only!

\*\*\*\*\*

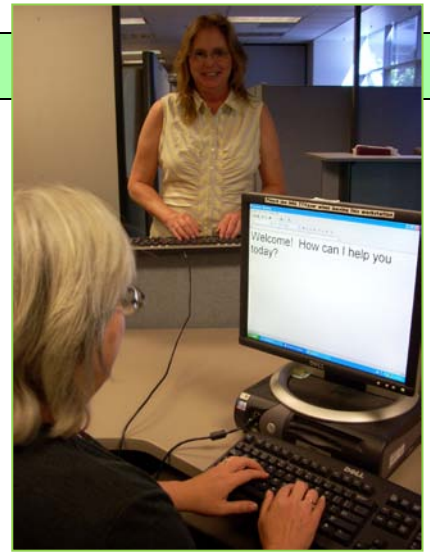
**\*Technical Assistance (AT/IT Specialist):**

---



## AT for Deaf and Hard of Hearing

### Using a Computer to Meet and Greet!



### WHAT TO KNOW FIRST:

1. There are three available options for quick face to face conversations in many state offices. They include: **Alphasmart, Ubi Duo** and **any computer** with a word processing program.
2. **"Meet and Greet" devices are NOT AN ALTERNATIVE TO SIGN LANGUAGE INTERPRETING. THEY ARE FOR QUICK, INITIAL CONVERSATIONS.**
3. The language of many individuals who are deaf is ASL (American Sign Language). This is a visual language, not a written language. Spelling, grammar and sentence structure may reflect English as a second language. The important thing is to communicate information in a clear and simple manner.
4. ***Your Resource Room computer may already have two keyboards installed and a monitor that you can both see!!***
5. Always begin with the following questions when conversing with any consumer/client who is deaf or hard of hearing:

**Meet and Greet Script**  
**for Consumers who are Deaf or Hard of Hearing**

1. "Welcome to \_\_\_\_\_ (your site)\_\_\_\_\_. My name is \_\_\_\_\_ (your name)\_\_\_\_\_.  
How can I help you?
2. For this initial meeting do you prefer using pen and paper or this device?
3. How do you like to communicate? Do you prefer a) sign language, b) amplification (i.e. FM system) or c) typing or writing the conversation?
4. If sign language is preferred, it will need to be set up for next visit. I can show you our list of interpreting agencies – do you have a preferred agency and/or interpreter you would like us to use?"

**Who:** Persons who are deaf, hard of hearing or unable to use their voice to communicate.

**What:** Ubi Duo, Alphasmart or basic computer

**Where:** Keep the quick conversation device at the front desk.

**When:** At the initial meeting and when requested.

**Why:** to communicate directly with consumers/clients; to comply with ADA law

**How:** Open a word processing program such as Word or Wordpad. ***If possible plug a second keyboard into an available USB port – if not, pass the keyboard back and forth!*** Start typing! Ask the questions above and assist with services the same as you would any other customer.

**\*Technical Assistance (AT/IT Specialist):**

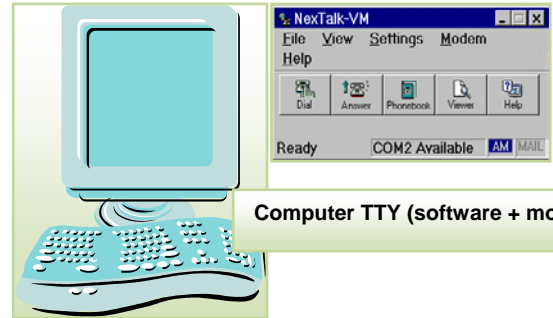


# AT for Deaf and Hard of Hearing

## Your Published TTY Telephone



Ultratec 4425 direct connect



Computer TTY (software + modem)

## WHAT TO KNOW FIRST:

1. TTY is text typing a conversation with a person who is deaf, hard of hearing or speech impaired. Staff must know basic "how to's" for answering the TTY and communicating with TTY callers *and your office TTY phone number!*
2. In a TTY conversation acronyms and shortcuts are used. Attend trainings and learn how to have TTY conversations. Your TTY phone number should be on business cards, resource listings and public access information.
3. The language of many callers who are deaf is ASL (American Sign Language). Sentence structure, spelling and word use may reflect English being a second language. The important thing is to communicate information as clearly as possible.
4. Use of the Arizona Relay Service is an alternative method of communication with a TTY user when no TTY is available at this location. Calls from TTY users may be directed to voice telephones with a Relay Service Operator interpreting the message. To call from a voice phone to a TTY using Arizona Relay dial 711.

**Who:** Persons who are deaf, hard of hearing or unable to use their voice to speak cannot use standard telephones use TTY phones to communicate.

**What:** The Published TTY is a TTY telephone (either stand alone unit or computer based) with knowledgeable staff to answer calls. It allows consumers and staff to communicate by typing messages back and forth. The features of the published TTY phone should match the features of the voice phone – messaging features when the line is busy or no answer and the ability to reach a “live” person by pressing “0”.

**Where:** Usually at the front desk or switchboard. There may be two locations.

**When:** Remember to set up messaging for nights, weekends and holidays.

**Why:** To communicate directly with consumers; to comply with the law

**How:** Each site is set up slightly differently. A cheat sheet has been developed for your site. It is important to test the functioning of the TTY each month to be sure it is working properly and that new staff can learn how to use the device.

**\*Technical Assistance (AT/IT Specialist):**

---

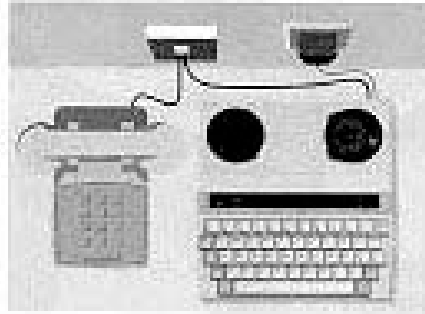


## AT for Deaf and Hard of Hearing

### "Outgoing" Consumer use TTY Telephone



**Superprint 4425  
"Coupler" style**



**Superprint 4425  
"Direct Connect"  
set up**



**Uniphone 1140  
a telephone, TTY  
and amplified  
phone - all in one**

### WHAT TO KNOW FIRST:

1. The public access, "outgoing" TTY is simply an alternative telephone in your phone bank for job seekers. The same rules apply to the public TTY as do for voice phone users: are consumers limited to local calls only? Is there a number to press for an outside line? Can a number be given for call backs?
2. You simply need to know which style TTY you have on site and the number to dial for an outside line. The user will know the rest.
3. If an interpreter is not readily available, writing notes back and forth with the consumer can be an initial way to communicate.

**Who:** Persons who are deaf, hard of hearing or unable to use their voice to speak frequently use TTY phones to communicate.

**What:** The TTY is a telephone (either stand alone unit or computer based) for making calls to either other TTY's or to voice phones through the use of a Relay Operator.

**Where:** Usually where your telephones are located.

**When:** Available to consumers whenever the voice phones are available.

**Why:** Consumers should find at least one TTY to make outgoing calls. For face to face communication with some consumers who are deaf, invite them to use the public TTY to call your own switchboard to communicate!

**How:** Each site is set up slightly differently. A cheat sheet has been developed for your site. It is important to test the functioning of the TTY each month to be sure it is working properly and that new staff can learn about the device.

**Be sure there is clear signage indicating when a "dial-out" is required. i.e. Dial '9' for Outside Line**

**\*Technical Assistance (AT/IT Specialist):**

---



# AT for Deaf and Hard of Hearing



## FM System Comtek AT-72 (wireless auditory system)



### WHAT TO KNOW FIRST:

1. The FM System ***batteries need to be charged when not in use.*** The power supply has a splitter that will plug into both the transmitter and receiver.
2. The Comtek FM System kits are very expensive. It is recommended that the consumer leave their license or ID when borrowing the unit and that component parts be checked as the system is loaned out and returned.
3. All staff need to know the location of the loaner FM systems (little suitcase). The component parts for the kit are listed on the tag on the handle.

---

**Who:** FM systems are for persons who are **hard of hearing** who may or may not use hearing aids.

**What: FM systems are:** a listening system that consists of a transmitter with a microphone for the speaker and a receiver with headset or loop for the listener. The receiver can use headphones or a telephone coil neck loop. The speaker can be up to 150 feet away from the listener. The system is completely separate from

the phone but may be used with a standard phone in some cases to amplify sound. *The loop device inside the FM system kit may be used directly with the One-Stop amplified phone for improved listening for hearing aid users.*

**Where:** The kit is typically located with other secured AT items.

**When:** Any time a Hard of Hearing person needs to communicate such as for interviews, training sessions, computer sessions and multi-media presentations.

**Why:** FM systems are used to amplify and clarify speech during training sessions, one-on-one meetings, and may be interfaced with speech generating software such as computer training sessions, and in some cases, the telephone.

**How:** The **speaker** wears the transmitter and speaks into a small microphone. The transmitter and microphone should be labeled with YELLOW tags. The unit must have CHARGED BATTERIES and be TURNED ON. The **listener** uses the receiver & headset or the loop to enhance listening to the speaker. The attenuator cord may be used to tape the information or amplify audio files. This unit must also have CHARGED BATTERIES. The loop system is for someone who has hearing aids with a T-Switch, or anyone who might benefit from clearer sound using the headset.

**\*Technical Assistance (AT/IT Specialist):**



# AT for Deaf and Hard of Hearing



## VP – Video Phone

Direct Signed VP to VP Conversation



## WHAT TO KNOW FIRST:

- 1.VP (Video Phone) allows callers to directly call another VP unit.
- 2.The VP user will mostly know what to do to make the call but will require the check out of the remote control unit to operate the VP unit.
- 3.VP uses the same equipment as VRS (Video Relay Service) and VRI (Video Remote Interpreting) but for a different purpose and calling to a different website.
- 4.VP calls are FREE.

---

**Who:** Persons who are deaf and use sign language as their primary language.

**What:** VP (Video Phone) is VP to VP calling. The users sign back and forth over the internet.

**Where:** In a private area of the One-Stop.

**When:** Available to consumers as a telephone resource for persons who are deaf.

**Why:** VP is quickly replacing TTY technology. Most deaf individuals have VP (Video Phone) in their home to make direct Video Phone calls to other VP users and to make VRS (Video Relay Service) calls to voice phone users.

In Arizona, most of the Specialty D/HoH Vocational Rehabilitation Counselors have VP in their offices, allowing direct communication using ASL.

**How:** Using a remote control for the unit, the user dials the number or address of the other VP user.

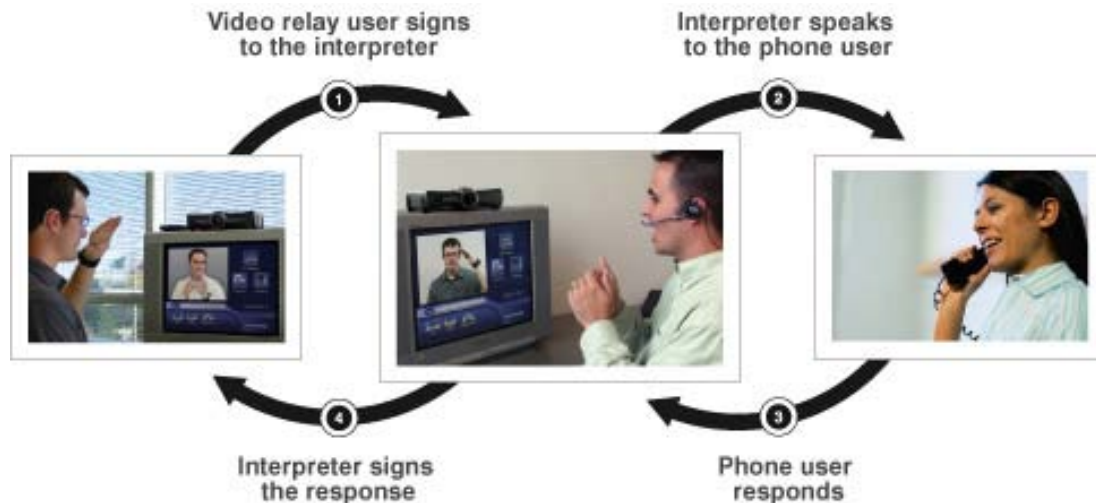
**\*Technical Assistance (AT/IT Specialist):**

---



# AT for Deaf and Hard of Hearing

## VRS – Video Relay Services for Telephone Calls



### WHAT TO KNOW FIRST:

1. The VRS (Video Relay Service) is a system that allows persons who are deaf and who use sign language, to communicate with voice phone users in a VERY EFFICIENT manner. The system uses a video camera that is connected to the internet to call a Video Relay Operator who can sign with the signer and talk with the voice phone user.
  2. The system is operated using a remote control that is usually stored with the other pieces of “check out” equipment in the One-Stop.
  3. VRS uses the same equipment as VP (video phone) and VRI (Video Remote Interpreting) but for a different purpose and calling to a different website.
-

**Who:** Persons who are deaf and use sign language as their primary language.

**What:** VRS is a telephone communication system. It is a FREE service for the User.

*VRS uses a high speed internet connection with a camera, monitor and internet connection device (D-Link, Sorenson or similar device) to connect to the VRS operator at an internet site. The VRS operator, who Video Phone and Voice Phone, places the voice call, as requested in sign language from the deaf caller. The deaf caller and the VRS operator see each other on the screen and can sign back and forth.*

[www.nad.org/videorelay](http://www.nad.org/videorelay)

**Where:** In a private area of the One-Stop.

**When:** Available to consumers whenever the voice phones are available.

**Why:** VRS is quickly replacing TTY technology. Most deaf individuals have VP (Video Phone) in their home to make direct Video Phone calls to other VP users and to make VRS (Video Relay Service) calls to voice phone users.

**How:** Using a remote control for the unit, the user scrolls to the VRS service they wish to use.

**\*\*\* Main services for VRS are:**

➤ [www.sorensonvrs.com](http://www.sorensonvrs.com) ; [www.attvrs.com/vrs\\_ssl](http://www.attvrs.com/vrs_ssl) ;  
[www.sprintvrs.com](http://www.sprintvrs.com)

**\* Technical Assistance (AT/IT Specialist):**



# AT for Deaf and Hard of Hearing

## VRI – Video Remote Interpreting



"On-Demand Sign Language Interpreting"

### WHAT TO KNOW FIRST:

- 1.VRI (Video Remote Interpreting) gives relatively fast access to sign language interpreters for consumers in the One-Stop who are deaf and use sign.
- 2.VRI is a FEE BASED SERVICE. Locate your list of "On-Demand Interpreting Services".
- 3.The VRI system uses the same equipment as VRS and VP but utilizes different calling addresses and purposes.

---

**Who:** Persons who are deaf and use sign language as their primary language.

**What:** With VRI how, interpreting services may be purchased from an agency that provides VRI interpreting services. This service is be paid on an hourly basis, so you will need to know how to bill for this. Statewide sign language interpreting contracts are typically used.

**Where:** In a private area of the One-Stop.

**When:** When sign language interpreter services are needed.

**Why:** There are critical shortages of certified interpreters in every area, including urban centers such as Phoenix and Tucson.

**BIG Advantages to VRI:**

1. interpreters are readily available (within 10-15 minutes) – a timely alternative to face-to-face interpretation
2. the hourly rate is typically less than face-to-face interpreters
3. eliminates payment for travel time

**Limitations of VRI:**

VRI is not appropriate for meetings with 3 or more people, sessions of more than 1-2 hours or occasions where the consumer may need to move to a different site (such as touring a site, participating in a class, etc) On those occasions, services need to be purchased from a live interpreter (2 interpreters if more than 2 hour session)

**How:** Using a remote control for the unit, the user dials the phone number or I.P. address of the VRI provider. See your site's Sign Language Interpreting Contract.

**\*Technical Assistance (AT/IT Specialist):**





[www.ATarizona.com](http://www.ATarizona.com)

# Learning Disabilities & Cognitive Challenge Resources (LD / Cognitive)

---

Staff Guide  
to  
One-Stop Accommodations





# Learning Disabilities and Cognitive

## Learning Disabilities and Cognitive

### **1. TextHelp! Read and Write Gold**

TextHelp! is a software program that will read text on the computer screen by hovering with the mouse pointer or by selecting text and selecting "read". It is requested that a headset be used by TextHelp users in the resource room or other areas of the One-Stop for both privacy and courtesy to others. With this program, text may also be displayed in ways that are user friendly to many persons with learning disabilities including the ability to invert colors, expand the spacing of letters in the words and highlight words or phrases as the computer reads aloud.

---

### **2. Fillable, Electronic forms**

Many forms used in One-Stops sites have now been made fillable by tabbing through the form and filling in the text. This alternative format is very helpful for persons who have difficulty writing. The forms can also be made to read the form fields to the user using adaptive software.

---

### 3. FM system

Each One-Stop site has an FM system for use on site. While typically thought of for use by persons who are hard of hearing, FM systems are often very helpful for persons with ADD and ADHD (Attention Deficit Disorder and Attention Deficit Hyperactive Disorder). The device would be used with a headset (available in the kit) to amplify speech or filter environmental distractions during training sessions, meetings, and face to face conversations. A driver's license or other ID may be required for check out.



# AT for Audio Amplification & Auditory Learning



## FM System Comtek AT-72 (wireless auditory system)



### WHAT TO KNOW FIRST:

1. The FM System ***batteries need to be charged when not in use.*** The power supply has a splitter that will plug into both the transmitter and receiver.
2. The Comtek FM System kits are very expensive. It is recommended that the consumer leave their license or ID when borrowing the unit and that component parts be checked as the system is loaned out and returned.
3. All staff need to know the location of the loaner FM systems (little suitcase). The component parts for the kit are listed on the tag on the handle.

---

**Who:** FM systems are for persons who are **hard of hearing** and/ or persons who are **auditory learners** or have cognitive challenges with environmental distractions.

**What: FM systems are:** a listening system that consists of a transmitter with a microphone for the speaker and a receiver with headset or loop for the listener. The receiver can use headphones or a telephone coil neck loop. The speaker can be up to 150 feet away from

the listener. The system is completely separate from the phone but may be used with a standard phone in some cases to amplify sound. *The loop device inside the FM system kit may be used directly with the One-Stop amplified phone for improved listening for hearing aid users.*

**Where:** The kit is typically located with other secured AT items.

**When:** Any time a Hard of Hearing person needs to communicate such as for interviews, training sessions, computer sessions and multi-media presentations.

**Why:** FM systems are used to amplify and clarify speech during training sessions, one-on-one meetings, and may be interfaced with speech generating software such as computer training sessions, and in some cases, the telephone.

**How:** The **speaker** wears the transmitter and speaks into a small microphone. The transmitter and microphone should be labeled with YELLOW tags. The unit must have CHARGED BATTERIES and be TURNED ON. The **listener** uses the receiver & headset or the loop to enhance listening to the speaker. The attenuator cord may be used to tape the information or amplify audio files. This unit must also have CHARGED BATTERIES. The loop system is for someone who has hearing aids with a T-Switch, or anyone who might benefit from clearer sound using the headset.

**\*Technical Assistance (AT/IT Specialist):**

---



# AT for Cognitive Limitations and Learning Disabilities

## Read & Write GOLD software

### Access for All including:

- ✚ Students with Learning Disabilities
- ✚ English Language Learners
- ✚ Individuals with Reading and Writing Difficulties
- ✚ Auditory Learners
- ✚ Readers with Visual Impairments



## WHAT TO KNOW FIRST:

1. TextHelp is an adaptive software product for struggling readers. In the simplest use, the product will read aloud text on the screen. If the user points to a paragraph using the mouse, TextHelp will read the document. The default setting is to read by paragraph but the software can be set to read by word, or read all.
2. The user will require a headset with a microphone for privacy and confidentiality when the computer reads text and to input if the user is going to use speech recognition.
3. The main features of TextHelp are: text reading for struggling readers, built in grammar and spell check that also checks homophones (like sounding words), a Spanish Translator tool, word prediction to increase typing speed and accuracy, options for using color highlighting while reading, a pronunciation tutor, built in Notetaking capabilities, speech input features and features to use a scanner with the computer to turn print documents into electronic, readable documents.

**Who:** Persons with reading or writing limitations.

**What:** TextHelp! Read and Write Gold is a specialty software product for persons who struggle with reading or writing. The software will read text aloud using the soundcard of the computer. It also has features to help the person distinguish between like sounding words, it has a pronunciation tutor for words, numerous ways to present text on the screen (using color, text size, and highlighting options) and it has built in word prediction and speech recognition.

**Where:** Resource Room ADA computer.

**When:** Anytime for sighted persons to read electronic documents or the internet out loud.

**Why:** To provide access to text material for persons who are challenged in reading or writing.

**How:** Open the TextHelp! Software program. Open your application program (i.e. Word, VOS, or any internet application). The TextHelp toolbar will float on top of the application program to make the tools for reading available to the user.

## **ADDITIONAL INFORMATION:**

[www.texthelp.com](http://www.texthelp.com)

[www.ATarizona.com](http://www.ATarizona.com)

[www.enablemart.com](http://www.enablemart.com)

**\*Technical Assistance (AT/IT Specialist):**

---



# QUICK REFERENCE CARD



**Phonetic Spell Checker:** use the small arrow button to open options. Click this button when you have selected one word to spell check.



**Word Prediction:** use the small arrow button to open options. Click this button to open or close the word prediction window.



**Dictionary:** click this button when you have selected a word to look up in the dictionary. Alternatively click the button before selecting a word then type the word into the text box. Use this when looking for definitions.



**\*Display Homophones:** click this button when in MS Word to identify all homophones or commonly confused sounding words.



**Hear Homophones:** use the small arrow button to open options. Click on this button to analyze text and identify alternatives.



**\*Hide Homophones:** click this button when in MS Word to return all text to black that was colored blue from the display homophones button.



**Calculator:** use the small arrow button to open options. Select your preferred calculator from the options panel. Then when you click on this button your preferred calculator will appear on screen.



**Read Previous:** click on this button to have the previous word, sentence or paragraph spoken to you.



**Speak Text:** use the small arrow button to open options. Click this button if you wish to hear your text spoken, you can first select the text or just click the button.



**Pause Speech:** click on this button if you wish to have any current speech paused. Resume with another click.



**Read Next:** click on this button to have the next word, sentence, or paragraph, spoken to you.



**Stop Speech:** click this button to stop any speech.



**Scanning:** use the small arrow button to do a quick scan. Click this button to OCR/Scan a document with more options.



**Fact Folder:** use the small arrow button to review existing facts. Click this button to store selected information by preferred category.



**Fact Finder:** use the small arrow button to open options. Click this button to do a quick web search directly from your windows applications.



**Speech Input:** this tool allows you to quickly set up your computer to recognize your voice. A simple training program shows you what you should say in to the computer and has audible prompt to help.



**Help Files:** click on this button to open up the Read&Write Manual which can be spoken using the features of the program.



**Options:** click here to open the general options panel.

- Additional information on how to use these features can be found in:**
1. Your product manual
  2. The help file
  3. Guided Tour from our website [www.texthelp.com](http://www.texthelp.com)
  4. Training guide contact [info@texthelp.com](mailto:info@texthelp.com) for more information.
- \* Not visible by default. Go to general options to display buttons.**

# AT for Cognitive Limitations and Learning Disabilities

## Dragon Naturally Speaking

**Speech Recognition Software** has helped people with cognitive limitations, and those who need to reduce keyboarding tasks.



## WHAT TO KNOW FIRST:



1. Dragon Naturally Speaking is speech recognition software. Using a microphone and special commands, the user is able to type and use the mouse by voice.
2. Dragon Naturally Speaking (“DNS”) requires a quiet environment, or at least an environment with even and consistent background noise. Consumers may need to schedule their use of DNS during morning hours or more quiet times in the public access One-Stop Centers.
3. If at all possible, persons with diagnosed physical access conditions should be seen for evaluation by a physical motor specialist (OT, PT or Rehab Engineer). The physical motor specialist can prescribe therapeutic chair settings, table height and placement of adaptive keyboards.

---

**Who:** Persons with repetitive stress conditions such as carpal tunnel syndrome or who have other fine motor limitations benefit from this style technology.

**What:** The versions of DNS found in One-Stop Centers is either the “Preferred” version (cost approx \$150) or the “Professional” version (approx \$700). Differences

are noted on the DNS cheat sheet at the ADA workstation (or may be checked out with the DNS microphone from One-Stop staff). The product requires that the user have adequate training to use the software and that the computer be “trained” to each user’s voice. Each user must create and maintain a custom voice profile to efficiently use the product.

**Where:** Resource Room ADA computer. The product must be used with a compatible microphone that may be checked out from One-Stop staff.

**When:** Quieter times of day.

**Why:** Dragon Naturally Speaking gives an alternative way to enter text into almost any computer application program. DNS is helpful for persons who cannot or should not use their arms/hands/wrists in a repetitive way and is a must for persons who cannot use their arms (the professional version can be completely “hands free”).

**How:** 1. A voice file must be created 2. Voice commands must be learned for dictation and for commands 3. Voice commands must be learned to select text, correct words and train the computer to listen to the user’s voice on a regular basis 4. Utility features must be learned to manage the voice file and environmental sounds.

**\*Technical Assistance (AT/IT Specialist):**



## "Cheat Sheet" for Dragon 10 users

**Red** = new in Version 10 "XYZ" = any word(s)

See Dragon Help for details

### Acoustics

- Connect/place microphone consistently: listening side facing corner of mouth
- Turn **microphone off** when not dictating: use hot key (+), '**stop listening**'
- Choose first or additional *Dictation Source* (USB, Bluetooth mic, recorder...)
- Read additional **Training** text (Accuracy Ctr). Train individual word if needed.
- Check Audio Settings** if hardware or environment changes

### Dictation, Capitalization, and Navigation

- Enunciate *clearly but naturally*. Stay silent if hesitating. Aim for *full phrases*.
- Say **open paren**, **close quote**, **hyphen**, **ellipsis**, *pound/number/at/section sign*...
- Pause* briefly before and after commands, don't pause within commands.
- 'New Paragraph'**, **'New Line'**, **'Tab'**
- 'Scratch that'**, **'Scratch that *n* times'**, **'Undo that'**
- Time (AM/PM), **'Roman numeral *n*'**, %, units, **'numeral *n*'**, contractions... See *Formatting*

## Options (**Tools menu**) & Word Properties.

- 'Spell <characters>'** incl. alpha-bravo, slash, asterisk, dot...
- 'Numbers Mode On', 'Switch to Spell | Command | Dictation | Normal Mode'**
- 'Caps On', 'ALL CAPS Off', 'Cap <word>', 'ALL CAPS <word>', 'no caps <Word>'**
- 'Go to *top/bottom*', 'Go to *end of line*', 'Move left *n words*', 'Move up *n lines*'**
- 'Insert *before/after XYZ*'**
- 'Mousegrid *n n*', 'Mousegrid window', 'Mouse *right-click*', 'Move|Drag mouse lower right'**
- 'Press Enter | Escape | *F6* / Tab | Alt Down | Down Arrow | Page Up'**

## Correction of Misrecognitions

- 'Correct *XYZ*'**, XYZ being *wrong* word(s) on screen (If already highlighted or just spoken: **'Correct That'** -- see hotkey, DragonBar extras)
- Playback\*** and deferred\* Correction (dra file)  Double-click to select/correct words

## Edit and Format

- 'Delete *line*', 'Backspace *n*', 'Delete *last/next n characters/words/lines*'**
- 'Select *line*', 'Select *XYZ*', 'Select *start Thru end*', 'Select again'**
- Replace text to revise: select by voice or hand, then Overwrite

- 'X That': 'Select | Delete | Copy | Bold | Paste | Hyphenate | ALL CAPS That'
- Direct commands: 'Delete | Cut | Copy / Underline XYZ' or 'start Thru end'
- 'Open Dictation Box' (see Hotkeys)

## Personalize the Vocabulary

- 'Open Accuracy Center'
- Open Vocabulary Editor to add, modify, or delete entries (and Word Properties)
- Create *Spoken Forms* (CNAT\see nat, Hseuh-tze\shoe tsee, interrogatories\rogs)
- 'Import | Export custom words' (.txt file, written\spoken form)
- Adapt Vocabulary from relevant text documents; 'Increase Accuracy From Email'

## Find /\*Edit / \*Manage Commands

- \*Shortcuts for Web/PC Search & MS Outlook®
- 'Open Command Browser'. 'What Can I Say'. 'Give Me Help'
- \* **Add new command**: boilerplate (Text & Graphics), steps (keystrokes/open item/HeardWord...)
- \* Modify/clone commands: **Edit** or **New Copy** in *Command Browser*
- \* **Import** custom commands **Manage** in *Command Browser*
- \* **Search** news | maps | shops | Google | the Web **for XYZ**. 'Find a site about XYZ'.
- \* **Search** computer | files | email **for XYZ**
- \* **Compose e-mail to** <contact name(s)>. 'Compose e-mail about XYZ'
- \* **Schedule appointment with** <contact name(s)>'