

# Telecommunications Equipment Distribution Program Catalog



State of New Mexico  
Commission for Deaf & Hard of Hearing

The Telecommunication Equipment Distribution Program (TEDP) is an integral program of the State of New Mexico Commission for Deaf & Hard of Hearing. Established by the Telecommunications Access Act, the TEDP is funded by a 0.33% surcharge on your landline and wireless telephone bills, and provides over 1,000 pieces of equipment to qualified New Mexicans each year.



**State of New Mexico Commission for Deaf and Hard of Hearing**

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iOS & TEDP Catalog FY22-Winter

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# Types of Equipment Available

Equipment Type	Feature /Function
Amplified Telephones	Telephone with amplification and adjustable ringer volume functions.
Answering Machines (Accessory)	Stand alone answering machine that amplifies voice messages.
Apple iPad® or iPad mini®	Mobile device bundled with telecommunication access app package.
Notification Systems (Accessory)	Use sound, light and/or vibration to alert you when there is noise.
Smoke Alarms (Accessory)	Use sound, light and/or vibration to alert you when there is smoke.
Speech Generating Devices	Allow you to speak with an Electrolarynx.
Telephone Amplifiers (Accessory)	Amplifies sound coming in through a landline or wireless phone.
Telephone Signalers (Accessory)	Use sound, light and/or vibration to alert you when the telephone rings.
Captioned Telephones	Allow you to speak to the other person and read what they are saying.

Please note: Applicants can choose...

One Main Device (a phone or an iPad®) and/or up to Two Accessories

# How to Apply for Equipment

- ✓ **TED Application**
  - Completely fill out the application.
  - Sign and date in the yellow area on the last page.
- ✓ **Proof of Income Eligibility**
  - Write in the annual household income of the applicant and sign acknowledging that the Income Eligibility Requirements at \$50,000 or less in the yellow box at the bottom of the first page of the application form.
- ✓ **Proof of Home Telephone Service or Internet Service.**
  - If applying for phone, provide proof of phone service. Provide a copy of a current landline or wireless telephone bill or cable bill showing the applicant's name.
  - If applying for an iPad®, provide proof of Internet service. If the Internet or phone bill is not in the applicant's name, provide a current copy of the bill and a statement from the account holder acknowledging the applicant has access to the Internet line.
- ✓ **Proof of New Mexico Residency**
  - Provide a copy from one of the following items:  
New Mexico Driver's License, New Mexico State ID card, gas bill, electric bill, or an utility bill.  
NOTE: Bill MUST have your applicant's name and current street address (not a P.O. Box). The name and address must match the application. A physical address is required for UPS Deliveries.
- ✓ **Proof of Hearing or Speech Loss**
  - Copy of an audiogram or a speech evaluation of an applicant verifying hearing or speech loss.
  - We will accept documentation stating an individual is Deaf. For example, a copy of a diploma from a School for the Deaf or Vocational Rehabilitation Documentation.
- ✓ **Terms & Conditions Apply**

See Page 32-35 in this catalog and Pages 3 and 4 on the Application

# Setup & Maintenance

You are responsible for setting up your equipment.

If you experience any problems with your equipment:

- ✓ Call Teltex Technical Support Toll Free (888) 515-8120

If your equipment needs to be repaired:

- ✓ Call Teltex Technical Support Toll Free (888) 515-8120
- ✓ Obtain a return authorization number (RA #) from Teltex, Inc.
- ✓ Ship the equipment back to Teltex, Inc.
- ✓ You are financially responsible for shipping equipment to Teltex.
- ✓ Ship the iPad® back to Teltex using the approved box your iPad® was delivered in.

**Teltex, Inc.**  
**Attn: RA#**  
**1081 W Innovation Drive**  
**Kearney, MO 64060**

Teltex cannot make house calls.

NMCDHH cannot make house calls.

# Selecting a Phone Based on Your Audiogram

Choose a telephone from one of the three categories, depending on your audiogram.

**Mild-Moderate, Green** if your hearing loss is between **25-50 dB**

**Moderate-Severe, Red** if your hearing loss is between **51-75 dB**

**Profound, Blue** if your hearing loss is between **76-116+ dB**

	dB	125	250	500	1000	2000	4000
BT914	40						
D704	40						
D714	40						
JV-35	50						
KX-TGM430B	40						
Alto	53						
Alto Plus	53						
Ampli550	55						
XLC2+	50						
XLC7BT	50						
XLC8	50						
KX-TGM450S	50						
CSC600ER	50						
A1600BT	50						
CapTel 840	116+						
XLC8-GLT	116+						

# Mild to Moderate Hearing Loss

Products in the Mild to Moderate category amplify incoming sounds by 25-50 decibels and are designed for those who need more amplification and clarity than what normal telephones provide.



clarity

## BT914™

The BT914™ amplified cordless phone with built-in answering machine features Bluetooth technology for both landline and cellular use. Offers large high contrast buttons and amplification for those with a mild to moderate hearing loss and low vision.



clarity

## D704™

The D704™ loud cordless Caller ID telephone improves conversation by making words not only louder, but also clearer and easier to understand. Includes big buttons and amplification for those with a mild to moderate hearing loss and low vision.



clarity

## D714™

The D714™ cordless telephone has all of the same features and amplification of the D704™ (above) but adds a digital answering machine into the base of the phone. Messages on the answering machine can be listened to through the handset or the base.





## Mild to Moderate Hearing Loss

Products in the Mild to Moderate category amplify incoming sounds by 25-50 decibels and are designed for those who need more amplification and clarity than what normal telephones provide.

### JV35™

The JV35 corded phone amplifies incoming calls up to 50dB while also providing tone adjustments when needed. It has large high-contrast buttons with braille characters for those who have low vision, a visual ring indicator, and also announces numbers as they are dialed. It also features an adjustable extra-loud ringer and ten programmable memory buttons.



clarity

### KX-TGM430B

The KX-TGM430B amplified cordless phone with built-in answering machine features Bluetooth technology for both landline and cellular use. With 40dB of amplification this phone is ideal for someone with mild to moderate hearing loss.



Bluetooth

Panasonic

# Moderate to Severe Hearing Loss

Products in the Moderate to Severe Hearing Loss category amplify incoming sounds by 51-75 decibels and are designed for those who have a difficult time hearing clearly on the telephone.



## Alto™

The Alto™ amplified corded telephone is a solution for those with mild, moderate, and/or severe hearing loss. Rated at 53dB, the volume is loud and clear. The ergonomic volume and tone control is also perfect for those with arthritis. Includes an adjustable loud ringer and 10 speed dial buttons.



## Alto Plus™

The AltoPlus™ with Caller ID is a solution for those with mild, moderate, and/or severe hearing loss. Rated at 53dB, the volume is loud and clear. The ergonomic volume and tone control is also perfect for those with arthritis. Includes a Caller ID screen and adjustable loud ringer.



## Ampli550

Ampli550 amplifies up to 55dB using handset and up to +15 dB using speakerphone. The Ampli550 includes several features such as tone controls, strobe lights for the ringer, and an audio jack for headsets or neckloops. The Ampli550 has additional volume controls for the ringer and talking keypad as well as a large LCD screen.



## Moderate to Severe Hearing Loss

Products in the Moderate to Severe Hearing Loss category amplify incoming sounds by 51-75 decibels and are designed for those who have a difficult time hearing clearly on the telephone.

### XLC2+

The XLC2+ is a loud, simple and easy-to-use amplified cordless phone featuring up to 50dB amplification, and a loud and clear speakerphone. Large, high contrast buttons are easy to press and see, and speak the numbers as they are dialed. There is no need for a Caller ID screen, the handset speaks the number of the incoming caller.



clarity

### XLC7BT

Amplifies calls up to 50dB and works with traditional landline services. This phone can also connect to your cellular device via Bluetooth. You can then use your XLC7BT handset to make and receive calls using your preferred mobile carrier. The XLC7BT gives you all of the same benefits when using your landline service or mobile carrier.



Bluetooth

clarity

### XLC8

Amplifies calls up to 50dB and works with traditional landline services. This phone can also connect to your cellular device via Bluetooth. Includes a call blocker to block unwanted calls, a feature to slow incoming speech which can be used in real time or for checking your voicemail, and a feature that amplifies your outgoing speech up to 15dB.



Bluetooth

clarity

# Moderate to Severe Hearing Loss

Products in the Moderate to Severe Hearing Loss category amplify incoming sounds by 51-75 decibels and are designed for those who have a difficult time hearing clearly on the telephone.



## KX-TGM450S

50dB Amplified Cordless Phone with Digital Answering Machine. Understand every word more clearly with “Slow Talk” to slow the speed of incoming speech in real time and when checking voice messages. Includes power backup, talking caller ID, talking keypad, phonebook, speakerphone. Expandable to 6 handsets.



## CSC600ER

The CSC600ER offers amplification and tone management. The pendant can be programmed to dial up to 6 telephone numbers at the touch of a button. Press the pendant to be connected to your preferred contacts (up to 6) in case of an emergency. You can even answer the phone and disconnect with the pendant.



## A1600BT

The A1600BT amplified cordless telephone offers Bluetooth hub capabilities allowing you to pair your Bluetooth cellular device to it and enjoy all of the features of the amplified A1600BT. Includes many features like a digital answering machine. Messages on the answering machine can be listened to through the handset or the base speakerphone.



# Profound Hearing Loss

Products designed for those that are unable to use amplified devices to communicate over a traditional telephone line due to profound hearing loss.

## CapTel 840

The CapTel 840 works just like your traditional phone plugging into an analog phone line to make calls. When you make an outgoing call\* you are automatically connected to the Captioning Service to provide captions. CapTel 840 comes with a built-in answering machine, adjustable font sizes, and a phone book to store over 95 names.

\* Incoming calls must dial the toll free captioning center to connect.



**Ultratec**

## XLC8-GLT

Cordless Amplified Phone with Captioning Tablet amplifies calls up to 50dB and works with traditional landline services. Includes a captioning tablet that provides free captions for your calls. Using the Google Live Transcribe service, the XLC8-GLT captions both sides of the conversation, as well as provides captions for answering machine messages. This captioning works similar to IP-CTS, the Internet Protocol Captioned Telephone Service.

\* Requires high speed internet to run the captioning tablet.



**clarity**

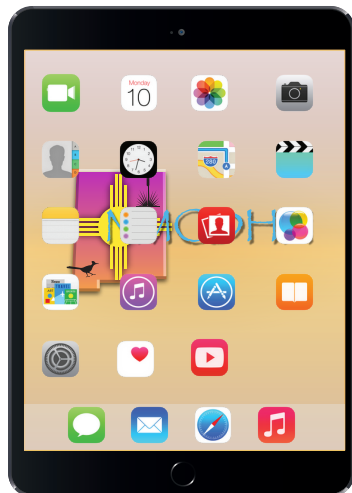
# Specialized Equipment

## iPad®

iPad® viewing area: 10.2-inch (diagonal)

The iPad® will arrive with:

- ✓ A Protective Case
- ✓ Approved telecommunications applications specific to your self-identified disability
- ✓ Lightning Connection Cable
- ✓ Stylus
- ✓ Wall Charger
- ✓ Car Charger
- ✓ The equipment is enrolled in TeltexCare+



**DO NOT** contact Apple directly  
or take the iPad® to an Apple Store.

Any VRS or IP CTS registered apps are the responsibility of the user.  
Any issues with the services will need to be resolved directly with that service provider, not NMCDHH or Teltex. Your app package will be determined by the disability marked on first page of the application.

Visit [www.iAccessibility.com](http://www.iAccessibility.com) to View Training Videos on  
How to Use your iPad®.





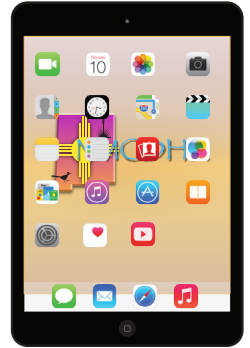
# Specialized Equipment

## iPad® mini

iPad® mini viewing area: 7.9-inch (diagonal)

The iPad® mini will arrive pre-installed with:

- ✓ A Protective Case
- ✓ Approved telecommunications applications specific to your self-identified disability
- ✓ Lightning Connection Cable
- ✓ Stylus
- ✓ Wall Charger
- ✓ Car Charger
- ✓ The equipment is enrolled in TeltexCare+



**DO NOT** contact Apple directly  
or take the iPad® to an Apple Store.

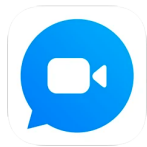
Any VRS or IP CTS registered apps are the responsibility of the user.  
Any issues with the services will need to be resolved directly with that service provider, not NMCDHH or Teltex. Your app package will be determined by the disability marked on first page of the application.

Visit [www.iAccessibility.com](http://www.iAccessibility.com) to View Training Videos on  
How to Use your iPad®.



# iPad® Deaf Package

The iPad® Deaf package includes applications that can enhance communications including choices in video relay services and video chats using Skype or FaceTime®.



## Deaf

1. Video Relay Service
  - a. Convo
  - b. Sorenson nTouch
  - c. Z5
2. IP Captioned Telephone Service
  - a. Innocaption
  - b. ClearCaptions
  - c. CaptionMate
  - d. CaptionCall
3. Video Calls
  - a. FaceTime®
  - b. Skype
  - c. Marco Polo
  - d. Google Hangouts
  - e. Glide
4. Email
5. Messages
6. IP Relay
  - a. Sprint IP Relay



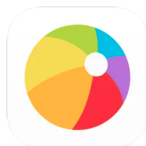


# iPad® Deaf-Blind Package

This iPad® package is for individuals who are Deaf-Blind or have combined hearing and vision disabilities. From the large screen size, ability to increase font, apps that give access to telecommunications and Braille accessory support, the iPad® is an all around tool for communication access.

## Deaf-Blind

1. Video Relay Service
  - a. Convo
  - b. Sorenson nTouch
  - c. Z5
2. IP Captioned Telephone Service
  - a. Innocaption
  - b. ClearCaptions
  - c. CaptionMate
  - d. CaptionCall
3. Video Calls
  - a. FaceTime®
  - b. Skype
  - c. Marco Polo
  - d. Google Hangouts
4. Email
5. Messages
6. IP Relay
  - a. Sprint IP Relay



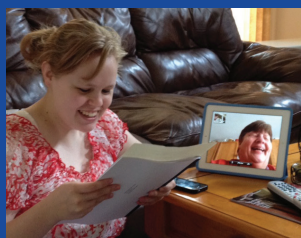
# iPad® Speech Package

This iPad® package is for individuals with low speech or a speech disability. From communicating via text or email, to using a speech generating app to share information, the iPad® gives an individual the freedom to communicate over the phone or in person.



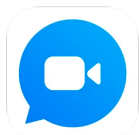
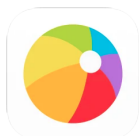
## Speech Disability

1. Alternative Augmentative Communication
  - a. Proloquo2Go
  - b. Speak4Me
  - c. Text to Speech!
  - d. Flip-Writer
2. Video Calls
  - a. FaceTime®
  - b. Skype
  - c. Marco Polo
  - d. Google Hangouts
3. Email
4. Messages
5. IP Relay
  - a. Sprint IP Relay
6. Video Relay Service
  - a. Convo
  - b. Sorenson nTouch
  - c. Z5



# iPad® Hard of Hearing Package

This iPad® package is for individuals who are Hard of Hearing. From being able to read what a caller is saying when using IP Captioned Telephone Service, to using effective communication techniques such as lip reading while video chatting on FaceTime®.



## Hard of Hearing

1. IP Captioned Telephone Service
  - a. Innocaption
  - b. ClearCaptions
  - c. CaptionMate
  - d. CaptionCall
2. Video Calls
  - a. FaceTime®
  - b. Skype
  - c. Marco Polo
  - d. Google Hangouts
  - e. Glide
3. Email
4. Messages
5. IP Relay
  - a. Sprint IP Relay
6. Video Relay Service
  - a. Convo
  - b. Sorenson nTouch
  - c. Z5

# Speech Assistive Devices

An electromechanical device enables a person after laryngectomy to produce speech. When the device is placed against the region of the laryngectomy, a vibration is created that can be converted into simulated speech by movements of the lips, tongue, and glottis.



**Griffin**  
LABORATORIES  
800.343.6530 www.griffinlab.com

## **Emote® Electrolarynx**

The Emote Electrolarynx provides a high level of flexibility and control of both pitch and volume for a more natural conversation. The included whisper mode allows for softer volumes and each adjustment can be done with one touch ease and no additional tools. Long lasting battery life, oral adapters and tubes, USB charger, and lanyard included.

After you choose your primary device,  
please choose any **TWO** of the below:

- ✓ Telephone Captioning System
- ✓ Notification System
- ✓ Telephone Ringer
- ✓ Telephone Amplifier
- ✓ Smoke Alarm
- ✓ Answering Machine
- ✓ Neckloop
- ✓ Bluetooth Enabled Product



## Captioning Tablet

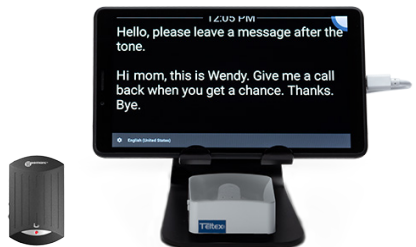
Add the Teltex GLT with V2T-10 to most corded phones  
and see your complete captioned conversation in real time.\*

### Teltex GLT with V2T-10

Add the Teltex GLT Captioning Tablet with V2T-10 to most corded phones and see your complete captioned conversation in real time.\*

Will not work on cordless telephones.

*\*Requires high speed internet in your home to run the captioning tablet.*



# Notification Systems

These products are Visual Alert Systems for the deaf or people with profound hearing loss. These devices keep the user aware of telephone calls and the doorbell. Optional accessories are available for purchase outside of the program and can be added to alert you to audio alarms, a crying baby, or the presence of an intruder.



SERENE

## Serene CA-360

The Serene CA-360™ notifies you of incoming phone and VP calls, alarm clock, and doorbell. It includes a master receiver, doorbell and vibration disc. You can be alerted by the vibration disc, flashing strobe light, and the loud audible alarm. Optional accessories\* can alert you to additional events. *\*Available for purchase outside of program.*



*Smartphone not included*

SERENE

## Serene CA-380

The Serene CA-380 notifies you of incoming calls, doorbell, and even public emergency broadcast warnings of impending emergencies or disasters which are received through most smartphones\*. Includes a braille tactile pager with a belt clip, a doorbell, a notification ringer/ flasher, and vibration disc.

*\* Smartphone not included.*



# Notification Systems

The Sonic Alert HomeAware™ line of products are Visual Alert Systems for the deaf or people with profound hearing loss. These devices keep the user aware of telephone calls and the doorbell. Optional accessories are available for purchase outside of the program.

## Sonic Alert HA360MKBR

The HA360MKBR is an Alert System for the deaf or people with profound hearing loss. Alerts you to telephone, VP calls, and doorbell. Includes HA360M (Master Unit), HA360V (Vibration Disc), HA360DB (Doorbell), and HA360BRK (Basic Receiver Unit).



## Sonic Alert HA360BRK

The HomeAware Basic Receiver wirelessly receives events from the HA360M master unit and will display those events with flashing icons on the Basic Receiver. The signaler can be placed anywhere in your house, so you can be alerted to telephone/VP calls and the doorbell.

*\* HA360M master unit required*



# Smoke Alarms

In the event of a fire, properly installed and maintained smoke alarms will provide an early warning alarm to your household. This alarm could save your own life and those of your loved ones by providing the chance to escape.



## Medallion Smoke Detector

When detecting smoke, the Silent Call Medallion kit activates delivering an audible alert, a haptic alert with the VIB-PJ and visual alerts with the Mini Receiver which houses a strobe light with three settings). Kit includes: Smoke Detector w/long-life battery, Receiver w/Strobe Light & Color LED icon display w/backup battery, VIB-PJ Vibration Alert.

**SilentCall**  
Communications  
A better way to stay in touch





## Telephone Ringers

These compact, powerful ringers are compatible with any phone, corded or cordless. Just as universal are its uses. These ringers can be used for a hard-of-hearing person in their home or in a noisy environment where it's important to know when the phone rings. Easy to install, you'll never miss a call again.

### RF-200™

The RF-200 is a Phone Ringer/Flasher designed with cellular devices in mind with a USB Charging Port, a loud ringer and a bright visual alert to notify you of an incoming landline, \*cellular device, Skype™ calls, FaceTime® calls and SMS messages.

*\* Cellular device not included.*



SERENE

### SR100

The Clarity® SR100 Super Loud Telephone Ringer is ideal for users in the home, the office, or while traveling so you will never miss a call. This unit features an adjustable ring-volume control of up to 95 decibels plus additional ring-tone control.



clarity

# Telephone Ringers

These compact, powerful ringers are compatible with any phone, corded or cordless. Just as universal are its uses. These ringers can be used for a hard-of-hearing person in their home or in a noisy environment where it's important to know when the phone rings. Easy to install, you'll never miss a call again.



ClearSounds  
HEARING TECHNOLOGY

## CR200

The ClearSounds® CR200 Extra Loud Phone Ringer is a small portable device that notifies a user of an incoming phone call with a ring up to 95 decibels and flashing strobe.



KROWN  
HEARING TECHNOLOGY, INC.

## RA05

The RA05 Telephone Ringer/Flasher, by Krown®, is ideal for users at home, the office or while traveling so you will never miss a call. This unit features an adjustable ring-volume control of up to 95 decibels plus additional ring-tone control and flashing strobe.



# Answering Machines

With the Amplified Answering Machines you can make the message louder, adjust the tone for better clarity and also slow down each message to make certain you can hear every word clearly.

## ANS3000

The ANS3000 by ClearSounds®, features Digital Amplified Answering Machine with Slow Speech. 30 dB Adjustable Amplification (10 levels). Slow Speech message playback with 3 selectable speech speed levels. Big buttons, easy-to-read keypad, and 30 minutes of digital recording time.



# Neckloops

A wearable device that allows consumers to utilize their telecoil enabled hearing aids to clarify and amplify sounds without creating feedback.



 Bellman & Symfon™

## Bellman Mino with Neckloop

The Mino is a personal listening amplifier that helps you hear better in most everyday situations, whether you wear a hearing aid or cochlear implant. Comes with the Bellman BE9159 High Powered Neckloop that can work with telecoil hearing devices.



 Comfort Audio  
HEAR THE WORLD

## Comfort Duett with Neckloop

The Duett with Neckloop is a personal amplifier which allows users to benefit from improved sound quality in situations where background noise or low-volume levels make hearing difficult. The Duett delivers clear, crisp, and natural sound for everyday listening situations, like conversing in noisy environments, talking on the phone or listening to music.



 **geomarc**  
Telecom S.A.

## LH10PK with Neckloop

The Geomarc LH10PK is a personal amplifier you can take with you anywhere. The portable system boosts the audio up to 30 dB and offers volume and tone controls to help you hear better in one-on-one conversations or in a group settings. It can also be used on traditional corded phones that have an audio output jack.



## Neckloops

A wearable device that allows consumers to utilize their telecoil enabled hearing aids to clarify and amplify sounds without creating feedback.

### Bellman Neckloop BE9159

High Powered Neckloop. Connects to any assistive listening devices, mobile phones, phones, and tablets via audio jacks. Double cable lengths at 90 cm.

*\*User must have telecoils in hearing aid or cochlear processor.*



Bellman & Symfon™

### CE50™ HearIt Mobile

The CE50™ Bluetooth Neckloop by Clarity® is the ideal communication solution for telecoil enabled hearing aid and cochlear implant users that want hands-free calling. It has a rechargeable battery with a 14 hours life span, a 3.5 mm headphone jack, built-in microphone, and an exclusive “quick release” for easy use.



clarity

Bluetooth™

### Quattro Pro

The Quattro Pro receives audio from a cellular device, tablet or other Bluetooth devices, then amplifies and refines the sound before transmitting it to the receiver, such as hearing aids with telecoils, or into headphones plugged directly into Quattro Pro. Also includes a detachable microphone for one-on-one or group conversations.



Bluetooth™

ClearSounds  
Hearing Solutions

# Telephone Amplifiers

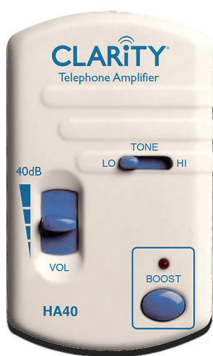
These are small devices that plug into your corded home telephone. Telephone amplifiers offer a portable and easy-to-install solution for those who need amplification on their existing phones. They are also a good solution for people who frequently travel and want to bring amplification to phones used on the go.



SERENE

## UA-45

The UA-45 is an in-line telephone amplifier that amplifies incoming voices up to 45dB on nearly any corded telephone, even business phones. It is powered with a 9 Volt battery and offers both volume and tone controls.



clarity

## HA40

The HA40 is an in-line telephone amplifier that amplifies incoming sounds up to 40dB with adjustable incoming volume control and a tone selector for maximum speech clarity. It connects easily between a corded handset and phone base and works with digital and analog phones.



ClearSounds

## WIL95

The WIL95 Portable Telephone Amplifier is designed for use with most corded home or office telephones. Simply connect this WIL95 to your existing corded telephone and your conversations become louder and clearer. The WIL95 will automatically switch on every time you lift the handset and switch off when you place the handset back to the base.

# Bluetooth Enabled Products

Bluetooth enabled accessories designed to be used with your Bluetooth wireless device or Bluetooth enabled amplified phone.



## CE50™ HearIt Mobile

The CE50™ Bluetooth Neckloop by Clarity® is the ideal communication solution for telecoil enabled hearing aid and cochlear implant users that want hands-free calling. It has a rechargeable battery with a 14 hours life span, a 3.5 mm headphone jack, built-in microphone, and an exclusive “quick release” for easy use.



## Quattro Pro

The Quattro Pro receives audio from a cellular device, tablet or other Bluetooth devices, then amplifies and refines the sound before transmitting it to the receiver, such as hearing aids with telecoils, or into headphones plugged directly into Quattro Pro. Also includes a detachable microphone for one-on-one or group conversations.



## SA-40

The SA-40 is a 40dB amplified handset that can be used to amplify any Bluetooth enabled cellular device. With volume and tone controls as well as a speakerphone option, you now have the ability to truly hear better on your cellular device.





## Equipment Agreement

- All equipment loaned through this program is the property of the State of New Mexico.
- One primary communication device (a phone or an iPad®) and up to two accessories are on loan to a household unit. NOTE: one primary communication device – an iPad® or a phone may be chosen
- All equipment is on loan for you to use.
- If the equipment provided has decreased in its ability to meet your communication needs after three years, you may apply for a new item.
- The equipment on loan to you from the State of New Mexico may not be sold, traded or given to anyone.
- If you are moving out of state, all equipment on loan must be returned to NMCDHH or to Teltex. You are responsible for returning all equipment before moving.
- If you do not use the equipment loaned to you for an extended period of time for any reason, return the equipment to NMCDHH or to Teltex.
- If there is a change in your disability with documented proof, we will allow you to make an exchange for equipment that best fits the change in your disability. Written proof on a letterhead from a professional with their contact information is required.
- Making unauthorized modifications to the equipment will result in equipment confiscation and a ban from the program.

**NMCDHH and Teltex reserves the right to update, change, replace, or discontinue products at its discretion without notice.**

## Setup, Usage, and Maintenance

- All equipment comes with manuals and their own items.  
Do not throw away. If you need assistance, you can contact Teltex. Their contact information is on the next page under “Assistance”.
- You are responsible for using and maintaining the equipment properly.
- You are responsible for setting up your equipment.
- If you receive an iPad® from the program, you are responsible for creating your own Apple ID and Password.
- You are responsible for purchasing batteries or other supplies required for normal use of the equipment.



## **If your equipment is nonfunctional:**

### **Broken or Damaged:**

- If your equipment is broken or damaged through misuse or negligence, you are financially responsible for ALL costs related to repairing or replacing the equipment at the current retail value.
- If your equipment was broken or damaged during shipping, please contact Teltex immediately.

### **Fire or Theft:**

- If your equipment has fire damage or is stolen, you are responsible to provide the TEDP with a copy of the police or fire department report. TEDP will evaluate the reports before determining whether to issue replacement equipment.

### **Lost:**

- If your equipment is lost you are financially responsible for ALL costs related to replacing the equipment at the current retail value.

## **Assistance**

**Teltex is our equipment distribution partner so they are your primary contact for any of these following reasons:**

- Setting up assistance
- Guidance on using equipment
- Technical Support
- Troubleshooting
- Problems
- Repairs

### **Contact information:**

- Phone: 888-515-8120
- Email: [info@teltex.com](mailto:info@teltex.com)
- Website: <https://teltex.com/contact-us/>

**Teltex and NMCDHH does not make house calls or visits.**

**You will be financially responsible for shipping equipment to Teltex.**

- NMCDHH does not do equipment repairs.

# Terms & Conditions

## Contact the New Mexico Commission for the Deaf and Hard of Hearing's Telecommunication Equipment Distribution Program for:

- Assistance with the Catalog and Application
- Application Process
- Status on Application
- Status on Eligibility
- Live testing with equipment at both offices in Albuquerque and Las Cruces

## Special iPad® Instructions

- One iPad® with case is available per consumer, with a maximum of two per household.
- You can only have an iPad® or a phone as a primary communication device from the program.
- If applying for a newer iPad® to replace an existing one provided by the state for more than three years, you are to return the old iPad® when receiving a newer iPad®.
- Upon approval the iPad® will be shipped to your home.
- It will arrive with the device and with the approved case in a special shipping box **(KEEP THIS BOX)**.
- The equipment is on loan.
- The iPad® must stay in the approved case at all times.
- The iPad® is laser etched with "Property of the State of New Mexico Commission for Deaf & Hard of Hearing".
- User will need to submit a proof of internet access annually.
- If the equipment is found at a pawn shop, on eBay, on Craigslist or similar venue, you will be banned from the Telecommunication Equipment Distribution Program.
- The iPad® you are receiving is for telecommunications and communications purposes ONLY.
- NMCDHH reserves the right to perform periodic audits to ensure the device is being used.
- The iPad® will be shipped to you preloaded with telecommunications and communications applications specific to your self-identified disability.
- The iPad® will have a web filter installed that will prohibit access to websites with adult content.

- You are responsible for properly using and maintaining the equipment.
- Any unauthorized modifications such as Jailbreaking will result in confiscation of the equipment and expulsion from the TEDP. Unauthorized modifications and jailbreaking are violations of the Terms and Conditions.
- Email [ios@teltex.com](mailto:ios@teltex.com) for email support.
- Visit [www.iAccessibility.com](http://www.iAccessibility.com) for basic operational and instructional videos.
- Ship to Teltex using the same box that iPad® was delivered in for any support needed such as troubleshooting, repairing, replacing, or returning.

## Instructions and help for creating an Apple ID and Password

- a. Simple instructions are included in the box with your iOS device;
- b. Captioned training video available on [iaccessibility.com](http://iaccessibility.com) under the "Videos and Podcasts" tab and then select "General Accessibility"
- c. Teltex Toll Free Telephone assistance (888)515-8120

**For any hardware or software technical issues, contact Teltex.**

**Do not contact Apple or take the iPad® to an Apple Store.**

**Do not take the iPad® to any other electronics store or electronics repair shop.**

iPhone® and iPad® are trademarks of Apple Inc., registered in the U.S. and other countries. iMessage® and FaceTime® are registered trademarks of Apple Inc.

The OtterBox name and OtterBox trademarks are the property of Otter Products, LLC, registered in the U.S. and other countries. All other trademarks are the property of their respective owners.



**STATE OF NEW MEXICO COMMISSION  
FOR DEAF AND HARD OF HEARING  
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