

Choosing your cell phone

You have many choices in wireless phone companies, calling plans, and cell phones. This guide will help you choose cell phone service that fits your needs and your budget.

Bring this guide with you when you visit cell phone stores of wireless phone companies available to you. Visit these stores when sales people are less busy, such as weekdays in mid-morning or mid-afternoon.

It's unlikely that your sales person will have any experience with disability. If you describe what you like and don't like about similar products like your house phone or TV remote, he/she might be able to help you better.

This checklist will also help...

Where are the people I need to reach?

- In this city and surrounding area
- This state and surrounding states
- Throughout the U.S.
- Other countries _____

When will I use my cell phone?

- Peak (business hours)
_____ # minutes each month
- Off-peak (evenings and weekends)
_____ # minutes each month
- For emergencies only
- Not sure

How long will I need a cell phone?

- Less than one year
- 1-2 years
- More than 2 years
- Not sure

What features do I need?

For more information about each of these features, visit our web site:

www.wirelessrerc.org

To help manage calls:

- Call waiting and call hold
- Call forwarding
- Call barring (e.g., international calls)
- Conference calling
- Voicemail with message alert

To make physical tasks easier:

- Clamshell (flip-phone) design
- Flat (non-folding) design
- One-touch/speed dialing
- Voice dialing
- Automatic redial
- Headset jack
- Speakerphone
- Automatic answer
- Voice recognition for menu selection
- Extended battery life

Features continued...

To make visual tasks easier:

- Color display
- Adjustable display brightness and contrast
- Oversized display screen
- Adjustable display font
- Adjustable display scroll speed
- Audio feedback for control inputs
- Voice output of displayed information
- Manuals and billing statements in alternate formats

To make auditory tasks easier:

- Silent (vibrating) ringer
- Increased audio volume
- Visual feedback for control inputs
- Text messaging
- Instant messaging
- Email/internet access
- Hearing aid compatibility
- TTY compatibility
- Neckloop compatibility



Features continued...

To make mental tasks easier:

- Caller ID
- Caller ID with photo option
- Menu prompts and cues
- Reminder function (datebook)
- Choice of ringer tones
- Picture messaging

What special features do I need?

- Digital camera
- Personal data assistant (PDA)
- Navigation aid
(global positioning - GPS)

What accessories do I need?

- Carrying case or holster
- Cradle for carrying in vehicle
- In-vehicle charger
- Hands-free headset
- Extra batteries

So which phone is best for me?

The completed checklist will help your sales person find the phone(s) with the features you need. Now you're ready to "test drive" (OVER).

"Test driving" cell phones



Some stores have their newest phones activated for you to "test drive" there in the store. Be sure to bring a friend with a cell phone, or have someone standing by at home to receive your calls and to call you. If you'd prefer to choose a phone and take your test drive at home, ask your sales person about the trial period for return or exchange of phones.

Using the checklist you completed on the reverse side, ask your sales person to help you find the phone(s) with the features you need and guide you through the 11 tasks of the test drive that follows.

Be sure to consider whether glare, low lighting, or noise would make a difference in completing each task, and which tasks are most important to you.

For each task, grade the phone from easy (A) to difficult (D). If you test drive more than one phone, bring copies of this form.

Phone tested: _____

- ___ 1. Turn phone power on, and note the date and time on the display.
- ___ 2. Place a call to your home or to a friend;
 - use the redial feature to call again
 - ask your friend to call you back
- ___ 3. Answer the incoming call from your home or your friend;
 - identify the number before answering
 - change the volume during the call
- ___ 4. End the call and lock the phone.

- ___ 5. Unlock the phone.
- ___ 6. Have someone leave a voice mail message for you; retrieve the message.
- ___ 7. Ask the sales person for the company's customer service number, and enter it into the directory.
- ___ 8. Call the customer service number in the directory:
 - Identify yourself as a customer with a disability
 - ask about accessibility features that can make the phone easier to use
- ___ 9. Turn the phone off.
- ___ 10. Charge the phone.
 - Determine the level of battery charge
 - Insert plug into phone and remove
 - Insert plug into wall and remove
- ___ 11. FINALLY - Be sure to test drive the accessories you need.

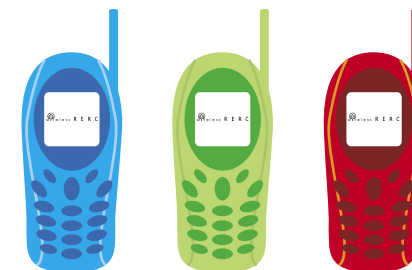
We hope this Guide is helpful in choosing a cell phone. We'd be happy to have your comments. This guide is also accessible on the web at: www.wirelessrerc.org

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