



Computer/Electronic Accommodations Program (CAP) wants to ensure that our federal deaf and hard of hearing customers have access to the telecommunication environment and how videophones/web cameras (webcam) can be integrated into your agency's network. The process of setting up your videophone/webcam should be easy and smooth if it is set up properly. **Before you submit your CAP request form for a videophone or webcam, please use the following guidelines and recommendations to help you to select the appropriate reasonable accommodation solution outlined below:**

### Request for a Cable or DSL line:

**Step 1:** Identify Agency's telecommunication infrastructure:

- Meet with supervisor
- Meet with your agency's telecommunication office
- Identify Cable (shared among all subscribers within) or DSL (direct link or channel between you and your service provider) is feasible

**Step 2:** If Cable/DSL is feasible, work with telecommunication office to request:

- Static IP address
- Minimum 3.0 download/768 kbps upload speed

**Step 3:** Ensure proper configuration to the router is provided by your cable or DSL provider:

- If you are still having video connection problems after router configuration, you will need to check your computer firewall software. Your computer may have firewall software running on your computer.
- **Important note: Make sure that the cable/DSL router has Netmeeting or DMZ support.**

### If Cable/DSL is not possible:

**Step 1:** Contact your Information Technology (IT) System Administrator to request:

- Videophone/webcam setup
- Open firewall to [www.myfedvrs.us](http://www.myfedvrs.us) and T1 line
- You may need to contact [www.myfedvrs.us](http://www.myfedvrs.us) technical support to get the specific number of port to be opened in order to be able to receive incoming calls
- Static IP address

### Important Tips for a successful videophone/webcam:

**Step 1:** Ensure that your laptop/computer has the following items:

- Powerful video card 16MB recommended
- Intel chip (Not AMD or Celeron) 800 MHz or higher
- Good quality of web camera and ensure that the web camera has the latest driver installed (visit a vendor's website to download the latest webcam's driver.)
- Ensure that your webcam is connected to a working USB port.
- Charge-coupled device (CCD) sensor for webcam to create high-quality, low-noise images

If you have Windows Vista, you may need to update video drivers from the vendor. If you have any questions regarding the videophone/webcam issues, please contact Jeffrey Dallos at [Jeffrey.Dallos@tma.osd.mil](mailto:Jeffrey.Dallos@tma.osd.mil).



## What is a video communication device and which device is recommended?



### What is Web Camera? (Connected to PC – desktop or laptop)

The fastest and easiest way to “see” your conversation in sign language is a digital camera designed to receive/send video and transmit them over the internet, connected by a USB cable to the PC. Web cameras use internet video conferencing software, available in most Federal PC systems. It is recommended that you use a PC to make video relay calls. For some agencies, limited internet ports may be opened to make outgoing calls. To be able to make Federal Video Relay Services (FEDVRS) calls via a PC, agencies should download a copy of the FEDVRS for PC software and enable the appropriate firewall rules for the software. The same software will enable the user to make/receive not just VRS calls but to make/receive point-to-point video calls. For more information, go to [www.logitech.com](http://www.logitech.com).



### What is videophone? (Ojo, VPAD+ or Z150)

An alternative to the web camera is the videophone. This technology may assist in the resolution of firewall issues as it uses lesser internet ports. A videophone is a video communication device that provides IP video conferencing and connects to any standard television. CAP provides a stand-alone videophone with which will require space in your workstation. It is recommended that your agency provides a separate DSL (digital subscriber line) or Cable high speed broadband internet.

	<b>Ojo Phone</b> 7" LCD screen 	<b>VPAD</b> 10.2" LCD Screen 	<b>Z150</b> 8.4" LCD Screen 
<b>Specifications</b>	Built-in eye level camera Speakerphone Ethernet	Built-in eye level camera Speakerphone Ethernet Built-in Wi-Fi Microphone Audio video in/out ports	Built-in eye level camera Speakerphone Ethernet Easy-to-Keypad
<b>Features</b>	Voice carry-over (VCO) Interactive voice response Incoming phone call flasher on screen	Voice carry-over (VCO) Text capability Incoming phone call flasher on screen	Voice carry-over (VCO) TTY support Incoming phone call flasher on screen IM webconferencing
<b>Warranty</b>	One year warranty	One year warranty	One year warranty
<b>Space Size</b>	Space-efficient	Space-efficient	Space-efficient
<b>Installation</b>	Yes	Yes	Yes
<b>Network</b>	Needed Open Ports	Needed Open Ports	Ports Bypass Traversal Method
<b>Dialing Method</b>	Keyboard Dialing	Touchscreen Dialing	Keyboard Dialing
<b>Portability</b>	No	Yes	No
<b>Bluetooth</b>	No	Yes	No
<b>Firmware Upgrades</b>	Yes	Yes	Yes
<b>Price</b>	\$324/unit \$130 for on-site installation	\$669/unit Free on-site installation	\$995/unit Free on-site installation