

Experience the art of easy

By emphasizing clarity and flexibility, we've made our phones easy for everyone to use. For our customers requiring cognitive assistance, we have devices with:

- Dial-out buffer memory allowing for more time to complete a process
- Phone books with images for easy identification
- Choice between audio, visual or vibrating alerts to let users know when they're receiving a call
- Talking alarms and clocks
- Popular functions such as placing a call can be controlled by repeating pre-recorded voice commands
- Nokia Xpress Audio Messaging – record voice and send it as a message
- Distinct sounds and on-screen icons alert users to network strength and battery level
- Choice of grids or lists for menu functions
- Static mode for moving text (no scrolling text)
- Cues for assisting in complex series of steps
- Calendar to-do list with reminder feature
- Functionality that's consistent from screen to screen, menu to menu
- Help menus designed to anticipate the information being sought

New features for cognitive assistance are being incorporated in new devices. For example, a dictionary in the Nokia E71 has built-in text-to-speech. Users press the button and it will speak the highlighted word. In some S63.2 devices, Voice Idle is preloaded so that when users press buttons, that function is audibly repeated back to the user.



NOKIA
Connecting People

knfbReader

Designed for people who have difficulty reading due to learning or language problems, the knfbReader Mobile and kReader Mobile software packages run on a multifunction Nokia N82 that allow the users to read mail, receipts, handouts and many other documents wherever they happen to be.

More information at
www.knfbreader.com



The Nokia N82 with knfb reading technology is a pocket-sized solution to reading on-the-go.

Understanding non-literacy as a barrier to mobile phone communication

"In our **research** we concluded that most (illiterate) mobile phone users can turn on a phone, answer an incoming call and make local calls (pre-fixes for non-local calls start to present a problem and the complexity of tasks extrapolates from there). For many people the primary motivation for owning a phone is personal and convenient communication – their motivation to spend time to work their way through and learn the meaning behind the voice prompts is likely to be fairly low if these motivations are already met."

– Jan Chipchase, principal researcher, Nokia Design



Jan Chipchase specializes in taking teams of concept/industrial designers, psychologists, usability experts, sociologists, and ethnographers into the field and, after a fair bit of work, getting them home safely. The research is used to inform, inspire and affect how his Nokia colleagues think and what they do.

www.nokiaaccessibility.com