

## Mobile Application for Voice and Text Communication

### OVERVIEW & BUSINESS NEEDS

The client, a diversified telecommunications service provider headquartered in the USA, offers high quality relay services for people who are deaf, hard of hearing, and speech-disabled. The client also provides Internet service, information systems, call center services, and cable television for its customers. The client's core requirement was to develop a solution to support both voice and text communication, simultaneously, on iPhone/iPad.

### OUR APPROACH & SOLUTION

- R Systems developed an application for iPhone and iPad, which supported two-way communication between the iPhone/iPad user and the receiver. The application supported voice and text communication simultaneously
- Users who missed out on what was being said during telephone calls could see the conversation which will appear in the form of Captions
- The application allowed hearing-impaired people to read captioned transcriptions of what the other speaker was speaking during telephonic conversations. Using advanced voice-recognition technology, a specially-trained operator re-voiced everything the other speaker uttered, allowing the user to read the conversation in a textual form
- The application offered the following services:
  - User validation
  - Incoming and outgoing calls handling
  - Push notification service support
  - Network management
  - Socket programming
  - Data exchange services during calls on a 3G/Wi-Fi network
  - Call/data history records

### TECHNOLOGIES USED

- Language: Objective C, XML
- OS/ Server: Back Office Server (Hamilton OpenFire server)
- H/W & S/W: iPhone 3G, Mac OS 10.5.6, xCode editor, iPhone SDK, iPhone Simulator, Blackberry
- Networks: 3G/WiFi