# TAP-Wireless

# Guide by Missouri Assistive Technology

**State FY 2025**



**Important Details Regarding: Eligibility, Equipment, Warranty, Service & Repair Contact Information, and More**

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## Welcome

Welcome to the Missouri Assistive Technology Telecommunications Access Program Equipment Guide. This guide will provide information about TAP Wireless program including: type of equipment, what the applicant needs to know about terms and conditions, warranty, service and repairs, expectations of the program, and more. It will also touch on iCanConnect, which is a special program for those who have both a vision and hearing loss.

* Equipment that is provided in the TAP Wireless program are modified or adapted based on the disability with the purpose of advanced distance communications. The adaptations and modifications are what set the program apart from off the shelf equipment.
* TAP Wireless is currently a pilot program. By choosing to apply, and if selected to participate in the program, it is required that surveys and follow up email be completed.
* By completing the online application, providing the certification form, and providing applicant’s household income, the applicant is agreeing to participate in these required surveys and emails.

### How Do I Get Started?

**If you have both a vision and hearing loss, verify if you qualify for iCanConnect. The iCanConnect program offers all the same equipment found in our TAP Programs and more, plus has services not available in TAP Wireless.**

DOES the Individual fit into the following:

Vision

* Has visual acuity of 20/200 or less in the better eye with corrective lenses
* A field defect such that the peripheral diameter of the visual field is no greater than 20 degrees
* Progressive visual loss with a prognosis leading to one or both of above conditions
* **AND Hearing**
* Chronic hearing disabilities so severe that most speech cannot be understood with optimum amplification
* Progressive hearing loss having a prognosis leading to above condition

**AND has Functional limitations**

* If the above applies, contact our office or the web link for more information and application: Phone: 816-655-6700 or [DeafBlind Program](https://at.mo.gov/icanconnect-missouri-deafblind-equipment-distribution/)
* **Income in iCanConnect**: 400% of the Federal Poverty Level

## Eligibility

### What is the Eligibility for TAP Wireless?

* Applicant Must be a Missouri Resident;
* Applicant Must be 18 or older;
* Applicant must have a disability that prevents the use of standard off the shelf equipment. The equipment will require adaptations or modifications;
* Applicant must have **or** obtain the appropriate service to use the equipment: cellular service for cellular phone, Wi-Fi access AND email for tablet or smartphones. Data is required for all smartphones and some tablets.
* The equipment will require accessing Wi-Fi from time to time to do required operating system updates. Operating System Updates are required annually, failure to do the update may result in the device not working properly;
* **Income eligibility for TAP Telephone and TAP Wireless**-
  + Applicant’s Adjusted Gross Income of $60,000 or less for the first 2 persons in the home, add $5000 per dependent thereafter.
    - Family of 1-2- $60,000, Family of 3- $65,000, Family of 4-$70,000…

### I’ve never used a smartphone or tablet or I have limited skills.

Smartphones and Tablets can be complicated. If the applicant is new to the world of smartphones or tablets or has limited knowledge in the use, consider making an appointment to try the equipment first. Throughout the state of Missouri, we have a network of agencies that can assist the applicant with learning to navigate a device and assist with setting up accessibility functions. These agencies are able to show individuals how to navigate the device through swipes, taps, and other features. You may find that the device you have only needs minor modifications to work for you or you may find that a whole new system is necessary. You may also find that you only need an accessory to make the device work best for you.

Demonstrations and basic training are provided free of charge at most location and information can be provided at no cost regardless of eligibility.

To find the local adaptive phone demonstration locations nearest to you, visit the following link:

[Map for Demonstration Sites: TAP T & W](https://moat.mo.gov/taptmap/)

### Why is the demonstration so important?

The demonstration helps the applicant, applicant’s family, friends, or caregiver understand how the applicant will interact with the device.

Demonstrations help to ensure that adaptations, modifications, and the ability to use the equipment will meet the applicant’s needs.

Demonstration sites can also help determine if specialized accessories may make using the device more accessible for the applicant to use.

The applicant will receive some basic training during the demonstration.

### I am interested in the Jitterbug, how can I see it?

Applicants seeking a Jitterbug device are encouraged to visit a local Best Buy or Walgreens [Find a Store Near You | Jitterbug & Lively](https://www.lively.com/store-locator/). TAP Wireless as of July 1, 2024 offers the most current Jitterbug Flip and the most current Jitterbug Smart.

As a reminder, the applicant is responsible for the service to equipment. Service with Jitterbug must be obtained through the company called Lively! Link for Lively service: [Senior Cell Phones & Medical Alerts | Lively](https://www.lively.com/)

### I am not interested in Advanced Distance Communications.

Smartphones and Tablets are not for everyone. If your goal is to call, text, and use the voice assistant only, our TAP Telephone program has a few basic cellular phone options.

TAP Telephone offers several different devices that have a simpler interface system and does not require the same follow up procedures. To access the TAP Telephone program: [TAP Telephone](https://at.mo.gov/tap-t/)

### What if I have experience using a smartphone or tablet?

Not a problem. We find with each annual change in the operating system by Android and Apple, this can really change our experience and sometimes a little more training may be necessary.

On the flip side, maybe you have the skills and would be willing to give a little time to teaching others in your community through peer to peer support. Connecting with the local center for independent living can be good for everyone.

## Application Process

### Completing an application:

Individuals interested in the more basic cellular phones, accessories only, or home phones should seek out TAP Telephone equipment. You can contact your local Center for Independent Living or one of our other approved demonstration sites for assistance with the application.

Individuals who will be using advanced distance communications, the application for TAP Wireless is now online. By visiting our web link, you will be directed to the application itself. Be advised, the application is updated on July 1.

[Mo TAP Wireless page](https://at.mo.gov/tap-wireless/)

Once you have determined which program you should apply to, next is the certification process.

### Certification of Disability:

In addition to completing the online application, applicants must also submit a Certification Form. There are 2 options for the certification:

* If you are meeting with an approved Trial Demonstration Site or Approved Professional, complete: “Certification Agency & Professionals” Certification form
* If you have previously received equipment from TAP or are providing medical records, you will complete the form titled: “Previous TAP Applicants or Medical”.
* Individuals who are new to the program can obtain certification in one of several methods:
  + Visit with an approved entity who can verify the disability. These entities include:
    - Center for Independent Living
    - Rehabilitation Services for the Blind
    - Vocational Rehabilitation
    - Physician (MD, DO, OD)
    - Hearing Health Professional (Audiologist, HIS)
    - Speech Language Pathologist
    - TAP or TAP Approved Agency
    - Send medical records that supports their disability to the program
* Applicants or applicant guardians must sign the form and get it to TAP. The link to the certification form can be found on our website. [Mo TAP Wireless page](https://at.mo.gov/tap-wireless/)

Income Documentation is Required:

Income documentation is required for all household members or those who contribute to the basic household bills. Income includes parents, spouse, significant others, etc. who live in the home or who have dependency status.

For those submitting a Federal Income Tax form or State tax form, we use adjusted gross income. The following documents are most common however there may be other income documents that should be submitted.

* 2023 Federal Income Tax form or Mo State Form with Adjusted Gross Income listed,
  + After April 15, 2025 the 2024 Federal Income Tax should be submitted
* Award letter or Award print out of Blind Pension, Food Stamps (SNAP), TANF, SSI, SSDI
* Approval of National School Lunch Program
* Income from other resources: work, inheritance, social security non-disability, etc.
* Parental income if claimed as a dependent
* Please do not submit bank statements. Bank statements do not provided annual household income.

### The documents have been turned in, now what?

Applications are reviewed on a monthly basis after all required documentation is received. A complete application packet is: online application, income documentation, and certification.

TAP Wireless may contact the applicant by email if there are questions or clarification is needed regarding information provided. If the applicant has not received confirmation of approval or denial from TAP Wireless after 60 days, there is likely a problem with the application.

Once a decision has been rendered, individuals will be contacted either by email or postal letter. It is important that individuals check their email often so as not to miss important information. Please also make sure that [motapwireless@gmail.com](mailto:motapwireless@gmail.com?subject=Inquiry%20for%20TAP%20Wireless) is added to your safe sender list.

### What if there are missing documents or information?

Documents should be received within 60 days. If you have not heard from the program within 60 days there is a problem.

Applications are typically closed if we have not received any follow up after 90 days from date of receipt of the application.

### What if I don’t meet eligibility or I am denied?

Not everyone qualifies for equipment in TAP Wireless. If you do not meet eligibility for TAP Wireless or if your application is denied, you will be provided information on other programs or services.

Even if you do not qualify, remember that demonstration and basic training can be provided at no cost! The offices can also provide information on where to purchase equipment and or accessories that would help you be successful in your distance communications.

### Program Limitations:

TAP Wireless Program provides equipment only. Applicants are required to provide the service and or have access to Wi-Fi and or Data for their device. Wi-Fi access is generally required in order to do updates to equipment.

The FCC offers the LifeLine Program. We have found that a number of carriers who offer the LifeLine Program do not yet have the ability to accept phones that have eSIM cards. Apple iPhone no longer has the traditional SIM slot so individuals applying, be aware that you may not be able to obtain service from your same carrier. Samsung and Pixel phones are moving toward eSIM cards.

## Equipment per program

* **TAP Telephone** features home phones, basic cellular phones, and accessories such as amplifiers, signalers, and more, that allow users basic access to basic making and receiving a call at home or on their cellular device. Some cellular devices offer texting and voice access.
* **TAP Wireless** is a program for advanced distance communications typically requiring the use of email and apps in order to obtain services, payments, etc. Individuals applying in TAP Wireless are expected to participate in advanced distance communications including participating in email, completing surveys, and accessing specialized apps that allow communication with entities outside the home.
* **iCanConnect** offers all the same devices found in TAP Telephone and TAP Wireless and additional equipment and services not available elsewhere. Individuals in the iCanConnect program must have both vision and hearing loss that meets the Helen Keller definition.

### Equipment Availability:

* TAP and iCanConnect continuously monitor the market for equipment that may best meet the needs of applicants we serve.
* Please bear in mind that equipment may be introduced to the general public before it is available to our programs.
* We do not have control over discontinuations, product availability, manufacturer issues, or shipping.
* TAP Wireless lists the current equipment available that **the program** is able to purchase on the online application.
* TAP reserves the right to update or change equipment at any time to be in line with current program regulations.

## Breaking Down Equipment by Program:

**iCanConnect: the program for those with both vision and hearing loss**

* iCanConnect has all the same types of devices listed below and some additional equipment. For more information visit [iCanConnect Program](https://at.mo.gov/icanconnect-missouri-deafblind-equipment-distribution/)

**TAP Telephone:**

* Home Telephones: desk and cordless
* Cellular phones: Jitterbug Flip, BlindShell, and other basic cellular phones with disability specific focus
* Accessories to make the phone or tablet accessible, includes accessories for house phone, cellular phone, or mobile devices.
  + Applicants needing an accessory only to make the device accessible, should have a demonstration and complete a TAP Telephone application and certification form.
* Visual alerting devices for those who are Deaf, Hard of Hearing, or DeafBlind are that connect to home phone, Video Phone, and or cellular phone.

**TAP Wireless:**

* Cellular phones: smartphones only
* Tablets
* Accessories to make the phone or tablet accessible, includes accessories for house phone, cellular phone, or mobile devices.
  + Applicants needing an accessory only to make the device accessible, apply under TAP Telephone

### Accessories for Mobile Devices

* Signalers: (Deaf/Hard of Hearing)
  + Light flasher
  + Amplified Ringer
  + Vibration Signaler
    - many of the above devices have multiple indicators for alerting
* Amplifiers (Hard of Hearing)
  + Cellular Amplifier
  + Neckloops
    - 2 Styles of Neckloop for Hard of Hearing, wired or BlueTooth®
    - Neckloops require a T-coil in the hearing aid, CI, or BAHA
* Cosmonaut Stylus (physical access related to hand and finger dexterity)
* Adaptive stand (physical access and sign language users in order to make VRS calls)

### Cellular and Mobile

* Basic cellular phones (Found on TAP-Telephone)
  + Jitterbug Flip, Lively Flip, BlindShell, RealSAM (Found in TAP- Telephone)
    - RealSam and BlindShell require a data plan
* Smartphone (Requires data plan and email)
  + - Lively Smart
    - iPhone
    - Android
    - Tablet (requires email and Wi-Fi)
* Tablet (Wi-Fi only, requires Wi-Fi and email)
  + - Pixel Tablet
    - iPad

Tablet with 5G is limited to Sign Language and IP Relay users in order to access Relay Services; 5G requires Wi-Fi and Cellular data plan)

* + - Wi-Fi + Cellular plus data (For those who **require** Relay to communicate)
    - Uses DATA to connect to Internet. **Must have** a DATA plan and SIM card from carrier. Allows users to connect to VRS or IP Relay when on 4G, LTE, or 5G

[WiFi vs Cellular Data why it matters](https://www.astound.com/learn/mobile/wifi-vs-cellular-data/)

### Special notes: for Smartphone and Tablet Applicants

* Applicant must be 18 or older;
* Applicant must have their own personal email address, no shared emails;
  + Shared emails can and often does present issues when trying to use the same app. The email is tied to the device and the storage cloud can be filled easily and clog the limited cloud storage. This yields to the need of the applicant to purchase additional storage space.
* Applicant is expected to participate in emails and surveys for a minimum of 3 years. Surveys and other communications are sent through email. When a response is required, this will be noted in the “Subject Heading”.
* Equipment can take several months to receive after TAP Wireless places an order. TAP Wireless does not have control over shipping and receiving.
* Applicants will be asked to submit a photo or video, story and signed release regarding how the equipment has helped them maintain advanced distance communications.

## Applicant Responsibilities

* Applicants are responsible for the cost of service, fees, contracts, data, SIM card or eSIM, Wi-Fi access, apps beyond what are approved by TAP Wireless, and other costs associated with the device being requested.
* Warranty is provided on all equipment but can be voided for negligence, abuse, and unauthorized repairs.
  + Individuals whose equipment was ordered before October 2021 have a 3 year warranty. Starting October or November 2021 devices have a 2 year warranty from the shipping date. If your equipment was ordered in Fall 2021, verify with Teltex which warranty you have,
  + After the initial 2 year warranty ends, the applicant is responsible for repairs and or service to the device,
  + After the initial 2 year warranty, the individual may use whatever repair station they choose and will be responsible for the cost of repair to the device.
    - Before the applicant has service work on their device, verify the warranty with TAP Wireless or Teltex.
    - The applicant will also want to verify the repair station is an authorized repair station for their type of device.

## Terms & Conditions for Applicants

## The Do’s and Do Nots

* **DO:** Upon receipt of equipment, applicant should email [motapwireless@gmail.com](mailto:motapwireless@gmail.com) to verify they have received their equipment. We only have 30 days to verify that applicant has received their
* **DO:** Applicant will **keep all packaging, boxes, manuals, cords & accessories that are issued with the device** as well as the protective wrapping and packing materials.
* The device, cord, charger, and the protective case, all have warranties on them. Teltex is the authorized repair and service station for equipment found in TAP Wireless. They also carry the warranty for the first two (2) years.
* **DO:** **Wireless devices ARE placed in a protective case**. You are expected to maintain the device in the protective case in which it was delivered. Failure to keep your device protected may result in your warranty being voided.
* If approved, the device will be shipped to the applicant home or specified alternate address. Due to the high expense of the devices in TAP Wireless equipment will require signature upon delivery. The applicant is responsible to ensure we have the correct info and that someone can sign for the package. Smartphones and Tablets cannot ship to P. O. Boxes.
* Equipment provided by TAP cannot be sold, traded, or given away. Contact TAP for instructions on what to do with unused equipment.
* The applicant’s device is etched with an asset number.
* The applicant’s device will have a Mobile Device Management (MDM) program. The MDM is there to help us track the device if stolen and allows us to see when the device was last used on the internet.
* **DO:** If the applicant’s disability changes and they cannot use their phone effectively, contact Missouri Assistive Technology for options.
* **DO:** The applicant is responsible for properly using and maintaining the equipment.
* If the equipment is broken or damaged through misuse or negligence, the applicant is financially responsible for costs related to repairing or replacing the equipment.
* **DO:** If the applicant’s device has fire damage, tornado, “Act of God”, or is stolen, the applicant is responsible to provide Mo A T with a copy of the police or fire department report or other approved report in a timely manner.
* **DO:** If the applicant plans to move out of Missouri, contact Missouri Assistive Technology regarding the provided equipment.
* **Do not** attempt to “jailbreak” (reformat) the operating system on the smartphone or tablet.
* **DO:** If the device is missing, contact TAP-Wireless IMMEDIATELY! Do not wait days or weeks as the battery may drain during that time.

## Repairs and Service

### Warranties vary by program

TAP Telephone equipment is warrantied for 4 years. Applicants may reapply for new equipment after 4 years.

TAP Telephone cellular devices have a 3 year warranty. Applicants may reapply for equipment after 3 years.

TAP Wireless smartphones and tablets have a 2 year warranty. Applicant responsible for repairs after 2 years. Applicants may reapply after 3 years.

iCanConnect has a different warranty timeframe. Applicants will need to check with the Mo iCC program for additional details.

#### **DO and Do Not**

**DO NOT** send equipment to the manufacturer. You will not likely see it again, it voids the warranty, and you will lose access to apps provided by TAP W.

**DO NOT** take equipment to an unauthorized repair station as your equipment may not be returned and your warranties will be voided. TAP W will not be able to replace equipment that is voided or lost.

**DO NOT** send any accessories to the manufacturer. Accessories have a different warranty time frame than smartphones and tablets. If there is an issue with an accessory provided by TAP Wireless, contact Teltex for repair or service.

The applicant can be held responsible for cost of repairs or replacement if the equipment is sent to the wrong location while under the TAP Wireless warranty.

**DO:** If you are outside your warranty period, you may take your device to any authorized repair station of your choosing. We encourage you to shop around for pricing as repairs can vary in price.

### What is the Process for Repairs while under warranty?

* Contact Teltex for a Return Authorization number (RA)
* Be sure to write the RA number down as you will need this later on
* If the device is a smartphone or tablet, ask Teltex to send a Return Shipping label. This may be emailed and you will need to print and affix to the outside of the package.
  + If your device is a home phone, an accessory including signalers, you are responsible for the cost of shipping.
* Send the device in the original box
  + Include in the box all the parts to the device and the electrical cord, charger, and case where applicable. If it came in the box, it needs to be sent in.
* Include a note to place on the inside of the box with your name, address, phone number or alternate phone number, and RA. Sometimes packages get lost or torn up so having a secondary location with your contact information is helpful.
* On the outside of the box you will address it to Teltex, 1081 W Innovation Dr., Kearney, MO 64060 Attn: iOS and include the RA number
* While under warranty, by contacting Teltex and completing the RA they will send you a return shipping label for the repairs.

### What is the Process for Repairs after my warranty ends?

* Check with Missouri Assistive Technology to ensure your warranty time frame is over.
* Missouri Assistive Technology has a warranty on the device for the first two years that includes: the case, accessories, device, cords, charging plug, etc. At the end of the second year, beginning of year 3, the individual who was issued the smartphone or tablet, may take the device to any authorized, certified repair station of their choice. Individuals are responsible for the cost of the repairs and replacement cords, charging plug, case, during this time.
* Accessories have a different time frame for warranty. Repairs and service must be completed by Teltex. Do not send to the manufacturer.

### If the Authorized Receiver of equipment no Longer Needs or Benefits from the Equipment

* If the applicant’s disability changes OR can no longer use, need, or benefit from the equipment previously provided:
  + Change in Disability: contact Mo A T first. We may be able to accommodate the disability through additional assistive technology or add apps to the device via push notifications.
  + If returning equipment, include the receiver’s name with the device and return to one of the following:
    - * Teltex – obtain a RA first, they will ask questions to ensure it is not a repair 1-888-515-8120
      * Closest Center for Independent Living
      * TAP/Mo A T
* Mailing address of TAP-W:

Missouri Assistive Technology- TAP

1501 NW Jefferson St

Blue Springs, MO 64015

Voice: (816) 655-6700 or (800) 647-8557 (in-state numbers only)

TTY: (816) 655-6711 or (800) 647-8558 (in- state numbers only)

[Missouri Assistive Technology website](https://at.mo.gov/)

## Shipping Information:

**While TAP Wireless strives to work as quickly as possible,**

* Equipment in TAP Wireless cannot be delivered to PO Boxes.
* Some equipment requires signature.
* If you work outside the home, you may want to have equipment delivered to an alternate address. If your employer allows such deliveries and can accept the device on your behalf you may want to consider this. A UPS tracking number will be sent to your email once the device is shipped.

### Shipping, what happens if you are approved?

* You will be sent an email that you were approved.
  + Read the information carefully and respond to the email by the date listed.
    - Changes in equipment cannot be made after ordering unless there are extenuating circumstances.
  + The email contains specific information related to:
    - Equipment ordered;
    - Alternative shipping address if one was provided;
    - A lot of important information related to shipping, keeping all materials including the box, service and repair, etc.

**Do not** trash this email.

* Yes, delivery of orders generally take 8-12 weeks however these may be shorter or longer. TAP and our vendor do not have control over the amount of time it takes to receive equipment.
* You will be sent the UPS tracking number once the equipment has been modified based on your disability and is ready to be shipped. This same email may also be sent to certain certifying agencies as they too may need to follow up with you.
* Someone must sign for the equipment. Please make every effort to have yourself or a trusted person available at your delivery location to sign for the package.
* Once you have equipment, you must contact the TAP Wireless program, preferably via email from your new device.
  + Failure to follow up will result in your equipment being locked.

### When to call if you have not received approved equipment:

* If after 12 weeks you have not received your equipment, please contact [MOTAPWIRELESS@gmail.com](mailto:MOTAPWIRELESS@gmail.com)

## Glossary

**Advanced distance communications**- the ability to communicate with another person outside the home using communications beyond basic calling, texting, and the voice assistant.

**Basic Cellular Phone**- a mobile phone that’s primary use is to call and maybe text. TAP offers a few phones that are slightly more advanced but is simplified for the user.

**Carrier**- the cellular service provider

**Data**- the ability to pull down internet based services to communicate

**eSIM-** electronic SIM card that allows service to the device, typically emailed by the carrier

**FCC**- Federal Communications Commission

**iCC**- iCanConnect the program for those with both vision and hearing loss

**LifeLine:** Federal program offered by the FCC that can assist with providing either cellular service, home phone service, or internet service. Individuals may only access 1 service per household.

**Mo A T**- Missouri Assistive Technology

**Network**- the company who provides the phone lines to the carrier

Example: Boost Mobile uses T-Mobile network, Cricket uses the AT&T network

**Smartphone-** a device that is allows the user to make and receive calls, texts, access internet, and more. These are also touchscreen.

**SIM card**- a very small card provided by the carrier of service which allows the device to make and receive phone calls

**Tablet**- a device that allows users to connect to others through internet, possibly allows messaging. This has a touchscreen.

**TAP T**- Telecommunications Access Program for Telephone

**TAP W**- Telecommunications Access Program for Wireless

**Video Phone-** a device or monitor that has a camera and internet access that allows Deaf or Hard of Hearing users that communicate through sign language a way to make and receive calls through visual communication. Calls may be direct person to person or individuals may access the Video Relay Service where a Sign Language Interpreter will assist in the communications over telephone.

**VRS**- Video Relay Service, a service for callers where a sign language interpreter is conveying the information from spoken word to sign and back so that both parties are able to communicate.