

PLANTRONICS

VPAT 7 Product: Call Center Hearing Aid Compatible (HAC) Polaris Headsets

Over the Head Noise Canceling: P161N, P91N, P51N, P251N

Over the Head Voice Tube: P161, P91, P51, P251

Over the Ear Noise-Canceling: P151N

Over the Ear Voice Tube: P151

Convertible Noise-Canceling: P171N, P141N

Convertible Voice Tube: P171, P141

Summary Table Voluntary Product Accessibility Template		
<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable - not a software or operating system product.	
Section 1194.22 Web-based internet information and applications	Not Applicable - not a web-based application.	
Section 1194.23 Telecommunications Products	Supports	VPAT 7 covers Call Center Polaris Hearing Aid Compatible (HAC) Headsets operated with "Headset Ready" telephone systems.
Section 1194.24 Video and Multi-media Products	Not Applicable - not a video or multimedia product.	
Section 1194.25 Self-Contained, Closed Products	Not Applicable - not a self-contained, closed product.	
Section 1194.26 Desktop and Portable Computers	Not Applicable - not a desktop or portable computer.	
Section 1194.31 Functional Performance Criteria	Supports	

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Section 1194.23 Telecommunications Products - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTY's. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	This class of headsets is hearing aid compatible and support voice communication. Headsets must be plugged into a TTY designed for Voice Carry Over (VCO) and Hearing Carry Over (HCO). Telephone system controls allow users to intermix speech with TTY features.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	Headsets will not interfere with VCO and HCO TTY's using cross-manufacturer nonproprietary standard TTY signal protocols.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTY's.	Supports	Headsets will not interfere with VCO and HCO TTY's providing voice mail, auto-attendant, and interactive voice response functions.

<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Not Applicable: This requirement applies to voice mail, messaging, auto attendant and IVR systems. It does not apply to headsets.</p>	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTY's, and for users who cannot see displays.</p>	<p>Not Applicable: This requirement applies to caller identification and similar functions. It does not apply to headsets.</p>	
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable: Volume control is a function of the telephone system.</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Supports through Equivalent Facilitation</p>	<p>The origin of this rule was to protect multiple users of public payphones who have different needs for increased volume. Headsets tend to be worn by a single user. When connected to a compliant "Headset ready" telephone system the headsets allow users to adjust volume through the telephone system and will protect users from loud sounds regardless of volume setting.</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Supports</p>	<p>Headsets meet the FCC Hearing Aid Compatibility Act (HAC) requirements of 47 CFR 68.317 & the Telecommunications Telephone Terminal Equipment Magnetic Field and Acoustic Gain Requirements of ANSI/TIA/EIA 504A Feb 1998.</p>

(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Supports	Headsets do not possess circuitry capable of generating interference per ANSI/IEEE C63.19 Standard.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	Headsets do not interfere with communications and do not remove information.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Supports	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Supports	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable: Support of key repeat is a function of the telephone system.	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supports	Support is supplied by the "Headset Ready" Telephone system.

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Section 1194.31 Functional Performance Criteria - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Support for people who are blind or visually impaired is provided through use of a compliant "Headset ready" telephone system.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Support for people who are visually impaired is provided through use of a compliant "Headset ready" telephone system.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Support for people who are deaf or hard of hearing is provided through headsets that are Hearing Aid Compatible (HAC) and operable with VCO and HCO TTY's.

(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	Headsets comply with the FCC Hearing Aid Compatibility Act (HAC).
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Headsets are operable with VCO and HCO TTY's.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	P91 and P91N require fine motor control for operating the optional set-up control that changes the tone of the speaker. This is a one-time set-up at installation. Support for people who have limited reach and strength is provided through use of a compliant "Headset Ready" telephone system.

Section 1194.41 Information, Documentation and Support		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	A description of the accessibility and compatibility features of products can be obtained upon request via email, fax, web site or telephone.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for people with speech and hearing disabilities are available through TTY, email, fax and Live Chat.