

**Plantronics**

**VPAT 2 Product: Call Center Headsets (Non-HAC)**

**Operated with Amplifier Models M12, MX10, P10, or SQD:**

**Over the Head Noise Canceling: H101N, H61N, H261N**

**Over the Head Voice Tube: H101, H61, H261**

**Over the Ear Noise Canceling: H41N**

**Over the Ear Voice Tube: H41**

**In the Ear Noise Canceling: H81N, H31N**

**In the Ear Voice Tube: H81, H31**

**Behind the Head Noise Canceling: H181**

**Behind the Head Voice Tube: H181**

<b>Summary Table Voluntary Product Accessibility Template</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 Software Applications and Operating Systems	<b>Not Applicable-</b> not a software or operating system product.	
Section 1194.22 Web-based intranet and Internet Information and Applications	<b>Not Applicable-</b> not a web-based application.	
Section 1194.23 Telecommunications Products	<b>Supports with Exception</b>	VPAT 2 Call Center Headsets do not support Hearing Aid Compatibility (HAC) requirements. See VPAT 1 for HAC supported headsets.
Section 1194.24 Video and Multi-media Products	<b>Not Applicable-</b> not a video or multi-media product.	
Section 1194.25 Self-Contained, Closed Products	<b>Not Applicable-</b> not a self-contained, closed product.	
Section 1194.26 Desktop and Portable Computers	<b>Not Applicable-</b> not a desktop or portable computer.	
Section 1194.31 Functional Performance Criteria	<b>Supports</b>	

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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 TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	<b>Supports</b>	Headsets support voice communication. Headsets must be plugged into a TTY designed for Voice Carry Over (VCO) and Hearing Carry Over (HCO). Amplifier controls allow users to intermix speech with the TTY features.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	<b>Supports</b>	Headsets will not interfere with VCO and HCO TTY's using cross-manufacturer non-proprietary standard TTY signal protocols.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	<b>Supports</b>	Headsets will not interfere with VCO and HCO TTY's providing voice mail, auto-attendant, and interactive voice response functions.
(d) Voice mail, messaging, auto-attendant, and interactive voice	<b>Not Applicable:</b> This requirement	

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.	applies to voice mail, messaging, auto-attendant and IVR systems. It does not apply to headsets.	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	<b>Not Applicable:</b> This requirement applies to caller identification and similar functions. It does not apply to headsets.	
(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.	<b>Supports</b>	
(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.	<b>Supports through Equivalent Facilitation</b>	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. The Plantronics Call Center headsets allow users to adjust volume. Although volume controls for the amplifiers do not reset automatically, circuitry in each amplifier and headset will protect users from loud sounds regardless of volume setting.
(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.	<b>Does Not Support</b>	See VPAT 1 for Headsets that meet the FCC Hearing Aid Compatibility Act (HAC) requirements.
(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.	<b>Supports</b>	Headsets and amplifiers do not possess circuitry capable of generating interference per ANSI/IEEE C63.19 Standard.
(j) Products that transmit or conduct information or	<b>Supports</b>	Headsets do not interfere with

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.		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.	<b>Supports</b>	
(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.	<b>Supports</b>	H101 and H101N have an optional set-up control for changing the tone of the speaker between a treble emphasized sound and a more natural sound. Once this control is set, it is usually not changed. Persons with limited dexterity may have difficulty operating the set-up control.
(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.	<b>Supports</b>	H101 and H101N set-up controls and the M12, MX10, P10 and SQD amplifier controls do not support key repeat.
(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.	<b>Supports</b>	H101 and H101N set-up controls and the M12, MX10, P10 and SQD amplifier controls have visual and tactile status indicators.

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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.	<b>Supports</b>	Support for people who are blind or visually impaired is provided through headset amplifier controls that are tactilely or audibly discernible.
(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.	<b>Supports</b>	Support for people who are visually impaired is provided through headset amplifier controls that are tactilely discernible.
(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	<b>Supports</b>	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.	<b>Does Not Support</b>	See VPAT 1 for Call Center Headsets that meet the FCC Hearing Aid Compatibility Act (HAC) requirements.
(e) At least one mode of operation and information retrieval that	<b>Supports</b>	Headsets are operable with

does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		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.	<b>Supports with Exception of one Amplifier Model</b>	H101 and H101N require fine motor control for operating the optional set-up control that changes the tone of the speaker. Once the amplifier is installed, amplifier models M12, P10 and SQD support this rule. Amplifier model MX10 has an incoming volume control that due to its size and proximity to other controls may be considered to require fine motor skills. Headsets and amplifiers can be operable with limited reach and strength ability.

<b>Section 1194.41 Information, Documentation and Support</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	<b>Supports</b>	
(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.	<b>Supports</b>	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.	<b>Supports</b>	Support services for people with speech and hearing disabilities are available through TTY, email, fax and Live Chat.