

Date: March 27, 2013

Name of Product: Cisco 7916 Unified IP Phone Expansion Module (Color LCD), Single Foot Stand (CP-SINGLFOOTSTAND) and Double Foot Stand (CP-DOUBLFOOTSTAND)

Contact for more Information: accessibility@cisco.com

Summary Table: Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based internet information and applications	Not Applicable	
Section 1194.23 Telecommunications Products	Included	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Included	The 7916 expansion module is not a self-contained product. It is an accessory to the 7900 Series IP Phone. The clauses in 1194.25 will be used to indicate support for features not described in 1194.23.
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support - Detail	Included	

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Figure 1. Cisco Unified IP Phone 7975G with One Cisco Unified IP Phone Expansion Module 7916



Below is the URL to the Cisco data sheet for the Cisco Unified IP Phone Expansion Module 7916.

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/phones/ps379/data_sheet_c78-468673.html

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Section 1194.23 Telecommunications Products

Clause	Criteria	Status	Comments
1194.23(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.	Not Applicable	The expansion module does not have an audio interface. Please see the relevant VPAT for the host phone.
1194.23(b)	Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	The expansion module does not have an audio interface. Please see the relevant VPAT for the host phone.
1194.23(c)	Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This requirement applies only to voice mail, auto-attendant, and interactive voice response systems.
1194.23(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.	Not Applicable	This requirement applies only to voice mail, auto-attendant, and interactive voice response systems.

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1194.23(e)	Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports with exceptions when combined with compatible Assistive Technology	<p>TTY's are not applicable as per 1194.23(a) For users who cannot see displays, provision of Caller ID information requires the use of the Tenacity accessaphone (AAP), a Windows software monitors and controls the Cisco IP Phones. AAP provides the VoIP telephone end user with complete management of telephone calls through the use of customizable keyboard controls and an audible messaging system (audible caller ID and Message Waiting Indicator - MWI). Additional information can be accessed through the following URL: http://www.accessaphone.com/.</p> <p>However, AAP can only support 2 line instances and only one line at a time can be announced.</p> <p>For full support for user who is blind that needs to manage more that 2 lines, Cisco recommends the deployment of Cisco Unified Attendant Console.</p> <p>Additionally, CUCM version 6.x and above provides a feature that allows administrators to assign call functions to the available line keys on the physical phone and/or expansion module. This feature is called Programmable Line Keys and enables the ability to assign call functions like Redial, Conference, Hold, and Transfer to available line keys.</p>
1194.23(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.	Not Applicable	<p>Dependency on the Cisco 7900 Series IP Phone.</p> <p>See the VPAT for the Cisco 7900 Series IP Phone.</p>

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1194.23(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.	Not Applicable	
1194.23(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.	Not Applicable	
1194.23(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	<p>Dependency on the 7900 Series IP Phone deployed with Cisco 7716 Expansion Module.</p> <p>The Cisco 7900 Series IP Phone meets FCC standards for electro-magnetic shielding.</p> <p>See the VPAT for the Cisco 7900 Series IP Phone.</p>
1194.23(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.	Not Applicable	

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1194.23(k1)	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	The keypad on the 7916 is arranged in a unique pattern that is easily discernible starting from the top right or bottom right of the device. The buttons are "tactile discernible" and are easy to find and use for visually impaired users. In addition, Cisco supports a 3rd party software from Tenacity that allow user to control the Cisco Unified IP Phone from a standard Windows based PC and keyboard.
1194.23(k2)	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	
1194.23(k3)	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.	Supports	No buttons on the expansion module have an auto repeat function.
1194.23(k4)	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	The status of all buttons is indicated visually by red (amber) or green LED.

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Section 1194.25: Self-Contained, Closed Products – Detail

508 Clause	Criteria	Supporting Features	Remarks and Explanations
1194.25(a)	Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	This is typically for kiosks, e.g. an ATM and not applicable to an IP Phone.
1194.25(b)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	
1194.25(c)	Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Supports	See 1194.23 (k1 to k4) above.
1194.25(d)	When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	The 7916 relies on buttons to activate the device and has no biometric forms of identification.
1194.25(e)	When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	This is typically for kiosks, e.g. an ATM. There is no audio output from the 7916 module. Dependency on the 7900 IP Phone

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1194.25(f)	When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Dependency on the Cisco 7900 Series IP Phone. See the VPAT for the Cisco 7900 Series IP Phone.
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1194.25(g)	Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Does Not Support	<p>The 7916 display is color and has no issues with color coding</p> <p>The Page buttons on the 7916 provide rely on color (Green, Red, Amber) to distinguish actions in the following states:</p> <ol style="list-style-type: none"> 1. Page not in focus: button illumination is Off (dark) 2. Page in focus: Green, steady illumination 3. Page not in focus with one or more alerting or on-hold calls present on page: Amber, flashing, and illuminated. 4. Line in Use: Green and Steady 5. Lin in use by someone by someone else: Red and Steady 6. Line Ringing: Amber, Flashing 7. Cal is on hold: Green, Flashing <p>The illuminate buttons do not provide audible functions to a person who is blind. The Cisco Unified Attendant Console is recommended for a person who blind and managing more than 2 line instances. See comments in 1194.23(e).</p>
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1194.25(h)	When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Supports with Exceptions	The 7916 display is color and provides contrast and brightness levels (user options).
1194.25(i)	Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The Page button when not in focus with one or more alerting or on-hold calls present on page is Amber and flashing. The flashing or blinking is outside the danger range between 2 Hz and 55 Hz.
1194.25(j1)	Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable.	This is dependent on the 7900 IP Phone and where it is located, e.g. Mounted to a wall within a hallway.
1194.25(j2)	Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable	

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1194.25(j3)	Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	
1194.25(j4)	Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	

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Section 1194.31: Functional Performance Criteria - Detail

Clause	Criteria	Status	Comments
1194.31(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 through Equivalent Facilitation	<p>Cisco 7916 Expansion Modules features that facilitate their use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e) and 1194.23(k)(1)(4).</p> <p>Tenacity accessphone (AAP) can only support 2 line instances and only one line at a time can be announced.</p> <p>For full support for user who is blind that needs to manage more than 2 lines, Cisco recommends the deployment of Cisco Unified Attendant Console.</p>
1194.31(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 with Exceptions	<p>At normal working distances, visual acuity greater than 20/70 is not required. Paragraph 707.5.6.2 in the ADA accessibility design guidelines (published in the Federal Register, November 16, 1999) states that, Characters displayed on a screen shall be in a sans serif font. Characters shall be 3/16 inch (4.8 mm) minimum in height based on the uppercase letter I. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background. The alpha-numeric displays on Cisco 7916 Expansion Modules conform to these guidelines.</p> <p>As indicated in 1194.25(g), the button states reply on color.</p>

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1194.31(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	Not Applicable	
1194.31(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	Not Applicable
1194.31(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.	Not Applicable	
1194.31(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	The operational characteristics of all controls on Cisco 7916 Expansion Modules conform with paragraph 1194.23(k)(2). No simultaneous actions (e.g., pressing two buttons at the same time) is required.

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Section 1194.41: Information, Documentation and Support

Clause	Criteria	Status	Comments
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(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	Accessible documentation is available through Cisco TAC upon request.
1194.41(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 and have the TRS agent contact Cisco TAC via voice.

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