**Date:**  March 19, 2018 **Name of Product:** Cisco IP Conference Phone 8831, 8832 and 8831-3PCC (3rd Party Call Control)

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# Summary Table - Voluntary Product Accessibility Template

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| --- | --- | --- |
| 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 |  |
| W3C WCAG 2.0 Checkpoints | 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 | Not Applicable |  |
| Section 1194.26 Desktop and Portable Computers | Not Applicable |  |
| Section 1194.31 Functional Performance Criteria | Included |  |
| Section 1194.41 Information, Documentation and Support | Included |  |

Note: These products are tested using Cisco Unified Communication Manager (CUCM 10.x). If you are deploying the 8831-3PCC with a call control other than CUCM, then this VPAT is not applicable

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For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com) Last Updated: March 19, 2018

# Version of the Product

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| --- | --- |
| Figure : Cisco Unified IP Conference Station 8831G | Cisco IP Conference Phone 8832  Figure : Cisco IP Conference Phone 8832 |

To access the datasheets, use the links provided below:

<http://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-conference-phone-8831/index.html>

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-c78-739624.html>

# Section 1194.23: Telecommunications Products - Detail

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| **Clause** | **Criteria** | **Status** | **Remarks and Explanations** |
| 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. | Supports through Equivalent Facilitation | Most TTY's that permit an electronic, non-acoustic connection to the telephone network do so through an RJ-11 analog telephone line. The Cisco ATA-186 FXS port may be used as an adjunct to the IP phone, to provide the RJ-11 analog line; any other Cisco voice gateway with FXS port may also be used. |
| 1194.23(b) | Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Supports | The Baudot tones used by U.S. standard TTY's are transmitted and received reliably G.711 is the recommended codec for TTY devices. |
| 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. |
| 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 when combined with compatible Assistive Technology | If TTY's are used with IP Conference Phone in the manner outlined in the section that addresses paragraph 1194.23(a), Caller ID and similar functions will continue to appear appropriately on the terminal's display. |
| 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 | These Conference phones do not have a physical handset. |
| 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. | Supports | Provides an adjustable base receive volume, and the call volume is also adjustable on a per call basis.  FCC Part 68 only require the volume to reset at the end of a call if it was boosted to higher than 18 dB of “true gain” above default volume.  (Because anything above 18 dB of gain is considered a hazardous level for people with normal hearing.)  And the gain doesn’t need to reset to default volume, only reset to any level below 18 dB of gain.  These phones do not have 18 dB of built-in gain (FCC Part 68 only requires 12 dB of gain) so the phone doesn’t need to do any volume resets at all.  And customers do want to be able to save their chosen receive level, and not have to set it again every time they make a call.  So it is a desirable feature for the user volume setting to be saved, and not reset. |
| 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 | These Conference phones do not have a physical handset.  All Cisco IP Phones with handsets have primary inductive coils, which allow the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. Cisco phones meets FCC Part 68 requirements for Hearing Aid Compatibility (HAC). |
| 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. | Not Applicable | These Conference phones do not have a physical handset. |
| 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. | Supports | The Baudot tones used by U.S. standard TTY's are transmitted and received reliably. |
| 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 dial pad on the conference phone is arranged in a standard layout, with a raised nib on the 5-key, thereby making “tactile navigation” easier for visually impaired users. In addition,  On the feature-rich telephones, tactile navigation of the special function keys is facilitated by the use of a consistent key layout that includes at least one set of uniquely shaped controls that can act as a tactile navigation landmark. |
| 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 | The buttons meet the 22.2N maximum. |
| 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 basic call feature buttons on the phone 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 mute button has a locking/toggle function which is the status is displayed the LCD and through an audio indicator.  The mute button plays an audible tone to indicate activation/deactivation. |

# Section 1194.31: Functional Performance Criteria – Detail

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| **Clause** | **Criteria** | **Status** | **Remarks and Explanations** |
| 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 | The 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). |
| 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 | 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 these phones conform to these guidelines. |
| 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 | Supports | Does not have a physical handset.  The features that support TTY operation are detailed in the sections that address paragraphs 1194.23(a), 1194.23(b), and 1194.23(j). Features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i). |
| 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 through Equivalent Facilitation | Does not have a physical handset.  Provides a visual indication of incoming calls (satisfying 1194.23(e)) and permit the volume of the ringer to be adjusted. |
| 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. | Supports through Equivalent Facilitation | Most TTY's that permit an electronic, non-acoustic connection to the telephone network do so through an RJ-11 analog telephone line. The Cisco ATA-186 FXS port may be used as an adjunct to the IP conference phone, to provide the RJ-11 analog line; any other Cisco voice gateway with FXS port may also be used. |
| 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 conform with paragraph 1194.23(k)(2). No simultaneous actions (e.g., pressing two buttons at the same time) is required. |

# Section 1194.41: Information, Documentation and Support - Detail

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| **Clause** | **Criteria** | **Status** | **Remarks and Explanations** |
| 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 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |

# Supporting Feature (Status) Terminology

The result of “Accessibility Testing" assists in the determination of the Supporting Features.

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| **Support****ing Features or Status** | **Description** |
| Supports | Use this language when you determine the product fully meets the letter and intent of the Criteria. |
| Supports with Exceptions | Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. Please document the exception in the “Remarks and Explanations” column. |
| Supports through Equivalent Facilitation | Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria. Please document the exception in the “Remarks and Explanations” column. |
| Supports when combined with Compatible Assistive Technology | Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind). Please document the exception in the “Remarks and Explanations” column. |
| Does not Support | Use this language when you determine the product does not meet the letter or intent of the Criteria. Please document the reason in the “Remarks and Explanations” column. |
| Not Applicable | Use this language when you determine that the Criteria do not apply to the specific product. For example, many web applications don't have video content the "Not Applicable" can be used. Please state "The application does not have any video content" in the “Remarks and Explanations” column. Please document the reason in the “Remarks and Explanations” column. |