

## Section 1194.23 Telecommunications Products Detail Voluntary Product Accessibility Template

Criteria	Status	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.	Supports	An analog electrical (non-acoustic) telephone interface is provided that can be used for connection with a TTY interface.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	The integrity of TTY signals across Toshiba telephone systems will be maintained so that any character loss or error on the TTY system is minimized.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	1. PBX system: Supports 2. Voice mail system: Currently doesn't support. See Remarks for alternative work around.	Currently the Toshiba Voice mail system does not transmit data in the 45.5 baud Baudot TTY protocol. However, if the TTY device is capable of DTMF generation, the Toshiba Voice mail system is interoperable.
(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.	Supports	The voice mail system will repeat its prompts whenever there is no response from the user resulting in a timeout.
(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	The Toshiba PBX system sends the caller ID information to the terminals, which can also be interpreted by the TTY device.
(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.	Supports	System volume settings on the Toshiba PBX allow a range of 21 dB for volume control to meet this criteria. Additionally, the Toshiba telephones provide separate volume adjustments for speaker and handset. For speakers, the total adjustment range is 40 dB in 2 dB increments. For handsets, the total range is 17 dB also in 2 dB increments.
(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	Toshiba telephone handsets reset the volume to the default level after each use. The speakerphones do not follow this rule.
(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.	Supports	Toshiba phone equipments are hearing aid compatible.
(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	This requirement does not apply to Toshiba products as it is unique to digital wireless equipment.
(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 integrity of TTY signals across Toshiba telephone systems will be maintained so that any character loss or error on the TTY system is minimized.
(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	A visually impaired person can operate each key without inadvertently activating multiple key, i.e., all keys on Toshiba telephones are tactilely discernible.
(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	The use of only one hand is supported in the operation of Toshiba telephone systems.
(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.	Supports	Toshiba telephone systems 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.	Supports	All key presses on the Toshiba phones are accompanied by an audio feedback tone. Many keys have associated LED that reflects the status of the function.

## Section 1194.31 Functional Performance Criteria Voluntary Product Accessibility Template

Criteria	Status	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	Toshiba telephone system features that facilitate their use by the visually impaired or blind are outlined in the responses to paragraphs 1194.23(e) and 1194.23(k)(1)-(4).
(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	Toshiba telephone system features that facilitate their use by the visually impaired or blind are outlined in the responses to paragraphs 1194.23(e) and 1194.23(k)(1)-(4).
(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	Toshiba telephone system features that facilitate their use by the visually impaired or blind are outlined in the responses to paragraphs 1194.23(e) and 1194.23(k)(1)-(4).
(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	Toshiba telephone system features that provide enhanced audio are described in the responses to paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the responses to paragraphs 1194.23(h) and 1194.23(i). Also Toshiba phones provide a visual indication of incoming call and permit the volume ringer to be adjusted.
(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	TTY devices can be used with Toshiba phones as described in the responses to paragraphs 1194.23(a) and 1194.23(b).
(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	Toshiba phones do not require simultaneous actions (such as pressing two buttons at the same time) as described in the response to paragraph 1194.23(k)(2).