

Plantronics

VPAT 11: Variable Gain HOH Compatible In-Line Telephone Handset/Headset Amplifiers, HAC 2.5mm Headsets, & HAC Amplified Neckloops

Products: Amplifiers Operated with 4P4C connected Handsets, and 2.5mm connected Cell Phone Headsets

Product Type: Adjustable Receive Gain: Ameriphone/Walker Models: W10; W10 BP; HA40 Handsets

Product Type: Adjustable Receive with Boost and/or Auto Reset: Clarity Models: CE225; MHA100

Product Type: Adjustable Gain Hearing Aid compatible Wired & Wireless Neckloops: CE30, CE50

Product Type: 2.5mm Plug Cordless and Mobile Phone HAC Headsets: M175C

**Summary Table
Voluntary Product Accessibility Template**

Criteria	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 intranet and Internet Information and Applications	Not Applicable	Not a web-based application.
Section 1194.23 Telecommunications Products	Supports	VPAT 11 covers Hearing impaired auditory amplification and Hearing Aid compatible device requirements as called out in the ADA, and current telephony standards.
Section 1194.24 Video and Multi-media Products	Not Applicable	Not a video or multi-media 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	This Class of Amplifiers supports this feature.

VPAT 11: Variable Gain HOH Compatible In-Line Telephone Handset/Headset Amplifiers, HAC 2.5mm Headsets, & HAC Amplified Neckloops

Products: Amplifiers Operated with 4P4C connected Handsets, and 2.5mm connected Cell Phone Headsets

Product Type: Adjustable Receive Gain: Ameriphone/Walker Models: W10; W10 BP; HA40 Handsets

Product Type: Adjustable Receive with Boost and/or Auto Reset: Clarity Models: CE225; MHA100

Product Type: Adjustable Gain Hearing Aid compatible Wired & Wireless Neckloops: CE30, CE50

Product Type: 2.5mm Plug Cordless and Mobile Phone HAC Headsets: M175C

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.	Supports	These products are Hard of Hearing or HAC compatible and support voice communication only. They can be placed in series with a handset and then be used in a TTY, or VCO device, without interfering with these functions, but are not required for TTY/ VCO operation.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	This class of Products 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.	Supports	This class of Amplifiers 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 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	Not a Voicemail product: This requirement applies to voice mail, messaging, auto-attendant and IVR systems. It does not apply to amplifiers.
e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	Not a Caller ID Product: This requirement applies to caller identification and similar functions. It does not apply to amplifiers.

Revision B

VPAT 11: HOH Compatible In-Line Handset/ Headset Amplifiers, 2.5mm Headsets & Amplified Neckloops

Origination: Prepared by Bob Lewis May28, 2010

Updated by: Bob Lewis March 20, 2014

**Section 1194.23 Telecommunications Products - Detail
Voluntary Product Accessibility Template, Continued**

Criteria	Supporting Features	Remarks and explanations
<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>Supports with Exceptions</p>	<p>The Walker: W10, W10-BP, and Ameriphone HA40 support adjustable Receive Volume. The Volume is infinitely variable, not incremental. The Clarity CE225 provides for an adjustable receive Volume, and Boost. The Volume is infinitely variable, not incremental. The Plantronics MH100 provides for incremental digital volume control and boost function. All meet the 20 dB Gain/ 12dB Gain intermediate requirement either by default, or by midpoint adjustment levels. The M175C depends upon its connected device to provide this facility.</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, Supports in Selected Products</p>	<p>The origin of this rule was to protect multiple users of public payphones who have different needs for increased volume. Handset/ Headset amplifiers tend to be used by a single user. The Plantronics Walker amplifiers allow users to adjust volume. Although volume controls for the W10/W10-BP and Ameriphone HA40 Series amplifiers do not reset automatically, circuitry in each amplifier and handset will protect users from loud sounds regardless of volume setting. The CE225 Amplifier does reset the boost to “Off” default after call end; The MHA100 Cell Phone Headset Amplifier resets both the volume level to default mid-point level and resets Boost to the “Off” setting after call end. The M175C has hearing protection circuits built in to limit excessive gain and is dependent upon the device to which it is connected to provide any additional protection.</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 in Selected Products</p>	<p>Boost Amplifiers do not have the capability of generating a magnetic wireless coupling. The CE30 and CE50 Neckloop accessories are specifically designed to meet these criteria. The M175 is compliant to this criteria.</p>
<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.</p>	<p>Supports</p>	<p>These Amplifiers do not possess circuitry capable of generating interference per ANSI/IEEE C63.19 Standard. The CE30/50 products are magnetic Neckloops meant for facilitating hearing Aids, Implants and assistive listening devices. The M175C does not generate any interference.</p>

**Section 1194.23 Telecommunications Products - Detail
Voluntary Product Accessibility Template, Continued**

Criteria	Supporting Features	Remarks and explanations
(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	These classes of Amplifiers, Neckloops, Headsets, and Handsets 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	This Class of products supports this feature.
(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	This Class of products supports this feature.
(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	This requirement applies to alphanumeric keyboard entry. VPAT11 products do not have alphanumeric keyboards.
(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	This Class of products' controls have visual and tactile status indicators.

VPAT 11: Variable Gain HOH Compatible In-Line Telephone Handset/Headset Amplifiers, HAC 2.5mm Headsets, & HAC Amplified Neckloops

Products: Amplifiers Operated with 4P4C connected Handsets, and 2.5mm connected Cell Phone Headsets

Product Type: Adjustable Receive Gain: Ameriphone/Walker Models: W10; W10 BP; HA40 Handsets

Product Type: Adjustable Receive with Boost and/or Auto Reset: Clarity Models: CE225; MHA100

Product Type: Adjustable Gain Hearing Aid compatible Wired & Wireless Neckloops: CE30, CE50

Product Type: 2.5mm Plug Cordless and Mobile Phone HAC Headsets: M175C

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 Handset/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.	Supports	Support for people who are visually impaired is provided through Handset/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.	Not applicable	These products are exclusively made for boosting the Auditory signal through a standard handset, or a Cell phone headset, and do not apply to non-hearing Assistive Technology, but also do not interfere.
(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	This Class of products complies with this provision by enhancing the Auditory signal.
(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	These products are not required for operation of a TTY or VCO.
(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	This Class of products can be operable with limited reach and strength ability.

VPAT 11: Variable Gain HOH Compatible In-Line Telephone Handset/Headset Amplifiers, 2.5mm Headsets, & HAC Amplified Neckloops

Products: Amplifiers Operated with 4P4C connected Handsets, and 2.5mm connected Cell Phone Headsets

Product Type: Adjustable Receive Gain: Ameriphone/Walker Models: W10; W10 BP; HA40 Handsets

Product Type: Adjustable Receive with Boost and/or Auto Reset: Clarity Models: CE225; MHA100

Product Type: Adjustable Gain Hearing Aid compatible Wired & Wireless Neckloops: CE30, CE50

Product Type: 2.5mm Plug Cordless and Mobile Phone HAC Headsets: M175C

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	This Class of products has End User info available in alternate formats upon request, at no additional charge, from the Manufacturers' websites.
(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, website, 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.