Date: August 16th, 2011
Name of Product: Cisco Unified Wireless IP Phone 7921G, 7925G, 7925G-EX and 7926G

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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	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 - Detail	Included	

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.	Does Not Support	Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G are Wireless Local Area Network (WLAN) phones. Quality of service for WLAN is dependent on signal strength and quality of the wireless network. Due to these issues, TTY communication is not recommended. Additionally, when the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G are directly connected to a TTY device (through 2.5mm headset port) the Cisco Unified Wireless IP Phone 7921G, 7925G, 7925G-EX and 7926G microphone is disconnected and will prevent the use of phones microphone and a TTY device.
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.

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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.	Does Not Support	If TTY's are used with the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G 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 and are not accessible to users who cannot see displays. No audio indicator that the phone is powering down and the phone is booting or starting up. No audible Message Waiting Indicator (MWI). Note: There is an audible indicator that buttons are being pressed: Mute, 12 key pad, navigation key, center controls, and loud speaker.
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.	Does Not Support	The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G do not support 20dB of gain.
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	After each use of the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G the call volume will revert back to the default base volume.

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.	Supports	The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G meet 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.	Supports	The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G meet FCC standards for electro-magnetic shielding.
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 note 1194.23(a) information on the issues with a LAN phone.

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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 dial pad on the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G are arranged in a standard layout, with a raised nib on the 5-key, thereby making "tactile navigation" easier for visually impaired users. 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. There is no dedicated physical button for the Hold function. There are physical buttons for: Mute, Volume Toggle, Loudspeaker and Application button.
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 basic call feature buttons on the phone have an auto repeat function, for example, entering a phone number, the action of entering a specific number will not repeat.

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 and speaker phone button plays an audible tone to indicate activation/deactivation.

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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.	Does Not Support	The Cisco Unified Wireless IP Phone Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G 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 LCD display on the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G is color and backlit.

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	Support with Exceptions	The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G 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 with Exceptions	The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G 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). The Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G, provide 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	TTY can be used with the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G through a direct connection.
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 the Cisco Unified Wireless IP Phones 7921G, 7925G, 7925G-EX and 7926G conforms 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

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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