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| **Information Technology User Support Services** |
| Name: **Accessibility Testing Product Instructions - 1194.23 Telecommunications Products** |
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| Description: This document provides basic accessible functionality testing for Telecommunications Products. Additional testing might be required. |

Equipment, hardware and software to be used:

* TTY
* Phone

Instructions:

Use the following steps to test the product (ex. digital, analog, wire, wireless, and Internet-based products and devices such as PBX and telephone answering machines) for accessibility. Please record all of your results and comments in the Accessibility Testing Product Results document.

1. Does the product or system provide a function allowing voice communication? And does the product or system provide TTY functionality? If the answer is Yes to the first question, and No to the second question, then perform a visual inspection and/or check the manual for:
	1. Check for a RJ-11 or a TSB-121 connection point.
	2. Does product support 45.5 baud ASCII protocol?
	3. Does product support 300 baud protocol ASCII?
2. Is the product or system a voice mail, auto-attendant, or interactive voice response system?
	1. Using TTY, leave a message.
	2. Using TTY, navigate the automated menu if available.
	3. If the product requires a voice response:
		1. Is there a warning before the response time has elapse?
		2. Does it provide sufficient time to indicate that more time is required?
		3. Can response time be extended?
3. Product or system provides Caller ID.
	1. Does the product or service provides voice output or have a connection method for adding an external Caller ID product with voice output?
4. Does the product or service transmit voice signals?
	1. Does it have a volume control?
	2. Check manual or test to find out if the volume can be amplified above the default level.
	3. Check manual to find out if minimum volume is 20dB or greater.
5. Products or Systems with option to adjust volume level.
	1. Does volume resets back to default after every use?
6. Does product have mechanically operated controls or keys?
	1. If a keyboard is used, does it have navigational bumps?
	2. Perform the basic functions with one hand.
	3. Do the controls or keys required tight grasping, pinching or twisting of wrist.
	4. If product has key repeat function, change the repeat rate.
	5. Lock or toggle any controls/keys.
	6. Do locking or toggle controls/keys have either an audible or tactile indicator for status?

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