***Operational Matrices for Reporting on Accessibility Features for Telephone Equipment* Industry Guideline (G627:2014)**

These matrices can be used for the purpose specified in G627:2014

# Matrix for fixed line handsets

|  |  |
| --- | --- |
| **Manufacturer/Importer:**  | **Product type:**  |
| **Product Brand(s):** |  |
| **Model(s) (range/product family):**  |  |
| **Website and/or contact details for the product:** | **Date completed: (DD/MM/YY)**  |

| **ACCESSIBILITY FEATURE** | **REQUIREMENTS - DESCRIPTION** | **VALUE** |
| --- | --- | --- |
| **Handset/Hardware Information** |  |  |
| **Key identification** | Can a call be made or received using easily discernible individual keys  | Yes / No / NA |
| **Key centre point distance** | What is the minimum distance from the centre point of one number key to another | \_\_\_\_\_ mm |
| **Distance between keys**  | What is the distance between the edge of one number key to another | \_\_\_\_\_ mm |
| **Caller ID screen** | Screen is caller ID capable | Yes / No / NA |
| **Mobility/Dexterity features**  |  |  |
| **Handset weight** | Handset weight including battery | ……………grams |
| **Easy Battery Placement** | Is battery clearly marked for proper orientation and placement | Yes / No / NA |
| **Wall mounting capable** | The phone can be mounted on a wall  | Yes / No / NA |
| If ‘Yes’, is the accessory to mount the phone included | Yes / No |
| **Dial-out buffer memory**  | Number to be called can be entered and checked on the display before sending | Yes / No / NA |
| **Keypad separate from handset**  | Keypad provided is separate from handset on a base unit or on a plug-in option | Yes / No / NA |
| **Speaker-phone capable**  | Hands free operation during dialling and after call initiated | Yes / No / NA |
| If ‘Yes’ does the phone have full duplex speaker phone capability | Yes / No |
| **Guarded/recessed keys**  | Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key | Yes / No / NA |
| **Discrete emergency call button** | A discrete and clearly distinguishable button to initiate emergency calls | Yes / No |
| **Short Messaging Service (SMS) capable**  | Messages can be read, composed and sent using the phone's screen and or keypad  | Yes / No / NA |
| **Predictive text sending**  | Phone predicts a whole word from the first few letters of the word being typed using an inbuilt dictionary (for SMS/MMS use)  | Yes / No / NA |
| **Handset alert** | Phone provides an audible alert when handset not replaced correctly | Yes / No / NA |
| Phone provides a visual alert when handset not replaced correctly | Yes / No / NA |
| **Handset - connection**  | Alternative headset can be connected in lieu of handset | Yes / No / NA |
| **Port for additional earphone/headset**  | This facility enables an additional earphone to be plugged in so both ears can be used to listen or another person can listen and assist with a call. It also enables a headset to be installed for hands-free use.  | Yes / No |
| **Wireless earphones/headsets** | Wireless earphones and headsets, such as Bluetooth headsets, are supported | Yes / No |
| **Coupling to a device** | To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:  |  |
| * cable (an electrical wire)
 | Yes / No / NA |
| * infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects)
 | Yes / No / NA |
| * Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects)
 | Yes / No / NA |
| * other connections than those described above (please describe): … … … … … …
 | Yes / No / NA |
| **Vision features**  |  |  |
| **Standard key number layouts** | The number keys are laid out in the standard way with 1 2 3 at the top and \* 0 # at the bottom | Yes / No / NA |
| **Key feedback - tactile**  | When you press a key you can feel a physical click, so you know it has been pressed | Yes / No / NA |
| **Key feedback - audible**  | When you press a key it makes a sound, so you know it has been pressed | Yes / No / NA |
| **Audible identification of keys - spoken** | When you press a number key the number is spoken out, so you know you have pressed the correct one | Yes / No / NA |
| **Audible identification of keys - function** | The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart | Yes / No / NA |
| **Adjustable font - style** | You can change the font (typeface) used for the text on the display, which may make it easier to read | Yes / No / NA |
| **Adjustable font - size** | You can make the text on the display larger or smaller to make it easier to read | Yes / No / NA |
| **Display characteristics - Adjustable Contrast Control** | You can adjust the contrast of the display to make text and symbols easier to see against the background | Yes / No / NA |
| **Display characteristics - Adjustable Brightness Control** | You can adjust the brightness of the display to make it easier to read | Yes / No / NA |
| **Display characteristics - Main Display Size** | Size of the main display | \_\_\_ X \_\_\_ mm |
| **Display characteristics - Backlight for Display** | The display lights up to make it easier to read in the dark | Yes / No / NA |
| **Display characteristics - Colour Differentiation** | The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols) | Yes / No / NA |
| **Voice output of Caller ID - inbuilt** | Can read text messages out loud to you | Yes/ No / NA |
| **Hearing features**  |  |  |
| **Key feedback - displayed**  | Number being dialled is displayed on the screen  | Yes / No / NA |
| **Ringer volume adjustable**  | Adjustment of the ringing volume is possible | Yes / No / NA |
| **Ringer volume loudness** | Extra loud capability or special purpose capability | Yes / No / NA |
| **Text display - visual**  | Visual display of incoming text is provided  | Yes / No / NA |
| **Tactile ringing signal**  | Vibrating indication is provided when the phone rings  | Yes / No / NA |
| **Vibrating alert** | Compatible with a separate vibrating alert facility | Yes / No / NA |
| **Visual ringing signal**  | Light source is provided to indicate when the phone rings  | Yes / No / NA |
| **Microphone amplification**  | Adjustable volume control of microphone to amplify outgoing speech | Yes / No/ NA |
| Setting ‘Retains’ or ‘Resets’ to default after each call | Retains / Resets |
| **Headset – plug type**  | The type of plug a headset will need to have so that it can be connected to the phone | 2.5 / 3.5 / USB / Modular style plug / proprietary / No/ NA |
| **Hearing aid compatibility**  | When used with a hearing aid set to the ‘T’ position, the sound is clearer | Yes / No/ NA |
| **Ring tone variations**  | Possibility to assign different ring tones to different stored numbers | Yes / No/ NA |
| **Ring tone selection** | Select alternate ring tones | Yes / No/ NA |
| **Ring tone personalisation** | Ring tone can be programmed or personalised | Yes / No/ NA |
| **Receiver voice volume** | Adjustable volume control of receiver voice volume | Yes / No/ NA |
| Setting ‘Retains’ or ‘Resets’ to default after each call | Retains / Resets |
| If values are available, what are the maximum and minimum receiver volume levels | ……………dB (min)……………dB (max) |
| **Adjustable receive audio tone control** |  | Yes / No/ NA |
| **ADDITIONAL FEATURES & CHARACTERISTICS** |  |  |
| **OPTIONAL FEATURES & ACCESSORIES** |  |  |

# MATRIX FOR MOBILE HANDSETS

Where an accessibility feature has further technical information for suppliers, the information is provided as notes at the end of the ‘Matrix for mobile handsets’ table.

|  |  |
| --- | --- |
| **Manufacturer/Importer:**  |  |
| **Product Brand(s):** |  |
| **Model(s) (range/product family):**  |  |
| **Website and/or contact details for the product:** | **Date completed: (DD/MM/YY)**  |

| **ACCESSIBILITY FEATURE** | **REQUIREMENTS - DESCRIPTION** | **VALUE** |
| --- | --- | --- |
| **Handset/Hardware information** |  |  |
| **Touch screen** | Does the device have a touch screen (Note 1) | Yes / No / NA |
| If the device has a touchscreen, is it capacitive (sometimes referred to as heat activated) (Note 2) | Yes / No / NA |
| **Key identification** | Are individual keys easily discernible to the user | Yes / No / NA |
| How are the keys discernible - separate keys, use of ridges to define (Note 3) |  |
| **Key centre point distance** | What is the distance from the centre point of one number key to another (Note 4)  | \_\_\_\_\_ mm / NA |
| **Keyboard layout** | The keypad is laid out like a QWERTY typewriter keyboard | Yes / No / NA |
| **Lanyard pin for key ring or lanyard strap** | Has a small bar allowing a key ring or neck strap (lanyard) to be attached | Yes / No / NA |
| **Differentiation of function keys** | The number keys have a different colour or shape from the other keys, making them easier to tell apart by touch or by sight | Yes / No / NA |
| **Shape of device** |  A. Clam Shell / Flip Phone  B. Candy Bar / Stick C. Slide  D. Swivel E. Touchscreen  F. Other | A, B, C, D, E, or F |
| **Operating system** | The operating system and version used by this phone (Note 5) | System and version |
| **Anti-slip features** | Has a non-slip coating or ridges to prevent it slipping out of your hand | Yes / No / NA |
| **Mobility/Dexterity features**  |  |  |
| **Handset weight** | Handset weight including battery (Note 6) | ……………grams |
| **Easy Battery Placement** | Is battery clearly marked for proper orientation and placement | Yes / No / NA |
| **Speaker-phone capable**  | Hands free operation during dialling and after call initiated | Yes / No / NA |
| **Guarded/recessed keys**  | Individual keys are recessed or guarded in some way to reduce the chance that you will press the wrong key | Yes / No / NA |
| **Wireless earphones/headsets** | Wireless earphones and headsets, such as Bluetooth headsets, are supported | Yes / No |
| **Coupling to a device** | To allow people to use computers as text terminals. Also allows customised devices to work with the phone. Device can be connected to the phone by using:  |  |
| * cable (an electrical wire)
 | Yes / No / NA |
| * infrared signal (which travels through the air like a radio wave but cannot pass through walls or other solid objects)
 | Yes / No / NA |
| * Bluetooth/wireless LAN (radio signals which travel through the air and may also be able to pass through walls or other solid objects)
 | Yes / No / NA |
| * other connections than those described above (please describe): … … … … … …
 | Yes / No / NA |
| **Flat back for table top operation** | Has a flat back, so it can be used while it is lying on a table | Yes / No / NA |
| **Any key answering** | The user can answer the call by pressing any key | Yes / No / NA |
| **Hand movement** | Some controls require you to pinch or twist them with your fingers, or rotate your wrist | Yes / No / NA |
| **Voice recognition for dialling** | Allows you to dial a number by speaking the person’s name, if it is stored in your contact list (a personal ‘telephone book’ you create in your phone) | Yes / No / NA |
| **Voice recognition for accessing features** | Allows you to activate features by speaking commands into the phone, reducing the need to use the keypad | Yes / No / NA |
| **Automatic answering** | Enables the phone to pick up a call automatically after a designated number of rings | Yes / No / NA |
| **Vision features**  |  |  |
| **Tactile key markers – ‘F’ and ‘J’** | The 'F' and 'J' keys have raised dots or bumps on them so you can distinguish them by touch (only relevant for phones that have a QWERTY typewriter-style keypad) | Yes / No / NA |
| **Standard number key layouts**  | The number keys are laid out in the standard way with 1 2 3 at the top and \* 0 # at the bottom | Yes / No / NA |
| **Key feedback - tactile**  | When you press a key you can feel a physical click, so you know it has been pressed | Yes / No / NA |
| **Key feedback - audible**  | When you press a key it makes a sound, so you know it has been pressed | Yes / No / NA |
| **Audible identification of keys - spoken** | When you press a number key the number is spoken out, so you know you have pressed the correct one | Yes / No / NA |
| **Audible identification of keys - functions** | The sounds you hear when you press a key are different for number keys and function keys, so you can easily tell them apart | Yes / No / NA |
| **Adjustable font - style** | You can change the font (typeface) used for the text on the display, which may make it easier to read | Yes/ No / NA |
| **Adjustable font - size** | You can make the text on the display larger or smaller to make it easier to read | Yes/ No / NA |
| **Personalised shortcuts** | You can assign a particular feature to a single key or a short key sequence | Yes/ No / NA |
| **Display characteristics - Adjustable Contrast Control** | You can adjust the contrast of the display to make text and symbols easier to see against the background | Yes / No / NA |
| **Display characteristics - Adjustable Brightness Control** | You can adjust the brightness of the display to make it easier to read | Yes / No / NA |
| **Display characteristics - Main Display Size** | Size of the main display | \_\_\_ X \_\_\_ mm |
| **Display characteristics - Main Display Resolution** | The number of dots (called pixels) used to display text and images on the main display. More dots mean more detail. | \_\_\_ X \_\_\_ |
| **Display characteristics - Colour Differentiation** | The information presented on the display does not rely on colour perception for understanding (e.g. you do not have to be able to distinguish red symbols from green symbols) | Yes / No / NA |
| **Display characteristics - Symbols/Icons** | Menus can be displayed using symbols or pictures in a grid layout. This can make them easier for some people to understand or remember | Yes / No / NA |
| **Display characteristics - Screen Flicker** | The main display does not flicker at a rate that could cause problems for people with photo-epilepsy (between 2 Hz and 60 Hz) | Yes / No / NA |
| **Voice output of caller ID from contacts list** | When you receive a call, it speaks the caller’s name if it is stored in your contact | Yes / No / NA |
| **Voice output of SMS: inbuilt** | Can read text messages out loud to you | Yes/ No / NA |
| **Voiced menus** | Speaks the menu options, allowing you to access functions even if you cannot read the display | Yes/ No / NA |
| **Alternative format user manual** | The user manual is available in alternative formats such as accessible online (Note 7) | Yes / No |
| **Hearing Features**  |  |  |
| **Vibrating alert** | The phone can be set to vibrate when it receives a call or text message or when it gives a warning alert | Yes / No / NA |
| **Visual alerts - Incoming calls** | When a call or text message comes in, it displays a visual alert, such as the caller’s name or photo if it is stored in your contact list | Yes / No / NA |
| **Two-way video communications – using mobile networks** | Allows you to make video calls in which you can see the other person and they can see you using your mobile network | Yes / No / NA |
| **Two-way video communications – using wireless LAN networks** | Allows you to make video calls in which you can see the other person and they can see you using your wireless LAN network | Yes / No / NA |
| **Headset – plug type**  | The type of plug a headset will need to have so that it can be connected to the phone (Note 8) | 2.5 / 3.5 / USB / proprietary / No / NA |
| **Hearing aid compatibility**  | When used with a hearing aid set to the ‘T’ position, the sound is clearer | Yes / No / NA |
| **Alternative hearing aid technologies** | When used with alternative coupling technologies, the sound is clearer | Yes / No / NA |
| **Messaging Options - MMS** | Allows you to send and receive multimedia messages, which can include photographs, audio and video clips | Yes / No / NA |
| **SMS personalisation and reuse** | Allows you to create standard text messages that you can quickly send to anyone without having to retype them each time. For example, “I’m in a meeting, I’ll call you back” | Yes / No / NA |
| **Messaging options - Email** | Allows you to send and receive email messages | Yes / No / NA |
| **Internet capability** | You can use the phone to browse websites and use other internet-based services (Note 9)  | Yes / No / NA |
| **ADDITIONAL FEATURES & CHARACTERISTICS** |  |  |
| **OPTIONAL FEATURES & ACCESSORIES** |  |  |

Technical notes for suppliers:

1 **Touch Screen**: Does the device have either a resistive or capacitive touchscreen.

2 **Touch Screen**: If the device has either a resistive or capacitive touchscreen, state whether the touchscreen is capacitive.

3 **Key Identification**: If the individual keys are easily discernible to the user, state how the keys are discernible to the user - either through the use of: (1) separate keys; (2) use of ridges to define; (3) other or (4) NA.

4 **Key centre point distance:** The distance between keys on a touchscreen of a handset is not applicable (NA).

5 **Operating System**: State the operating system installed in the product.

6 **Handset weight**: State the weight of the handset with the battery in place in the unit.

7 **Alternative format User Manual**: State whether the User Manual is available in alternative formats, including electronic.

8 **Headset - plug type**: If the phone has a physical connection for a handsfree headset (of any kind), state whether the device has a 2.5mm, 3.5mm, USB or proprietary connection.

9 **Internet Capability**: Is the device capable of accessing the internet.