



ANSI/DASMA 303-2006

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AMERICAN NATIONAL STANDARD

**PERFORMANCE CRITERIA FOR  
ACCESSIBLE COMMUNICATIONS  
ENTRY SYSTEMS**

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**Door & Access Systems Manufacturers' Association, International**

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Sponsor:



1300 Sumner Ave  
Cleveland, Ohio 44115-2851

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**Performance Criteria for Accessible Communications Entry Systems**

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**DOOR & ACCESS SYSTEMS MANUFACTURERS'  
ASSOCIATION, INTERNATIONAL**

1300 Sumner Avenue

Cleveland, OH 44115-2851

Phn: 216/241-7333

Fax: 216/241-0105

E-Mail: [dasma@dasma.com](mailto:dasma@dasma.com)

URL: [www.dasma.com](http://www.dasma.com)

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Suggestions for improvement of this standard will be welcome.

They should be sent to the Door & Access Systems Manufacturers' Association, International.

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# CONTENTS

PAGE

<b>Foreword</b> .....	v
1. Scope .....	1
2. Definitions .....	1
3. General Requirements .....	1
4. Performance Criteria .....	1-3
References .....	3

**Foreword** (This foreword is included for information only and is not part of ANSI/DASMA 303-2006, *Performance Criteria for Accessible Communications Entry Systems*)

This standard was developed by the Accessible Communications Systems Committee of the DASMA Operator & Electronics Division. It provides a uniform means of evaluating the performance of accessible communication entry systems.

The DASMA Operator & Electronics Division approved the standard as a DASMA standard on October 20, 2003. DASMA employed the canvass method to demonstrate consensus and to gain approval as an American National Standard. The ANSI Board of Standards Review granted approval of the edition as an American National Standard on January 30, 2006.

DASMA recognizes the need to periodically review and update this standard. Suggestions for improvement should be forwarded to the Door & Access Systems Manufacturers' Association, International, 1300 Sumner Avenue, Cleveland, Ohio, 44115-2851, [dasma@dasma.com](mailto:dasma@dasma.com).

AMERICAN NATIONAL STANDARD

Performance Criteria for Accessible Communications Entry Systems

**1.0 Scope**

**1.1** This standard defines general requirements and performance-based criteria for evaluating accessible communications entry systems.

**1.2** Inclusions: This standard is intended to cover accessible communications entry systems generally used for public pedestrian access to controlled entry buildings for intercom or assistance purposes.

**1.3** Exclusions: This standard is not intended to cover communications entry systems generally used for emergency access.

**2.0 Definitions**

**2.1 Accessible Communications Entry**

**System:** A communications system that allows individuals, including those with physical and/or sensory disabilities, to gain access to a building or facility.

**2.2 Door Opening Device:** A device that is used to gain access through a door into a building.

**2.3 TTY:** An abbreviation for teletypewriter, also called text telephone. Represents machinery or equipment that employs interactive text based communications through the transmission of coded signals across the telephone network, and may include, for example, devices known as TDDs (telecommunication display devices or telecommunication devices for deaf persons) or computers with special modems.

**3.0 General Requirements**

**3.1** Accessible communications entry systems shall comply with applicable sections of 47 CFR Parts 6,7, 15 and 68, 36 CFR Parts 1191, 1193 and 1194, and UL 294, UL 60950-2 and UL 60950-3.

**3.2** Accessible communications entry systems shall be installed in accordance with the manufacturer's written instructions.

**3.3** The provisions in this standard shall be dependent on a telephone company or the communications system providing call progress tones with no interfering voice messages.

**4.0 Performance Criteria**

**4.1 Location and Placement.** Accessible communications entry systems shall be located and placed in accordance with 36 CFR Part 1191.

**4.2 Visual User Directions.** Accessible communications entry systems shall be capable of providing visual directions for use.

**4.2.1** Visual directions on an electronic display shall be at a 4:1 contrast ratio, and visual directions for all other displays shall be at a 10:1 contrast ratio.

**4.2.2** Visual directions on signage shall be eggshell, matte or other non-glare finish.

**4.2.3** Characters and symbols shall contrast with their background by utilizing either light characters and symbols on a dark background or dark characters and symbols on a light background.

**4.2.4** Accessible communications entry systems shall comply with UL 294. Exception: Visual user directions not including danger, warning and cautionary type markings shall be in a san serif font, a minimum 5/16 inch (8 mm) in height based on the uppercase letter "I".

**4.2.5** Instructions and all information for use shall be made accessible and independently usable by persons with or without physical and/or sensory disabilities. This shall include all information printed on devices, all labels and all information that is presented on dynamic displays unless such information is not related to use of the system.

**4.2.6** LED, cathode ray, or other screen devices intended to be viewed by the user shall be positioned so they are readily visible to and usable by a person sitting in a wheelchair with approximate eye level of 45 inches (1143 mm), and shall comply with the following requirements.

**4.2.6.1** Vertically mounted screen devices. If mounted vertically or tipped no more than 30 degrees away from the viewer, the center line of screens and other screen devices shall be located a maximum of 52 inches (1321 mm) above grade.

**4.2.6.2** Angle-mounted screen devices. If mounted at an angle between 30 degrees and 60 degrees tipped away from the viewer, the center line of screens and other screen devices shall be located a maximum of 44 inches (1118 mm) above grade.

**4.2.6.3** Horizontally mounted screen devices. If mounted at an angle between 60 degrees and 90 degrees tipped away from the viewer, the center line of screens and other screen devices shall be located a maximum of 34 inches (864 mm) above grade.

### **4.3 Audible User Instructions**

**4.3.1** Accessible communications entry systems shall have a means for providing audible user instructions and audible presentation of all displayed information related to system use.

**4.3.2** Accessible communications entry systems shall have a means separate from the keypad, uniquely identifiable, to initiate audible instructions and information presentation.

**4.3.3** Audible directions for use shall be capable of being adjusted up to 95 dB, at a distance of 1 foot (305 mm).

### **4.4 Volume Level**

**4.4.1** Accessible communications entry systems shall contain means of varying the receiver volume level associated with audible instructions.

#### **4.4.2 Telephone Handset**

**4.4.2.1** If a telephone handset is used, such handset shall be hearing aid compatible.

**4.4.2.2** A telephone handset shall include a handset cord with a minimum length of 29 inches (737 mm).

**4.4.2.3** Varying the receiver volume shall be in accordance with 47 CFR Parts 6,7 and 68 and UL 60950.

### **4.5 Call Status**

**4.5.1** Accessible communications entry systems shall be capable of audible and visual indication of call status.

**4.5.2** When either the door or the door operating device has been activated, an indication shall be made.

## 4.6 Controls

- 4.6.1** Controls and operating mechanisms shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist.
- 4.6.2** Accessible communications entry systems shall not require simultaneous control switch actions.

## 4.7 Input Devices

- 4.7.1** All keys used to operate a machine shall be tactually discernible. Key surfaces shall be raised above the surrounding surface by at least 1/25 inch (1 mm). The outer edge of key surfaces shall have a radius of 1/50 inch (0.5 mm) maximum.
- 4.7.2** Any key surface shall be separated from other key surfaces by 1/8 inch (3.2 mm) minimum.
- 4.7.3** Where provided, numeric keys shall be arranged in a 12-key telephone keypad layout, with the number one key in the upper left hand corner and the number five key containing a tactile marking on its top surface.
- 4.7.4** A means for connecting a TTY shall be provided.

## REFERENCES:

### Code of Federal Regulations

CFR 47 Telecommunications: Part 6 – Access to telecommunications serviced, telecommunications equipment and customer premises equipment by persons with disabilities, Part 7 – Access to voicemail and interactive menu services and equipment by people with disabilities, Part 15 – Radio frequency devices and Part 68 – Connection of terminal equipment to the telephone network

CFR 36 Parks, Forests and Public Property: Volume 3 – Chapter 11 – Architectural and Transportation Barriers Compliance Board: Part 1191 – Americans with Disabilities Act (ADA) accessibility guidelines for buildings and facilities, Part 1193 – Telecommunications Act accessibility guidelines (and for products purchased by or for the U.S. Government) and Part 1194 – Electronic and information technology accessibility standards.

### Underwriters Laboratories

UL 294 – Access Control System Unit  
UL 60950-2 – Standard for Safety for Information Technology Equipment, including Electrical Business Equipment

UL 60950-3 – Standard for Safety for Information Technology Equipment





**DASMA** – the Door & Access Systems Manufacturers Association, International – is North America’s leading trade association of manufacturers of garage doors, rolling doors, garage door operators, vehicular gate operators, and access control products. With Association headquarters based in Cleveland, Ohio, our 90 member companies manufacture products sold in virtually every county in America, in every U.S. state, every Canadian province, and in more than 50 countries worldwide. DASMA members’ products represent more than 95% of the U.S. market for our industry.

For more information about the Door & Access Systems Manufacturers Association, International, contact:

**DASMA**  
1300 Sumner Avenue  
Cleveland, OH 44115-2851  
Phn: 216/241-7333  
Fax: 216/241-0105  
E-Mail: [dasma@dasma.com](mailto:dasma@dasma.com)  
URL: [www.dasma.com](http://www.dasma.com)