

Avaya Aura[®] 1100 Series SIP Deskphones

Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya Model 1120E, 1140E, and 1165E SIP Deskphones. These deskphones are compatible with the following Avaya call servers:

- Avaya Aura, Release 6.2 FP2 or higher
- Communication Server 1000, Release 7 or higher
- AS5300
- IP Office, Release 9 or higher

In some cases, the degree and manner of support for accessibility varies depending on the associated call server.

Support Levels

Support Level	Description
Supports	Avaya Model 1100 Series SIP Deskphones fully meet the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Model 1100 Series SIP Deskphones do not fully meet the letter and intent of the criterion, but provide some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Model 1100 Series SIP Deskphones provide an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Model 1100 Series SIP Deskphones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Model 1100 Series SIP Deskphones do not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Avaya Model 1100 Series SIP Deskphones is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Not applicable
Section 1194.22 Web-based Intranet and Internet Information and Applications	Not applicable
Section 1194.23 Telecommunications Products	Supports with exceptions
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	Supports with exceptions
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	<p>Supports when configured with an optional Konexx Konnector Model 70010TTY adapter</p>	<p>Most TTYs that permit an electronic, non-acoustic connection to the telephone network do so through RJ-11 tip/ring connectors of the sort found on residential analog telephone equipment.</p> <p>The recommended way to satisfy this requirement with an Avaya Model 1100 Series SIP Deskphone is to connect the TTY device to the phone's handset jack, via an adapter such as the Konexx Konnector Model 70010TTY. For more information about this adapter, please visit http://www.konexx.com/office_konnector.htm.</p> <p>Note: When used in conjunction with a TTY device, the telephone and network must be configured for G.711 audio encoding.</p>
<p>1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Supports when configured with an optional Konexx Konnector Model 70010TTY adapter</p>	<p>This requirement is satisfied when Avaya Model 1100 Series SIP Deskphones are configured in the manner described in the response to 1194.23(a).</p>
<p>1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Not applicable</p>	<p>This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones.</p>
<p>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.</p>	<p>Not applicable</p>	<p>This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones.</p>

<p>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.</p>	<p>Avaya Aura, Communication Server 1000, and AS5300 systems</p> <p>For users of TTYs: Supports</p> <p>For users who cannot see displays: Does not support</p> <hr/> <p>IP Office systems</p> <p>For users of TTYs: Supports</p> <p>For users who cannot see displays: Supports when used in conjunction with Avaya one-X® Portal for IP Office Call Assistant software</p>	<p>For users of TTYs, this requirement is supported when Avaya Model 1100 Series SIP Deskphones are configured as described in the response to 1194.23(a).</p> <p>For users who cannot see displays, this requirement is not supported because there is presently no mechanism that allows an external device to discover and report the information being shown visually on the telephone's display.</p> <hr/> <p>For users of TTYs, this requirement is supported when Avaya Model 1100 Series SIP Deskphones are configured as described in the response to 1194.23(a).</p> <p>For users who cannot see displays, Avaya one-X Portal® for IP Office Call Assistant software can present caller identification and similar telecommunications functions by voice through the user's PC speakers.</p>
<p>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.</p>	<p>Supports with exceptions</p>	<p>Avaya Model 1100 Series SIP Deskphones provide a user-adjustable amplitude range of approximately 34 dB. (Specifically, with reference to the typical "normal" setting, users may increase the amplitude by approximately 14 dB or decrease it by approximately 20 dB.) An intermediate step of 12 dB of gain above the nominal level is provided.</p>
<p>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.</p>	<p>Does not support</p>	<p>Avaya Model 1100 Series SIP Deskphones do not have an automatic post-call amplitude reset function.</p>
<p>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.</p>	<p>Supports</p>	<p>The handsets that are supplied with Avaya Model 1100 Series SIP Deskphones conform to the Hearing Aid Compatibility (HAC) and Volume Control requirements defined within FCC Part 68.</p>

<p>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.</p>	<p>Supports</p>	<p>Avaya Model 1100 Series SIP Deskphones meet FCC Part 15 Class B Radiated Emissions ITE performance limits. (The Class B limits are 10 dB lower than FCC Part 15 Class A requirements.)</p>
<p>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.</p>	<p>Supports</p>	<p>All in-band signals that can be transported reliably by the standard Public Switched Telephone Network are supported by Avaya Model 1100 Series SIP Deskphones when configured as described in the response to 1194.23(a).</p>
<p>1194.23(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.</p>	<p>Supports with exceptions</p>	<p>The dial pads on Avaya Model 1100 Series SIP Deskphones are arranged in a standard manner, with a raised nub on the 5-key, thereby making "tactile navigation" easier for visually impaired users. Navigation and identification of the special function buttons is facilitated by tactilely discernible landmarks.</p> <p>Some functions are assigned to soft keys, and may therefore be difficult to identify and operate without vision.</p> <p>Note: When Avaya Model 1100 Series SIP Deskphones are connected to an IP Office system, and operated in conjunction with Avaya one-X® Portal for IP Office Call Assistant software, some of the functions (but not all) that are presented via soft keys are also operable from user-specified keys on the user's PC keyboard.</p>

<p>1194.23(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.</p>	<p>Supports</p>	
<p>1194.23(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.</p>	<p>Supports with exceptions</p>	<p>There is no key repeat function for the dial pad of Avaya Model 1100 Series SIP Deskphones.</p> <p>The auto-repeat function of the navigation keys takes longer than two seconds to begin, but then the repeat rate is faster than two seconds per character and is not user-adjustable.</p>
<p>1194.23(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.</p>	<p>Avaya Aura, Communication Server 1000, and AS5300 systems</p> <p>For users without significant visual impairment: Supports</p> <p>For users who cannot see displays: Does not support</p> <hr/> <p>IP Office systems</p> <p>For users without significant visual impairment: Supports</p> <p>For users who cannot see displays: Supports when used in conjunction with Avaya one-X® Portal for IP Office Call Assistant software</p>	<p>The status of all locking or toggle controls is presented visually by light emitting diodes or via text on a back-lit high-contrast display.</p> <p>For users who cannot see displays, this requirement is not supported because there is presently no mechanism that allows an external device to discover and report the information being shown visually on the telephone's display.</p> <hr/> <p>The status of all locking or toggle controls is presented visually by light emitting diodes or via text on a back-lit high-contrast display.</p> <p>For users who cannot see displays, Avaya one-X Portal® for IP Office Call Assistant software can present the status of all locking or toggle controls or keys by voice through the user's PC speakers.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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.	Supports with exceptions	Avaya Model 1100 Series SIP Deskphone features that facilitate use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e), 1194.23(k)(1), and 1194.23(k)(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 with minor exceptions	<p>The information presented by Avaya Model 1100 Series SIP Deskphones via light emitting diodes is discernible at typical working distances by individuals with a visual acuity of 20/70.</p> <p>The alpha-numeric display, which presents information such as caller ID and soft key labels, is back-lit. The font is 12-point Sans-Serif Europe Regular. Users may adjust the contrast and select a standard or bold version of the font.</p>
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.	Supports with minor exceptions	Avaya Model 1100 Series SIP Deskphone support for TTY users is described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(e), and 1194.23(j). The level of support for enhanced audio is described in the sections that address 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address 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 minor exceptions	Avaya Model 1100 Series SIP Deskphone support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i). The level of support for enhanced audio is described in the sections that address paragraphs 1194.23(f) and 1194.23(g).
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	Avaya Model 1100 Series SIP Deskphone support for TTY users is described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(e), and 1194.23(j).
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 Avaya Model 1100 Series SIP Deskphone controls (e.g., the amount of strength required to press a button) are within the limits specified by paragraph 1194.23(k)(2).

§ 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Will provide 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	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<p>Avaya's point-of-contact for accessibility-related issues:</p> <p style="text-align: center;"> Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis-at-avaya.com </p>

© 2013 Avaya Inc.

All rights reserved. Except as specifically stated, none of the material may be copied, reproduced, distributed, republished, downloaded, displayed, posted, or transmitted in any form without authorized, prior written permission from Avaya Inc. Permission is granted for you to make a single copy of Avaya Inc. "Section 508" documents, solely for informational and non-commercial use within your organization, provided that you keep intact all copyright and other proprietary notices. No other use of the information provided is authorized.

This market information is provided, pursuant to FAR Part 39.2, to be used by Requiring Officers. It is not intended to represent a certification for compliance. Any statement of compliance or conformance indicated on this document is an indication that the product shall be capable, at the time of its delivery, when used in accordance with Avaya's associated documents, and other written information provided to the government, of providing comparable access to individuals with disabilities consistent with the designated provision of the Standards, provided that any assistive technologies used with the product properly interoperates with it and other assistive technologies.

Updated October 10, 2013