

# Avaya 3904 Digital Deskphone

## Voluntary Product Accessibility Template (VPAT)

The Avaya 3904 Digital Deskphone is an endpoint terminal used in conjunction with the Avaya Communication Server 1000 and Avaya Communication Server 2100.

### Support Levels

Support Level	Description
<b>Supports</b>	Avaya 3904 Digital Deskphones fully meet the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Avaya 3904 Digital Deskphones do not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
<b>Supports through Equivalent Facilitation</b>	Avaya 3904 Digital Deskphones provide an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Avaya 3904 Digital Deskphones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	Avaya 3904 Digital Deskphones do not meet the letter or intent of the criterion.
<b>Not Applicable</b>	The criterion does not apply.
<b>Not Applicable – Fundamental Alteration Exception Applies</b>	A fundamental alteration of the Avaya 3904 Digital Deskphone 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><b>1194.23(a)</b> 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>	Supports	<p>Any "Voice Carry Over" capable TTY device, such as the Avaya Model 8840, can be used in conjunction with the Communications Server 1000 via direct analog connectivity.</p> <p>The following options are available if it is desirable to use a TTY device in conjunction with a Communications Server 1000 IP or TDM telephone:</p> <p>Through the provisioning of an auto dial key with the No Hold Conference feature, system IP and TDM desk phones can be configured to bridge a TTY device onto calls with one button access. Users can answer the desk phone initially, and then through a single button press, the TTY device will be bridged into the call as desired. This feature is available for all proprietary IP and TDM telephone sets.</p> <p>For analog telephone sets, the telephone and TTY can be programmed on the same loop, thereby effectively bridging them together.</p>
<p><b>1194.23(b)</b> Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	Supports	Using the configuration described in 1194.23(a), this is supported.
<p><b>1194.23(c)</b> Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	Not applicable	
<p><b>1194.23(d)</b> 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>	Not applicable	
<p><b>1194.23(e)</b> 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>For users of TTYs: Supports</p> <p>For users who cannot see displays: Does not support</p>	When a TTY device and desktop telephone are configured in the manner described in the response to 1194.23(a), the caller identification will be presented visually by the display of the telephone that is paired with the TTY device.

<p><b>1194.23(f)</b> 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>The Avaya 3904 Digital Deskphone provides a user-adjustable gain up to 13.5 dB above nominal levels. An intermediate step of 12 dB above nominal is provided.</p>
<p><b>1194.23(g)</b> 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>Supports</p>	<p>This capability is available through a configurable option of the Avaya Communications Server 1000. Changing the option VOLR to 'yes' will enable automatic reset of volume levels after every use.</p>
<p><b>1194.23(h)</b> 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 handset of the Avaya 3904 Digital Deskphone has an FCC-compliant primary inductive coil, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants.</p>
<p><b>1194.23(i)</b> 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>The Avaya 3904 Digital Deskphone meets FCC standards for electro-magnetic shielding.</p>
<p><b>1194.23(j)</b> 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>For non-voice applications that require specialized devices, such as TTYs, this requirement is satisfied when the Avaya 3904 Digital Deskphone and associated specialized device are configured in the manner described in the 1194.23(a) response.</p> <p>Voice-based communication has no such limitations.</p>
<p><b>1194.23(k)(1)</b> 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 Avaya 3904 Digital Deskphones have raised nubs on the 5 key and tactile indicators on the volume and other controls, making it easier for people with visual impairments to navigate the keypad by touch.</p> <p>Please note that the Avaya 3904 Digital Deskphone has four context-dependent keys. Although these keys are tactilely discernible, the functions assigned to those keys can vary depending on the state of the telephone. A user without vision who is unaware of the phone's current state, or who is unaware of the function key assignments associated with each state, will be unable to discover a key's function without pressing the key.</p>

<p><b>1194.23(k)(2)</b> 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>Avaya 3904 Digital Deskphones satisfy this requirement.</p>
<p><b>1194.23(k)(3)</b> 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</p>	<p>Avaya 3904 Digital Deskphones satisfy this requirement.</p>
<p><b>1194.23(k)(4)</b> 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>Supports with exceptions</p>	<p>The status of all locking and toggle controls is visually discernible, but not discernible by touch or sound.</p>

## § 1194.31 Functional Performance Criteria

<i><b>Criteria</b></i>	<i><b>Support Levels</b></i>	<i><b>Remarks and Explanations</b></i>
<b>1194.31(a)</b> 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	Limitations are described in the 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4) responses.
<b>1194.31(b)</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 exceptions	Limitations are described in the 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4) responses.
<b>1194.31(c)</b> 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	The Avaya 3904 Digital Deskphone fully supports all relevant requirements, with the exception of 1194.23(f): The maximum user-adjustable gain is 13.5 dB, as compared with the 20 dB specified by this requirement.
<b>1194.31(d)</b> 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	The Avaya 3904 Digital Deskphone fully supports all relevant requirements, with the exception of 1194.23(f): The maximum user-adjustable gain is 13.5 dB, as compared with the 20 dB specified by this requirement.
<b>1194.31(e)</b> 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	A TTY device may be used in conjunction with the Avaya Model 3904 Digital Deskphone, configured as described in the 1194.23(a) response.
<b>1194.31(f)</b> 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 Avaya 3904 Digital Deskphone supports the motor control, strength, and reach requirements specified by 1194.23(k)(2) and 1194.23(k)(3).

## § 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<b>1194.41(a)</b> 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.
<b>1194.41(b)</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.
<b>1194.41(c)</b> 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</p> <p style="text-align: center;">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 10 January 2013