

# Avaya IP Office 10.0

## Avaya one-X Portal Call Assistant

### Voluntary Product Accessibility Template (VPAT)

Avaya IP Office Avaya one-X Portal Call Assistant is an application residing on the user's PC that works in conjunction with the user's IP Office telephone. It performs a range of functions that assist the user in making, receiving and managing calls.

In addition to presenting a fully featured graphical user interface, Call Assistant can present status information and notifications for call events via voice prompts, thereby allowing all information that is presented visually by the IP Office telephone or by the Call Assistant GUI to be accessible to users with visual impairments. The Call Assistant voice-output function leverages the Microsoft speech API, thereby eliminating the need for supplementary screen reader applications. Another benefit for users with visual impairments is that all Call Assistant control functions are operable from the user's PC keyboard, thereby eliminating the need for a mouse or other point-and-click device.

The Call Assistant application runs on Windows 7 (32 and 64 bit) and Windows 8/8.1 (32 and 64 bit) operating systems.

#### Support Levels

| Support Level  | Description   |
|--|---|
| <b>Supports</b>  | Avaya IP Office Call Assistant fully meets the letter and intent of the criterion.  |
| <b>Supports with Exceptions/Minor Exceptions</b>                   | Avaya IP Office Call Assistant does 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 IP Office Call Assistant provides an alternate way to meet the intent of the criterion.   |
| <b>Supports when combined with Compatible Assistive Technology</b> | Avaya IP Office Call Assistant fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.        |
| <b>Does Not Support</b>  | Avaya IP Office Call Assistant does 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 Avaya IP Office Call Assistant is required to meet the criterion.   |

## Compliance Summary

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

## § 1194.21 Software Applications and Operating Systems

| <i>Criteria</i>  | <i>Support Levels</i> | <i>Remarks and Explanations</i>  |
|--|-----------------------|--|
| <b>1194.21(a)</b> When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.   | Supports              | All functions available in Avaya IP Office Call Assistant are executable from the keyboard. (It is expected that the telephone's dialpad, rather than the PC keyboard, will be used for dialing numbers.) The result of performing a function is displayed in text and can be vocalized by the application itself. |
| <b>1194.21(b)</b> Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supports              | Avaya IP Office Call Assistant does not disrupt or disable activated features of other products that are identified as accessibility features, nor does it disrupt or disable activated features of operating systems.   |
| <b>1194.21(c)</b> A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.   | Supports              | The Avaya IP Office Call Assistant graphical user interface provides a well-defined on-screen indication of the current focus. Focus is programmatically exposed so that assistive technology can track focus and focus changes.   |
| <b>1194.21(d)</b> Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.   | Supports              | Information about the identity, operation and state is presented visually. This information can also be presented by voice via the built-in Call Assistant vocalization option.  |
| <b>1194.21(e)</b> When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.   | Supports              | There are no images that appear more than once in the user interface.  |

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|---|-------------------------|---|
| <p><b>1194.21(f)</b> Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>                        | <p>Supports</p>         | <p>The textual information is provided through the operating system functions for displaying text.</p> <p>Note: The telephone's dialpad, rather than the PC keyboard, should be used for dialing. The only alphanumeric information entered via the PC keyboard are the user interface settings that are specified during setup. This information can be spoken by the built-in vocalization support.</p> |
| <p><b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.</p>   | <p>Does not support</p> | <p>The application background is hard coded and cannot be changed. The font is also fixed and cannot be changed. Making modifications to Microsoft settings will not change the application visual presentation.</p>  |
| <p><b>1194.21(h)</b> When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>  | <p>Not applicable</p>   | <p>Avaya IP Office Call Assistant does not use animations.</p>  |
| <p><b>1194.21(i)</b> Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>   | <p>Supports</p>         | <p>All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.</p>  |
| <p><b>1194.21(j)</b> When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>  | <p>Not applicable</p>   | <p>Avaya IP Office Call Assistant does not permit users to adjust the color and contrast settings</p>   |
| <p><b>1194.21(k)</b> Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>   | <p>Supports</p>         | <p>Avaya IP Office Call Assistant does not use flashing or blinking of objects.</p>   |
| <p><b>1194.21(l)</b> When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> | <p>Supports</p>         | <p>The built in vocalization function of Call Assistant provides the information required for the completion and submission of all forms.</p>   |

## § 1194.23 Telecommunications Products

| <i>Criteria</i>  | <i>Support Levels</i> | <i>Remarks and Explanations</i>   |
|--|-----------------------|---|
| <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. | Supports              | The IP Office Call Assistant may be used in conjunction with any standard "VCO-capable" TTY device, such as the Avaya Model 8840.   |
| <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.  | Supports              | IP Office Call Assistant can be used in conjunction with non-proprietary analog TTY devices.  |
| <b>1194.23(c)</b> Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | Not applicable        | This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to Avaya IP Office Call Assistant.  |
| <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.                   | Not applicable        | This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to Avaya IP Office Call Assistant.  |
| <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.   | Supports              | For users of TTY's: If the TTY is configured as described in the response to 1194.23(a), caller ID information will appear as a pop up on the computer display of Avaya IP Office Call Assistant.<br><br>For users who cannot see displays: The caller ID will be spoken by the built in vocalization function of the Call Assistant. |
| <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.  | Not applicable        | Satisfaction of this requirement is dependent on the telephone being used in conjunction with the Call Assistant. For example when used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.    |

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| <i>Criteria</i>  | <i>Support Levels</i> | <i>Remarks and Explanations</i>  |
|--|-----------------------|--|
| <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.   | Not applicable        | Satisfaction of this requirement is dependent on the telephone being used in conjunction with the Call Assistant. For example when used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset. |
| <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.  | Not applicable        | Satisfaction of this requirement is dependent on the telephone being used in conjunction with the Call Assistant.<br><br>All Avaya telephones satisfy FCC part 68 requirements for hearing aid compatibility.  |
| <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.  | Not applicable        | Satisfaction of this requirement is dependent on the telephone being used in conjunction with the Call Assistant.<br><br>All Avaya telephones satisfy FCC part 68 requirements for hearing aid compatibility.  |
| <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. | Not applicable        | Satisfaction of this requirement is dependent on the telephone being used in conjunction with the Call Assistant and on the manner in which the IP Office system is configured.  |
| <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.   | Supports              | All features can be controlled from tactilely discernible keys on the user's computer keyboard. The functions controlled by these keys can be customized by the user   |
| <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.  | Not applicable        | This requirement applies to the user's computer keyboard and not to the Avaya IP Office Call Assistant software.   |

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| <i><b>Criteria</b></i>  | <i><b>Support Levels</b></i> | <i><b>Remarks and Explanations</b></i>   |
|---|------------------------------|--|
| <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. | Not applicable               | This function is controlled by the operating system of the user's computer.  |
| <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.                             | Supports                     | The status of all locking or toggle controls is visually discernible. When the vocalization option is enabled, all changes in status are voiced out immediately when they occur. In addition, a spoken status report may be obtained by pressing a user-defined hot key. |

## § 1194.31 Functional Performance Criteria

| <i>Criteria</i>   | <i>Support Levels</i>    | <i>Remarks and Explanations</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                 | All information presented visually is available by voice when the built in vocalization option is enabled. All functions are operable via tactilely discernible keys on the user's PC keyboard or the user's IP Office telephone. |
| <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 | IP Office Call Assistant works with screen magnification software, but the display will not change in conformance with the color and contrast settings that may be specified via the Microsoft operating system.                  |
| <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                 | User hearing is not required to operate Call Assistant. For communication applications, Call Assistant is operable in conjunction with standard analog TTY devices.   |
| <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                 | User hearing is not required to operate Call Assistant.<br><br>Support for users who require enhanced auditory capabilities is dependent on the telephone used in conjunction with Call Assistant.                                |
| <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                 | User speech is not required to operate Call Assistant. For communication applications, Call Assistant is operable in conjunction with standard analog TTY devices   |
| <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                 | Support for this requirement is dependent on the operating system of the user's computer and the associated input devices, such as the keyboard and mouse.  |

## § 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              | Avaya's point-of-contact for accessibility-related issues: <a href="mailto:support@avaya.com">support@avaya.com</a> |

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