

# Avaya IP Office VoiceMail Pro™ 10.0 Telephone User Interface

## Voluntary Product Accessibility Template (VPAT)

The Avaya IP Office system may be configured with different messaging options. The Modular Messaging and VoiceMail Pro options provide a TTY user interface that is winner of the Access Innovation Award from the Association of Access Engineering Specialists.

The statements in this document apply to the VoiceMail Pro option.

### Support Levels

Support Level	Description
<b>Supports</b>	Avaya IP Office VoiceMail Pro fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Avaya IP Office VoiceMail Pro 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 VoiceMail Pro provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Avaya IP Office VoiceMail Pro 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 VoiceMail Pro 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 VoiceMail Pro is required to meet the criterion.

## Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	<b>Not applicable</b>
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Not applicable</b>
Section 1194.23 Telecommunications Products	<b>Supports</b>
Section 1194.24 Video and Multi-media Products	<b>Not applicable</b>
Section 1194.25 Self-Contained, Closed Products	<b>Not applicable</b>
Section 1194.26 Desktop and Portable Computers	<b>Not applicable</b>
Section 1194.31 Functional Performance Criteria	<b>Supports</b>
Section 1194.41 Information, Documentation and Support	<b>Supports</b>

## § 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>With regard to provision of a non-acoustic connection point for TTYs, all end-user communication with Avaya VoiceMail Pro is via standard telephone lines.</p> <p>With regard to intermixing speech and TTY use, nearly half of the people who use TTYs do so in a mixed-mode fashion, the most common being people who are hard of hearing but still able to speak clearly. These individuals often prefer to receive on their TTYs and then speak in response, a process commonly referred to as Voice Carry Over or VCO. For this reason, VoiceMail Pro allows callers to select whether they wish to be prompted by voice or by TTY, and then, regardless of whether voice or TTY prompting is being used, VoiceMail Pro allows users to leave a voice or TTY message. For example, even when the system is providing menu choices in TTY format, users are able to leave a voice message.</p> <p>This ability of callers to select whether they wish to be prompted by voice or in TTY format means that it is not necessary to provide separate phone numbers or separate mailboxes to employees who will be receiving both voice and TTY calls.</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	<p>The only TTY protocol that the US Access Board presently requires in messaging systems is TIA/EIA 825, commonly referred to as 45.45 baud Baudot signaling. The audio encoding technique used in VoiceMail Pro (16-bit linear Pulse Code Modulation with a sampling rate of 8,000 Hz) is able to record and play back 45.45 baud Baudot signals reliably.</p>

## § 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<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>	Supports	<p>The IP Office VoiceMail Pro TTY user interface is based on that of Avaya's Intuity AUDIX messaging system, winner of the Access Innovation Award from the Association of Access Engineering Specialists. It is operable with TTYs in a pure TTY mode or in a mixed TTY-and-voice mode, such as VCO (Voice Carry Over). Full TTY compatibility is provided for all telephone-access functions, including the subscriber user interface, call-answer user interface, and auto-attendant functions.</p> <p>NOTE: Most of the auto-attendant scripts that operate on Avaya platforms have been implemented by the managers of the systems, rather than by Avaya. For this reason, in many auto-attendant applications, it will be the purchaser's responsibility to ensure conformance with this accessibility standard.</p>
<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>	Supports	<p>If VoiceMail Pro does not receive a response within 60 seconds after presenting a menu, it tells the user how to request help and how to request more time, and then warns the user that an entry must be made soon or the call will be disconnected. If there is an additional 60 seconds of inactivity after this warning, the system will say "goodbye" and disconnect. (The "wait" command initiates a timer that allows the user to take up to three minutes to make another entry.)</p>
<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>	Supports	<p>When a message-sender's ID information is obtained by VoiceMail Pro, it is accessible to the mailbox owner visually via the TTY user interface and aurally via the telephone user interface.</p>
<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>	Not Applicable	<p>This requirement applies to telecommunication endpoints that are co-located with the users. It does not apply to voicemail servers because none of the commonly accepted standards for voice communication between endpoints and associated back-office equipment (such as voicemail servers) has 20 dB of amplitude headroom.</p>

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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	This requirement applies to telecommunication endpoints that are co-located with the users. It does not apply to voicemail servers because none of the commonly accepted standards for voice communication between endpoints and associated back-office equipment (such as voicemail servers) has 20 dB of amplitude headroom.
<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	This requirement applies to telecommunication endpoints that are co-located with the users. It does not apply to VoiceMail Pro because these systems do not have audio transducers.
<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	This requirement applies to telecommunication endpoints that are co-located with the users. It does not apply to VoiceMail Pro because these systems do not have audio transducers.
<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.	Supports	The audio encoding technique in the VoiceMail Pro system is 16-bit linear Pulse Code Modulation, with a sampling rate of 8,000 Hz. There is no compression or transformation of audio signals received via the telephone network.
<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.	Not Applicable	VoiceMail Pro is operated via the controls and keys of the user's endpoint device, e.g., the user's telephone.

## § 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<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	VoiceMail Pro is operated via the controls and keys of the user's endpoint device, e.g., the user's telephone.
<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.	Supports	There are no key repeat functions in the VoiceMail Pro telephone user interface.
<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 toggled functions associated with VoiceMail Pro, such as whether the message being created by the user is marked Private or Priority, is accessible by voice output through the standard telephone user interface, and is visually discernible by TTY users.

## § 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 VoiceMail Pro end-user functions may be accessed without vision via the telephone user interface. Text email can be read to users over the phone via a text-to-speech converter that is a standard component of the system.
<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	All VoiceMail Pro end-user functions may be accessed without vision via the telephone user interface. Text email can be read to users over the phone via a text-to-speech converter that is a standard component of the 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	VoiceMail Pro features that support TTY compatibility are described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(c), 1194.23(e), and 1194.23(j).  A VoiceMail Pro feature of value to people who are hard of hearing is the ability to replay specific components of voice prompts and messages.
<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	The requirement that assistive listening devices be supported applies to endpoints that are co-located with the users.  A VoiceMail Pro feature of value to people who are hard of hearing is the ability to replay specific components of voice prompts and messages.
<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	All telephone-access functions of the VoiceMail Pro may be accessed via the telephone's keypad.

## § 1194.31 Functional Performance Criteria

<b>Criteria</b>	<b>Support Levels</b>	<b>Remarks and Explanations</b>
<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 reach and strength components of this requirement do not apply to VoiceMail Pro because it is operated from a telephone. No simultaneous actions (e.g., pressing two buttons at the same time) are required for its operation.

## § 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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