

Avaya Communicator for iPhone® R2.1

Voluntary Product Accessibility Template (VPAT)

Avaya Communicator for iPhone is an iOS application that lets users access Avaya Aura Voice and Unified Communications features. The application lets users stay connected using either Wi-Fi or Cellular connectivity and supports VoIP, cellular voice integration, enterprise contacts, call history, presence and visual voicemail.

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Support Levels

Support Level	Description
Supports	Avaya Communicator for iPhone fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Communicator for iPhone does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Communicator for iPhone provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Communicator for iPhone fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Communicator for iPhone does 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 Communicator for iPhone software is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions
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

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.21(a) 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.	Does not Support	When a device is configured with an auxiliary keyboard, Avaya Communicator for iPhone functions are not executable from that keyboard. The result of performing a function cannot be discerned textually.
1194.21(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 Communicator for iPhone does not disrupt or disable the accessibility features of other applications that are running on the device, nor does it disrupt or disable activated accessibility features of the device. Please note, however, that the activation of some device accessibility features may have an undesirable effect on the Avaya Communicator for iPhone user interface.
1194.21(c) 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 when combined with Compatible Assistive Technology	When device VoiceOver support is enabled, the graphical user interface of Avaya Communicator for iPhone provides a well-defined on-screen indication of the current focus.
1194.21(d) 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.	Does not Support	Avaya Communicator for iPhone does not provide sufficient information about interface elements to users of assistive technology.
1194.21(e) 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	
1194.21(f) 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.	Supports	

1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Avaya Communicator for iPhone does not use animation.
1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with Exceptions	Color coding is used as a sole means of conveying information in the feature status indicators. In all other cases, color coding is accompanied by other means of conveying information.
1194.21(j) 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.	Not Applicable	Avaya Communicator for iPhone does not permit users to select color and contrast settings that are independent of those specified via the operating system.
1194.21(k) 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.	Supports	There are no flashing or blinking text objects or other elements,
1194.21(l) 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.	Does not Support	Avaya Communicator for iPhone does not provide sufficient direction and cues for a person who is dependent on assistive technology to complete and submit forms.

§ 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 with Exceptions</p>	<p>Avaya Communicator for iPhone allows users to use either native cellular voice support or VoIP for enterprise audio calls.</p> <p>TTY support for cellular voice calls is defined by the specifications of the manufacturer of the mobile device and the mobile service provider. No aspect of Avaya Communicator for iPhone will interfere with TTY support for cellular voice calls on an otherwise conformant device.</p> <p>For VoIP calls under certain circumstances, such as when wideband audio encoding is used and packet loss kept to less than 0.12%, reliable TTY communication may be supported. However, given the large number of factors unrelated to Avaya Communicator for iPhone that can affect the quality of wireless communication, support for TTY users under all conditions cannot be assured.</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 with Exceptions</p>	<p>Avaya Communicator for iPhone allows users to use either native cellular voice support or VoIP for enterprise audio calls.</p> <p>TTY support for cellular voice calls is defined by the specifications of the hardware manufacturer of the mobile device and the mobile service provider. No aspect of Avaya Communicator for iPhone will interfere with TTY support for cellular voice calls on an otherwise conformant device.</p> <p>For VoIP calls under certain circumstances, such as when wideband audio encoding is used and packet loss kept to less than 0.12%, reliable TTY communication may be supported. However, given the large number of factors unrelated to Avaya Communicator for iPhone that can affect the quality of wireless communication, support for TTY users under all conditions cannot be assured.</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 telecommunications systems.</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 telecommunications systems.</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>For users of TTYs: Supports</p> <p>For users who cannot see displays: Does not Support</p>	<p>For users of TTYs: If an auxiliary TTY device is configured as recommended by Apple, caller identification information will be visible on the device display.</p> <p>For users who cannot see displays: Caller identification is not presented in a manner that is accessible to assistive technology.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running Avaya Communicator for iPhone. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant device.</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>The user must reset the volume manually if desired.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running Avaya Communicator for iPhone. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant device.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running Avaya Communicator for iPhone. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant device.</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>Avaya Communicator for iPhone supports a variety of audio encoding algorithms, some of which may remove information needed for access. It is the user's responsibility to ensure that compatible algorithms are being employed.</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>Does not Support</p>	<p>Controls in Avaya Communicator for iPhone are not tactilely discernible. When the device is configured with an auxiliary keyboard, Avaya Communicator for iPhone functions are not executable from that keyboard. When assistive technologies (such as VoiceOver) are used, sufficient information to discern the controls is not available.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running Avaya Communicator for iPhone. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant device.</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>The onscreen keyboard supports key repeat only for the delete key. The key repeat rate and delay before repeat are not adjustable due to limitations in the device operating system.</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>Supports with Exceptions</p>	<p>The status of locking or toggle controls in Avaya Communicator for iPhone is visually discernible, but not discernible through touch or sound.</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.	Does not Support	Avaya Communicator for iPhone is not operable without user vision. Support for the assistive technology commonly used by people who are blind or visually impaired is not provided.
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	Avaya Communicator for iPhone is usable in conjunction with the device reverse video option and with the device “Zoom” option, which provides full-screen magnification up to 500%.
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 Exceptions	The user interface of Avaya Communicator for iPhone is operable without user hearing. TTY support for cellular voice calls is defined by the specifications of the hardware manufacturer of the mobile device and mobile service provider. Please note that factors unrelated to Avaya Communicator for iPhone can affect the quality of wireless communication. For this reason, support for TTY users under all conditions cannot be assured.
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.	Not Applicable	Support for assistive hearing devices, such as inductively coupled hearing aids, is dependent on the physical device that is running Avaya Communicator for iPhone. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant device.
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 with Exceptions	The user interface of Avaya Communicator for iPhone is operable without user speech. Please note that there are many factors unrelated to Avaya Communicator for iPhone that can affect the quality of wireless communication. For this reason, support for TTY users under all conditions cannot be assured.
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.	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya Communicator for iPhone and on the auxiliary device (e.g., the conductive stylus) being used. No aspect of Avaya Communicator for iPhone will interfere with the conformance of an otherwise conformant configuration.

§ 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	Avaya's point-of-contact for accessibility-related issues: Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis-at-avaya.com

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