

# Avaya Communicator<sup>®</sup> for Microsoft Windows<sup>®</sup> R2.0 Voluntary Product Accessibility Template (VPAT)

Avaya Communicator for Microsoft Windows 2.0 is a collaboration application that enables business users to engage in multimodal sessions. Supported communication modes include voice, instant messaging and presence, email, web conferencing, and video.

Avaya Communicator for Microsoft Windows 2.0 is one of several Avaya soft clients that are operable on personal computers that utilize the Microsoft Windows 7 and Microsoft Windows 8 Operating Systems. A unique aspect of Avaya Communicator applications is that versions with similar “look and feel” are available for a wide range of non-PC platforms, including touchscreen-based devices.

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## Support Levels

Support Level	Description
<b>Supports</b>	<b>Avaya Communicator for Microsoft Windows 2.0</b> fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	<b>Avaya Communicator for Microsoft Windows 2.0</b> 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>	<b>Avaya Communicator for Microsoft Windows 2.0</b> provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	<b>Avaya Communicator for Microsoft Windows 2.0</b> fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	<b>Avaya Communicator for Microsoft Windows 2.0</b> 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 <b>Avaya Communicator for Microsoft Windows 2.0</b> software is required to meet the criterion.

## Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	<b>Supports with Exceptions</b>
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Not Applicable</b>
Section 1194.23 Telecommunications Products	<b>Supports with Exceptions</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 with Exceptions</b>
Section 1194.41 Information, Documentation and Support	<b>Supports</b>

## § 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.	Does not support	Most functions are not executable from the keyboard. The result of performing a function is not presented textually.
<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	
<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	<p>A well-defined on-screen indication of the current focus is provided.</p> <p>The focus is programmatically exposed to assistive technology.</p>

<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.	Does not support	Not all elements have underlying text tags conveying the identity, operation, and state of the element.
<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	
<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.	Supports	
<b>1194.21(g)</b> Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Changes in OS display settings are reflected appropriately in the application.
<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.	Supports	There are no animations.
<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.	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
<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.	Not applicable	Avaya Communicator for Microsoft Windows 2.0 does not permit users to select color and contrast settings that are independent of those specified via the operating system.
<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.	Supports	There are no flashing or blinking text objects or other elements.
<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.	Does not support	Avaya Communicator for Microsoft Windows 2.0 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>
<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.	Does not support	Avaya Communicator for Microsoft Windows 2.0 does not provide TTY functionality.
<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.	Does not support	Avaya Communicator for Microsoft Windows 2.0 does not provide TTY functionality.
<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 telecommunications systems.
<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 telecommunications systems.
<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.	Does not support	<p>Caller identification and similar functions are not available for users of TTYs because the application does not provide TTY functionality.</p> <p>Caller identification and similar functions are not available for users who cannot see displays.</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.	Supports	The amplitude level is adjustable via the computer's operating system and via settings presented by the application.
<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.	Supports	The amplitude level is reset when the current user logs out of the computer.

<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 the physical device that is running Avaya Communicator for Microsoft Windows 2.0. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<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 the physical device that is running Avaya Communicator for Microsoft Windows 2.0. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<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 with exceptions	Avaya Communicator for Microsoft Windows 2.0 acts as a voice and video endpoint. Industry-standard audio codecs and signaling protocols are supported. Non-voice protocols such as those required for TTY communication are not supported.
<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	This requirement applies to the user's keyboard and not to the application software.  There are functions that are not accessible from the keyboard.
<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 physical device that is running Avaya Communicator for Microsoft Windows 2.0. No aspect of the application will interfere with the conformance of an otherwise conformant device.
<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	Key repeat can be configured using Microsoft Windows preferences.
<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 with exceptions	The status of locking or toggle controls in the application is visually discernible, but not discernible through touch or sound.

## § 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.	Does not support	Avaya Communicator for Microsoft Windows 2.0 functions are operated via point-and click. Keyboard access is not fully supported.  The support for assistive text-to-speech screen-reading adjuncts is inconsistent.
<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	
<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 exceptions	The user interface of Avaya Communicator for Microsoft Windows 2.0 is operable without user hearing. Users can communicate using video calling or through the instant messaging function.  When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication.
<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 Avaya Communicator for Microsoft Windows 2.0, but may affect the user's ability to communicate with others through the product.  For more information, please refer to the responses for 1194.23(f), 1194.23(g), 1194.23(h), and 1194.23(i).
<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 with exceptions	The user interface of Avaya Communicator for Microsoft Windows 2.0 is operable without user speech. Users can communicate using video calling or through the instant messaging function.  When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication.
<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.	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 Microsoft Windows 2.0 and on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application 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>
<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:  Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740  prmichaelis-at-avaya.com

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