

Avaya H2XX 1.0.0.0 Series SIP Phones

Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya H2XX series SIP phones. These phones are compatible with the following Avaya call servers:

- Avaya Aura®, Release 6.2 FP2 or higher
- IP Office, Release 9 or higher

In some cases, the degree and manner of support for accessibility varies depending on the associated call server.

Support Levels

Support Level	Description
Supports	Avaya H2XX series phones fully meet the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya H2XX series phones do 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 H2XX series phones provide an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya H2XX series phones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya H2XX series phones do 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 H2XX series phones are 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>
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.	Does Not Support	H2XX phones do not have TTY functions nor interface.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does Not Support	H2XX phones do not have TTY functions nor interface.
1194.23(c) 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 telephones.
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.	Not applicable	This requirement applies to voice mail, auto attendant, and interactive voice response systems. It does not apply to telephones.
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.	Does Not Support	H2XX phones do not have TTY functions nor interface.
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.	Supports	
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.	Does Not Support	

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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.	Supports	
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.	Supports	
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.	Supports with exceptions	All in-band signals that can be transported reliably by the standard Public Switched Telephone Network are supported by H2XX phones, but not available for TTY. We have no experience about it, so I would like to define with exceptions.
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.	Supports with exceptions	The dial pads on H2XX Series phones are arranged in a standard manner, with a raised nub on the 5-key, thereby making "tactile navigation" easier for visually impaired users. Some functions are assigned to soft keys, and may therefore be difficult to identify and operate without vision.
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.	Supports	
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.	Does Not Support	There is no key repeat function for the dial pad of H2XX Series phones.

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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.	Supports with Exceptions / Minor Exceptions	H249 has screen, while H229/H239 have no LCD screen, nor LED on keys.

§ 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.	Supports with exceptions	Users might use IVR to get some information of phones by keypad operation.
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 with minor exceptions	H2XX phones have limited information retrieved in audio/by visual mode.
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	H229/H239 phones have no LCD screen; H249 has
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.	Supports	
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.	Does Not Support	
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.	Supports	

§ 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	Contact Avaya Support for accessibility-related issues.

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