

Avaya Media Client 1.0

Voluntary Product Accessibility Template (VPAT)

The Avaya Media Client is a standalone softphone application with the ability to terminate voice and video communication. It can be registered to Avaya Aura® Communication Manager as an H.323 device and will consume a station license on Communication Manager. The Avaya Media Client can be controlled by Avaya one-X® Agent via the existing Communication Manager Shared Control API.

Support Levels

Support Level	Description
Supports	The Avaya Media Client fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Avaya Media Client 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	The Avaya Media Client provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Avaya Media Client fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Avaya Media Client 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 the Avaya Media Client is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports
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 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>
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.	Supports	Avaya Media Client functions are executable from a keyboard. The result of performing a function can be discerned textually. Note: In a typical configuration, most Avaya Media Client functions will be controlled by the Avaya one-X Agent client. Please refer to the Avaya one-X Agent VPAT for additional information.
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	The Avaya Media Client 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.
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	The Avaya Media Client graphical user interface provides a well-defined on-screen indication of the current focus. The focus is programmatically exposed to assistive technology so that assistive technology can track focus and focus changes.
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.	Supports	The Avaya Media Client programmatically exposes sufficient information about user interface elements to assistive technology. User interface elements represented by images expose textual information. User interface elements with more than one state expose a textual description of the state.
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	The Avaya Media Client provides a consistent meaning for all user interface elements represented by images through the overall application's performance.
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	The Avaya Media Client uses standard methods for displaying textual information.

1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The Avaya Media Client does not override user selected contrast and color selections and other individual display attributes.
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	The Avaya Media Client has no animations.
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	The Avaya Media Client does not use color coding to convey 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	The Avaya Media Client does not provide any color or contrast adjustment settings.
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	The Avaya Media Client has no flashing or blinking 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.	Supports	The Avaya Media Client allows 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.

§ 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	The Avaya Media Client does not support TTY functionality. Note: In a typical configuration, the Avaya Media Client will be used in conjunction with the Avaya one-X Agent client, which has inherent support for TTY communication. The limitation is that it is possible to engage in TTY communication using the Avaya one-X Agent client or engage in video communication using the Avaya Media Client, but not possible do TTY and video at the same time.
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	Please refer to the 1194.23(a) Remarks and Explanations and to the Avaya one-X Agent documentation.
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 telecommunications systems.
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 telecommunications systems.
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.	For users of TTYs: Does not Support For users who cannot see displays: Supports	Please refer to the 1194.23(a) Remarks and Explanations.
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	The amplitude level is adjustable via the computer's operating system and via settings presented by the application.
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.	Supports	Avaya Media Client users can specify their own audio preference settings, which reset automatically to a default level when the users log out of the application.

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.	Not Applicable	This requirement applies to the physical handset or headset that is used in conjunction with the Avaya Media Client software. No aspect of the Client will interfere with the conformance of an otherwise conformant device.
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.	Not Applicable	This requirement applies to the physical device that is running the Avaya Media Client software. No aspect of the Client will interfere with the conformance of an otherwise conformant device.
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.	Voice and video communication: Supports TTY communication: Does not Support	The Avaya Media Client is a voice and video endpoint. Industry standard codecs and signaling protocols are supported. The Avaya Media Client does not support TTY communication. Note: In a typical configuration, the Avaya Media Client will be used in conjunction with the Avaya one-X Agent client, which has inherent support for the 45 baud and 50 baud Baudot TTY communication protocol. Please refer to the 1194.23(a) Remarks and Explanations.
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.	Not Applicable	This requirement applies to the physical design of user's keyboard.
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.	Not Applicable	This requirement applies to the physical design of user's keyboard.
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.	Not Applicable	This function is controlled by the operating system of the user's computer.
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	The status of all toggle and locking controls is visually discernible. Support for users who cannot see displays is described in the § 1194.21 responses.

§ 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 (The fundamental alteration exemption may apply.)	Although the Avaya Media Client user interface is operable without vision, the fundamental purpose of the product is to support video communication. For this reason, the Avaya Media Client may of limited or no value to users who are blind.
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 when combined with Compatible Assistive Technology	The support for the assistive technologies commonly used by people with low vision is described in the § 1194.21 responses.
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	The Avaya Media Client user interface is operable without user hearing. The video interface is usable for sign language. Please note, however, that the reliable transmission of the rapid hand gestures commonly used in sign language may require a higher level of network bandwidth than is typically available for standard video applications. For information about TTY support, please refer to 1194.23(a) Remarks and Explanations.
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	This requirement applies to physical devices, such as headsets, and not to the Media Client software. No aspect of Media Client would interfere with the proper operation of assistive listening devices.
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	The Avaya Media Client user interface is operable without user speech.
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	No aspect of the Avaya Media Client would interfere with the proper operation of the assistive devices or operating system preferences commonly used by people with limited fine motor control, reach, or strength.

§ 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: <div style="text-align: right;"> Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 pr michaelis@avaya.com </div>

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Updated November 19, 2015