

Avaya B189 Conference Telephone

Voluntary Product Accessibility Template (VPAT)

The Avaya B189 Conference Telephone is a sophisticated speakerphone, intended for use by groups of ten or more individuals in large conference room and meeting room environments.

The statements in this document apply to the Avaya B189 Conference Telephone only when the telephones are configured with Avaya one-X® Deskphone (H.323) software and used in conjunction with an Avaya Communication Manager System, Release 6 or higher.

Support Levels

Support Level	Description
Supports	The Avaya B189 Conference Telephone fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Avaya B189 Conference Telephone 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 B189 Conference Telephone provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Avaya B189 Conference Telephone fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Avaya B189 Conference Telephone 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 B189 Conference Telephone is 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>
<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 style="text-align: center;">Not applicable</p> <p style="text-align: center;">Fundamental alteration exception applies</p>	<p>The Avaya B189 Conference Telephone is intended to be used as a shared resource by people in a conference room who are engaged in a voice teleconference. In most cases, it would be inappropriate to include a TTY in the type of teleconference for which a B189 would be employed, chiefly because the inclusion of a non-voice modem-based device in a voice-based teleconference would be impractical. Nevertheless, if there are circumstances under which this type of operation is desired, it can be achieved by adding a TTY to the conference bridge via the same technique that is used for the voice-only endpoints. The “mute” function on the B189 allows its microphones to be turned on and off to allow the user to intermix speech with TTY use.</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 style="text-align: center;">Not applicable</p> <p style="text-align: center;">Fundamental alteration exception applies</p>	<p>The Avaya B189 Conference Telephone is intended to be used as a shared resource by people in a conference room who are engaged in a voice teleconference.</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 style="text-align: center;">Not applicable</p>	<p>There is no aspect of the Avaya B189 Conference Telephone that would interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response 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 style="text-align: center;">Not applicable</p>	<p>There is no aspect of the Avaya B189 Conference Telephone that would interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response 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: Supports when used in conjunction with Avaya "Universal Access Phone Status" software</p>	<p>If a TTY is used with an Avaya B189 Conference Telephone, configured in the manner outlined under Remarks for requirement 1194.23(a), caller ID and similar information will appear appropriately on the B189's display.</p> <p>For users who cannot see displays, satisfaction of this requirement, as well as requirement 1194.23(k)(4), can be achieved by using the B189 in conjunction with Avaya "Universal Access Phone Status" software. This software is available as a free download from Avaya.</p> <p>Important configuration notes:</p> <p>(1) In order for Universal Access Phone Status software to work reliably, communication between the user's desktop PC and the Avaya Communication Manager must be unhindered. Under certain conditions, it may be necessary to adjust network and device parameters, such as port availability, firewall settings, and network address translation.</p> <p>(2) The B189 must be aliased as an Avaya Model 9620 telephone on the UAPS configuration screen and on Communication Manager.</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>Supports</p>	
<p>1194.23(g) If the telecommunication 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>Supports</p>	<p>The Avaya B189 Conference Telephone conforms to this requirement when administered appropriately on the associated Avaya Communication Manager system. (NOTE: The volume reset behavior that is selected by the system administrator will apply to all IP telephones on the system, and cannot be adjusted on an individual basis.)</p>
<p>1194.23(h) Where a telecommunication 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>The Avaya B189 Conference Telephone does not have an audio transducer that is held up to the ear.</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>Supports</p>	<p>The Avaya B189 Conference Telephone meets FCC standards for electro-magnetic shielding.</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>Not applicable Fundamental alteration exception applies</p>	<p>The Avaya B189 Conference Telephone is intended to be used as a shared resource by people in a conference room who are engaged in a voice teleconference.</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>Many of the Avaya B189 Conference Telephone controls and keys are presented on a touchscreen, and are not tactilely discernible without activating the controls or keys. Some of the touchscreen functions are operable from the user's PC keyboard when the B189 is used in conjunction with Avaya "Universal Access Phone Status" software. Other touchscreen controls and keys, notably the dial pad, are not accessible via the user's PC keyboard, and are therefore not accessible to users without vision.</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>Supports</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>Not applicable</p>	<p>The Avaya B189 Conference Telephone has no key repeat functions.</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</p>	<p>On Avaya B189 Conference Telephones, the status of toggle functions is indicated by icons and by large bi-color Light Emitting Diodes (LEDs).</p> <p>For users with visual impairments, the status of toggle functions is presented by voice when the B189 is used in conjunction with Avaya "Universal Access Phone Status" software. (Please refer to the 1194.23(e) Remarks and Explanations for UAPS configuration notes.)</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	The features that support access by people who are blind or visually impaired, and the areas in which support is not provided, are described in the responses to 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4). Some touchscreen controls and keys, notably the dial pad, are not accessible to users without vision.
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 exceptions	Some information, such as “mute” status, is conveyed by large bi-color Light Emitting Diodes (LEDs). Information that is conveyed textually, such as caller identification, is presented in a sans-serif font on a back-lit LCD screen. The size of the font is not consistent and, in some cases, may not be readable by people who are visually impaired.
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	User hearing is not required to operate the Avaya B189 Conference Telephone. For users who require a TTY for communication, please note that the Avaya B189 Conference Telephone is intended to be used as a shared resource by people in a conference room who are engaged in a voice conference. The manner in which TTY users can be supported is discussed in the 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.	Supports	User hearing is not required to operate the Avaya B189 Conference Telephone. The Avaya B189 Conference Telephone complies fully with requirement 1194.23(f). Although not addressed by the requirements in § 1194.23, please note that the extended audio frequency range of the B189 speakers, from 200 Hz to 7000 Hz, can be of significant benefit to users with certain types of hearing loss.
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	User speech is not required to operate the Avaya B189 Conference Telephone. For users who require a TTY for communication, please note that the Avaya B189 Conference Telephone is intended to be used as a shared resource by people in a conference room who are engaged in a voice conference. The manner in which TTY users can be supported is discussed in the 1194.23(a) Remarks and Explanations.
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	The operational characteristics of all controls (e.g., the amount of strength required to press a button) are within the limits specified by paragraph 1194.23(k)(2).

§ 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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