

Avaya Communications Server 1000

Release 7.6

Voluntary Product Accessibility Template (VPAT)

The responses in § 1194.21 refer to the Avaya Communications Server 1000 administrative interfaces. In many cases, these interfaces will be located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment, and therefore *may* qualify for exemption under 1194.3(f), General Exceptions.

The Avaya Communications Server 1000 is administered using the following two tools or methods:

- A text-only interface, referred to as the Command Line Interface (CLI) or system overlays. This includes access via telnet, SSH, rlogin and direct serial port.
- A browser-based graphical interface.

Generally, the browser interface is an optional interface that duplicates functionality available through the CLI. In most cases, the routine administrative tasks performed by owners of Communications Server 1000 will be available through the system Command Line Interface. Unless otherwise specified, the information in this document refers to the system Command Line Interface.

It is Avaya's experience that the vast majority of operations performed by Communications Server 1000 administrators are in a category commonly referred to as "MAC" tasks: Moves, Adds, and Changes. Unless otherwise noted, the statements of conformance in Sections § 1194.21 and § 1194.31 are limited to MAC operations performed via the CLI/system overlays. Service personnel and system administrators who require the support of assistive technologies may be unable to perform the initial physical installation, system setup and upgrades, and some of the less frequent or more complex administrative tasks.

Note: The physical terminals and terminal emulation software commonly used to administer the Communications Server 1000 are not Avaya products. The statements in this document assume that the administrative interfaces will be accessed via endpoints that comply with the applicable Section 508 requirements.

Support Levels

Support Level	Description
Supports	Communications Server 1000 fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Communications Server 1000 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	Communications Server 1000 provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Communications Server 1000 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Communications Server 1000 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 Communications Server 1000 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
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
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	All MAC functions presented by the system command line interface and are executable from the keyboard. All system responses for these operations are presented in standard ASCII or Unicode text.
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 system command line interface does not disrupt or disable the accessibility features of operating systems, nor do they disrupt or disable the features or settings of other software applications.
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 system command line interface always places the text-entry cursor at the end of the last line presented on the screen.
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.	Not Applicable	All information presented through the system command line interface is displayed as text.
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.	Not Applicable	The system command line interface has no non-text visual elements.

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	All system Command Line Interface information presented as either ASCII or Unicode text.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The system command line interface does not override user selected contrast and color selections or 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.	Supports	The system command line interface has no 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	The system command line interface has no color coding.
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 system command line interface has no color coding and does not permit adjusting of contrast.
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 system command line interface has no flashing or blinking objects.
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.	Not Applicable	The system command line interface has no electronic 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>	Supports	<p>Any voice carry-over capable TTY device, such as the Avaya Model 8840, can be used in conjunction with the Communications Server 1000 via direct analog connectivity.</p> <p>The following options are available if it is desirable to use a TTY device in conjunction with a Communications Server 1000 IP or TDM telephone:</p> <p>Through the provisioning of an auto dial key with the No Hold Conference feature, system IP and TDM desk phones can be setup to bridge in a TTY into calls with one button access. Users can answer the desk phone initially and then through a single button press, the TTY will be bridged into the call as desired. This is available for all proprietary IP and TDM telephone sets.</p> <p>For analog telephone sets, the telephone and TTY can be programmed on the same loop as the TTY effectively bridging them together.</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>	Supports	<p>The system provides a clear voice path on analog ports for the proper operation of a TTY device, and will support standard Baudot protocol.</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>	Not Applicable	<p>The Communications Server 1000 does not have an embedded voice mail, auto-attendant, or interactive voice response capability. These functions are provided by other Avaya products that may be used in conjunction with the Communications Server 1000.</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>	Not Applicable	<p>The Communications Server 1000 does not have an embedded voice mail, auto-attendant, or interactive voice response capability. These functions are provided by other Avaya products that may be used in conjunction with the Communications Server 1000.</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>Not Applicable</p>	<p>This requirement applies to devices that are co-located with the users, such as telephones and PC-based softphones.</p> <p>There is no aspect of Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint device.</p> <p>For users of TTYs, the recommended configuration is documented in the response to 1194.23(a). The caller identification will be presented visually by the display of the telephone that is paired with the TTY device.</p> <p>For users who cannot see displays, the requirement may be satisfied by using the Avaya 2050 Soft Client in conjunction with industry-standard text-to-speech screen-reading software.</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 devices that are co-located with the users, such as telephones and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint 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>Not Applicable</p>	<p>This requirement applies to devices that are co-located with the users, such as telephones and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint device.</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 transducer-equipped devices that are co-located with the users, such as telephone handsets and headsets.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint 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 devices that are co-located with the users, such as telephones, TTYs, and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint 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>The system provides sufficient clear channel in the voice band for proper operation of TTY devices using the Baudot standard.</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>Not applicable.</p>	<p>This requirement applies to devices that are co-located with the users, such as telephones, TTYs, and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint device.</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 devices that are co-located with the users, such as telephones, TTYs, and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint 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>Not applicable.</p>	<p>This requirement applies to devices that are co-located with the users, such as telephones, TTYs, and PC-based softphones.</p> <p>There is no aspect of the Communications Server 1000 that would interfere with the conformance of a properly equipped endpoint device.</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>Not applicable.</p>	<p>This requirement applies to devices that are co-located with the users, such as telephones, TTYs, and PC-based softphones.</p> <p>The status of all locking or toggle controls or keys is presented visually by the displays of all Avaya IP and TDM telephones.</p> <p>For users who cannot see displays, the requirement may be satisfied by using the Avaya 2050 Soft Client in conjunction with industry-standard text-to-speech screen-reading software.</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.	Supports	<p>The manner in which the Avaya Communications Server 1000 administration interface supports system administrators who are blind or visually impaired, when performing MAC operations, is documented in the responses to § 1194.21 “Software Applications and Operating Systems.”</p> <p>The manner in which the Avaya Communications Server 1000 supports end-users who are blind or visually impaired is documented in the responses to § 1194.23(e) and 1194.23(k)(4).</p>
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	<p>The manner in which the Avaya Communications Server 1000 administration interface supports system administrators who are blind or visually impaired, when performing MAC operations, is documented in the responses to § 1194.21 “Software Applications and Operating Systems.”</p> <p>The manner in which the Avaya Communications Server 1000 supports end-users who are blind or visually impaired is documented in the responses to § 1194.23(e) and 1194.23(k)(4).</p>
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	<p>The Avaya Communications Server 1000 administration interface does not have an audio component.</p> <p>The manner in which the Avaya Communications Server 1000 supports end-users who are deaf or hard of hearing is documented in the responses to § 1194.23(a), 1194.23(b), 1194.23(c), and 1194.23(j).</p>
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	<p>The Avaya Communications Server 1000 administration interface does not have an audio component.</p> <p>The manner in which the Avaya Communications Server 1000 supports end-users who are deaf or hard of hearing is documented in the responses to § 1194.23(a), 1194.23(b), 1194.23(c), and 1194.23(j).</p>
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	For both the administrative and end-user interfaces, no mode of operation or information retrieval in the Avaya Communications Server 1000 system requires 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	For both the administrative and end-user interfaces, no mode of operation or information retrieval in the Avaya Communications Server 1000 system requires fine motor control or simultaneous actions. Conformance with the reach and strength requirements is dependent on the user’s endpoint device.

§ 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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