

# Avaya Model 1692 Conference Telephone

## Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to the Avaya Model 1692 Conference Telephone only when the telephone is configured with Avaya one-X® Deskphone (H.323) software and used in conjunction with an Avaya Communication Manager System, Release 4 or higher.

### § 1194.23 Telecommunications Products

| <i><b>Criteria</b></i>  | <i><b>Support Levels</b></i>   | <i><b>Remarks and Explanations</b></i>  |
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| 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. | Supports.  | The Avaya Model 1692 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 1692 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 1692 allows its microphones to be turned on and off to allow the user to intermix speech with TTY use. |
| 1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.  | Supports.  | This requirement is satisfied by the Avaya Model 1692 Conference Telephone when it is configured in the manner described in 1194.23(a).   |
| 1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | Not Applicable.<br><br>(This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to the Avaya Model 1692 Conference Telephone.) | There is no aspect of the Avaya Model 1692 Conference Telephone that would interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response systems.   |

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| <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>Not Applicable.<br/><br/>(This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to the Avaya Model 1692 Conference Telephone.)</p> | <p>There is no aspect of the Avaya Model 1692 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>Supports.</p>  | <p>If a TTY is used with an Avaya Model 1692 Conference Telephone, configured in the manner outlined under Remarks for requirement 1194.23(a), caller ID and similar information will appear appropriately on the 1692's display.</p> <p>For users who cannot see displays, satisfaction of this requirement, as well as requirements 1194.23(k)(1) and 1194.23(k)(4), can be achieved by using the 1692 in conjunction with Avaya "Universal Access Phone Status" software, Release 3.0 or higher. This software is available as a free download from the Avaya web site.</p> <p>Important configuration note: If Universal Access Phone Status software is used in conjunction with an Avaya Model 1692 Conference Telephone, it will be necessary to specify the phone type as "Model 4620" on the Communication Manager system and in the Universal Access Phone Status configuration screen.</p> <p>Note also that, 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>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>The Avaya Model 1692 Conference Telephone provides a gain adjustment range of greater than 20dB.</p>  |

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| <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>Supports.</p>       | <p>The Avaya Model 1692 Conference Telephone can be equipped with software that provides this function. Alternatively, the Avaya Communication Manager allows system administrators to specify automatic post-call volume reset as the default behavior for all telephones on the system.</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>The Avaya Model 1692 Conference Telephone does not have a 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 Model 1692 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>Supports.</p>       | <p>This requirement is satisfied when the Avaya Model 1692 Conference Telephone is configured in the manner described in the Remarks for 1194.23(a).</p>  |

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| <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>Supports.</p>       | <p>The dial pad on the Avaya Model 1692 Conference Telephone is arranged in a standard manner, with a raised nub on the 5-key, thereby making "tactile navigation" easier for visually impaired users.</p> <p>NOTE: Some functions on the Avaya Model 1692 Conference Telephone are assigned to soft keys, and may therefore be difficult to identify and operate without vision. For users who cannot see displays, compliance with this requirement can be achieved by using the 1692 in conjunction with Avaya "Universal Access Phone Status" software, as described in the Remarks for 1194.23(e). This configuration permits those functions to be assigned to user-specified keys on the user's computer keyboard, thereby making it unnecessary to see or use the soft keys. (For example, the user can specify "Alt-F1" to always be HOLD, "Alt-F2" to always be TRANSFER, and so on.)</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>On Avaya Model 1692 Conference Telephones, the buttons and keys associated with conventional telephony features do not have an auto-repeat function.</p>   |

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| <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 Model 1692 Conference Telephones, the mute button state is signaled by large LEDs. The state of the LEDs can be transformed into an audible signal using commonly available assistive technology, such as a light probe or light detector available from MaxiAids.com and other sources.</p> <p>Note that, when Avaya Model 1692 Conference Telephones are used in conjunction with Avaya “Universal Access Phone Status” software, in the manner described in the Remarks for 1194.23(e) and 1194.23(k)(1), many telephony functions that are not normally presented by the 1692 become available to users. For example, the user can specify “Alt-F4” on the user’s computer keyboard to be DO NOT DISTURB, “Alt-F5” to be CHECK FOR NEW VOICEMAIL, and so on. “Universal Access Phone Status” software reports the status of all such functions by voice output.</p> |
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## § 1194.31 Functional Performance Criteria

| <b><i>Criteria</i></b>   | <b><i>Support Levels</i></b> | <b><i>Remarks and Explanations</i></b>   |
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| <p>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.</p> | <p>Supports.</p>             | <p>The features that facilitate use by people who are blind or visually impaired are described in the sections that address requirements 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4).</p> |

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| <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.</p> | <p>Supports.</p> | <p>The features that facilitate use by people who are blind or visually impaired are described in the sections that address requirements 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4).</p> <p>NOTE: Paragraph 707.5.6.2 in the ADA accessibility design guidelines (published in the Federal Register, November 16, 1999) recommends that characters displayed on a screen be in a sans serif font, be 3/16 inch (4.8 mm) minimum in height based on the uppercase letter "I" and contrast with their background with either light characters on a dark background or dark characters on a light background. Although the characters shown on the Avaya Model 1692 Conference Telephone display are sans serif and high contrast, their size is smaller than that specified in the ADA guidelines. For users who cannot see the 1692 display adequately, use of Avaya Universal Access Phone Status software, as described in the Remarks for 1194.23(e), is recommended.</p> |
| <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.</p>  | <p>Supports.</p> | <p>Support for TTY compatibility is described in the response for 1194.23(a). Features that provide enhanced audio are described in the sections that address requirements 1194.23(f) and 1194.23(g).</p>   |
| <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.</p>  | <p>Supports.</p> | <p>Features that provide enhanced audio are described in the sections that address requirements 1194.23(f) and 1194.23(g).</p>  |
| <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.</p>   | <p>Supports.</p> |   |
| <p>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.</p>   | <p>Supports.</p> | <p>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).</p>  |

## § 1194.41 Information, Documentation and Support

| <i><b>Criteria</b></i>   | <i><b>Support Levels</b></i> | <i><b>Remarks and Explanations</b></i>   |
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| 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:<br><br><div style="text-align: right;">                     Dr. Paul R. Michaelis<br/>                     Voice: 303-538-4101<br/>                     TTY: 303-538-3740<br/>                     prmichaelis-at-avaya.com.                 </div> |

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