

# Avaya 3641/3645 IP Wireless Handset Voluntary Product Accessibility Template (VPAT)

The Avaya 3641/3645 IP Wireless Handsets are Wi-Fi handsets for workplace telephone systems. The handsets operate over certified 802.11a/b/g/n wireless LAN (WLAN) implementing the CCMS protocol.

The statements in this document apply to the Avaya 3641/3645 IP Wireless Handsets only when used in conjunction with an Avaya Aura® Communication Manager system.

## Support Levels

| Support Level  | Description  |
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| <b>Supports</b>  | The Avaya 3641/3645 fully meets the letter and intent of the criterion.  |
| <b>Supports with Exceptions/Minor Exceptions</b>                   | The Avaya 3641/3645 does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion. |
| <b>Supports through Equivalent Facilitation</b>                    | The Avaya 3641/3645 provides an alternate way to meet the intent of the criterion.   |
| <b>Supports when combined with Compatible Assistive Technology</b> | The Avaya 3641/3645 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.        |
| <b>Does Not Support</b>  | The Avaya 3641/3645 does not meet the letter or intent of the criterion.   |
| <b>Not Applicable</b>  | The criterion does not apply.  |
| <b>Not Applicable – Fundamental Alteration Exception Applies</b>   | A fundamental alteration of the Avaya 3641/3645 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>  |
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| <b>1194.23(a)</b> 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. | <b>Supports</b>  | Avaya 3641/3645 handsets have an industry standard 2.5mm headset jack that allows non-acoustic connection to a TTY device.<br><br>Because the handset speaker and microphone are disabled when a device is connected to the headset jack, a user who wishes to intermix speech with TTY use must unplug the TTY in order to communicate by voice, and then reconnect it for text communication.                                |
| <b>1194.23(b)</b> Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.  | <b>Supports</b>  | Avaya 3641/3645 handsets are fully compliant with open standards including G.711-format audio encoding. Compliance with this requirement is supported only when G.711 audio encoding is employed.<br><br>Note: Transmission impairments in the radio link between the handset and the base can cause TTY communication to become unreliable. This is true of all wireless and cordless handsets, not just the Avaya 3641/3645. |
| <b>1194.23(c)</b> Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | <b>Not applicable</b>  | This requirement applies to interactive voice response, voicemail, and auto-attendant systems. It does not apply to Avaya 3641/3645 handsets.  |
| <b>1194.23(d)</b> 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.                   | <b>Not applicable</b>  | This requirement applies to interactive voice response, voicemail, and auto-attendant systems. It does not apply to Avaya 3641/3645 handsets.  |
| <b>1194.23(e)</b> Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.   | <b>For users of TTYs: Supports</b><br><br><b>For users who cannot see displays: Does not support</b> | Caller ID information is provided visually by Avaya 3641/3645 handsets when a TTY is connected to the handset in the manner described in the response to 1194.23(a).<br><br>Caller ID is not provided through non-visual methods that would be accessible to users who cannot see displays.  |
| <b>1194.23(f)</b> 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.  | <b>Not supported</b>   | Although the user-adjustable amplitude range, from lowest amplitude to highest amplitude, exceeds 20 dB, the amount of amplitude "headroom" available above the typical nominal level is less than the amount specified by this requirement.   |

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| <p><b>1194.23(g)</b> 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><b>Not Supported</b></p>            | <p>Receive volume is not reset following each use.</p>   |
| <p><b>1194.23(h)</b> 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><b>Supports</b></p>                 | <p>Avaya 3641/3645 handsets have primary inductive coils that satisfy FCC Part 68 requirements for Hearing Aid Compatibility. (Note: Users may need to select the hearing aid compatibility option in the handset configuration menu.)</p>   |
| <p><b>1194.23(i)</b> 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><b>Supports</b></p>                 | <p>Avaya 3641/3645 handsets satisfy FCC Part 68 requirements for Hearing Aid Compatibility.</p>  |
| <p><b>1194.23(j)</b> 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><b>Supports</b></p>                 | <p>Avaya 3641/3645 handsets are fully compliant with open standards including G.711-format audio encoding. Compliance with this requirement is supported only when G.711 audio encoding is employed.</p> <p>Note: Transmission impairments in the radio link between the handset and the base can cause communication and support for assistive technologies to become unreliable. This is true of all wireless and cordless handsets, not just the 3641/3645.</p>   |
| <p><b>1194.23(k)(1)</b> 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><b>Supports with exceptions</b></p> | <p>The dial pad of the Avaya 3641/3645 handset is arranged in a standard layout. The keys are tactilely discernible with a raised nib on the '5' key.</p> <p>The 'end' and 'send' keys are tactilely discernible.</p> <p>In addition, there is a four-key 'navigation ring.' Although these keys are tactilely discernible, the functions associated with these keys change depending on whether there is an active phone call. The functions associated with the keys in the navigation ring are not identifiable by users who are blind.</p> |
| <p><b>1194.23(k)(2)</b> 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><b>Supports</b></p>                 |  |

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| <p><b>1194.23(k)(3)</b> 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><b>Not applicable</b></p>   |   |
| <p><b>1194.23(k)(4)</b> 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><b>For users who are able to see, including users of TTYs:<br/>Supports</b></p> <p><b>For users who cannot see displays:<br/>Does not support</b></p> | <p>The status of functions such as 'mute' and 'hold' is indicated visually, but not discernible through touch or sound.</p> |

## § 1194.31 Functional Performance Criteria

| <i><b>Criteria</b></i>  | <i><b>Support Levels</b></i>    | <i><b>Remarks and Explanations</b></i>  |
|---|---------------------------------|---|
| <b>1194.31(a)</b> 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.  | <b>Supports with exceptions</b> | Users without vision are able to initiate a call, dial a phone number, and answer an incoming call.<br><br>Visually presented information, such as Caller ID and soft key labels, is not accessible without vision.   |
| <b>1194.31(b)</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. | <b>Supports</b>                 | The alphanumeric characters displayed by Avaya 3641/3645 handsets (e.g., Caller ID information) are high-contrast with an approximate height of four millimeters.   |
| <b>1194.31(c)</b> 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.  | <b>Supports</b>                 | Avaya 3641/3645 handsets have a vibrator mechanism that can provide non-audio alerts to users who are deaf or hard of hearing.<br><br>Users of Avaya 3641/3645 handsets are able to exchange text messages with other users on the same network.<br><br>The recommended configuration for TTY synchronization is described in the response to 1194.23(a). |
| <b>1194.31(d)</b> 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.  | <b>Supports</b>                 | Support for assistive hearing devices is described in the responses to 1194.23(f) and 1194.23(h).   |
| <b>1194.31(e)</b> 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.   | <b>Supports</b>                 | There are no functions that require user speech. The recommended configuration for TTY synchronization is described in the response to 1194.23(a). In addition, users of Avaya 3641/3645 handsets are able to exchange text messages with other users on the same network.  |
| <b>1194.31(f)</b> 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.   | <b>Supports</b>                 | There are no functions that require two or more simultaneous button presses. In addition, all buttons conform with the requirements of 1194.23(k)(2).   |

## § 1194.41 Information, Documentation and Support

| <i>Criteria</i>   | <i>Support Levels</i> | <i>Remarks and Explanations</i>   |
|---|-----------------------|---|
| <b>1194.41(a)</b> Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.   | <b>Supports</b>       | Will provide upon request   |
| <b>1194.41(b)</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. | <b>Supports</b>       | Will provide upon request   |
| <b>1194.41(c)</b> Support services for products shall accommodate the communication needs of end-users with disabilities.   | <b>Supports</b>       | Avaya's point-of-contact for accessibility-related issues:<br><br>Dr. Paul R. Michaelis<br>Voice: 303-538-4101<br>TTY: 303-538-3740<br><br>prmichaelis-at-avaya.com |

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