

Avaya 9600 Series IP Telephones

Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya 9600 Series IP telephones only when the phones are configured with Avaya one-X® Deskphone (H.323) software and used in conjunction with an Avaya Communication Manager System, Release 4 or higher. The following 9600 Series telephones are covered by this VPAT: 9610, 9620, 9620C, 9620L, 9630, 9630G, 9640, 9640G, 9650, 9650C, and 9670G.

§ 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.	Supports.	Most TTYs that permit an electronic, non-acoustic connection to the telephone network do so through RJ-11 tip/ring connectors of the sort found on residential analog telephone equipment. The recommended way to satisfy this requirement with an Avaya 9600 Series IP Telephone is to associate an analog TTY-equipped phone line with the 9600 telephone. This can be done by administering a bridged call appearance of the analog line on the 9600 telephone. An alternative method is to use Avaya IP Softphone Release 6.0 or higher in "Telecommuter" mode. In this configuration, the IP Softphone registers with Avaya Communication Manager and is configured by the user to show the phone number of the TTY line as the associated analog telephone. (NOTE: In order to use a Model 9610 telephone in conjunction with a TTY, the IP Softphone configuration is recommended because these phones do not support bridged call appearances.)
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 when the telephone is configured in the manner described in 1194.23(a)

<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>Not Applicable.</p> <p>(This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to Avaya 9600 Series IP Telephones.)</p>	<p>There is no aspect of Avaya 9600 Series IP Telephones 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>Not Applicable.</p> <p>(This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to Avaya 9600 Series IP Telephones.)</p>	<p>There is no aspect of Avaya 9600 Series IP Telephones 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 9600 Series IP Telephone, configured in the manner outlined under Remarks for requirement 1194.23(a), caller ID and similar information will appear appropriately on the telephone'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 telephone 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: 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>Note also that telephone configurations that utilize more than one SBM24 Button Module are not supported by Universal Access Phone Status 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>Supports.</p>	<p>Avaya 9600 Series IP Telephones provide a user-adjustable amplitude range of 21 dB. (Specifically, with reference to the typical "normal" setting, users may increase the amplitude by up to 12 dB, or decrease it by up to 9 dB.) For users for whom 12 dB of gain is not adequate, the handset of the telephone may be replaced with an Avaya amplified handset that provides an additional 12 dB of user-adjustable gain.</p> <p>Avaya variable amplified handsets are available in a variety of shapes and colors. The models also differ in their electrical characteristics. When purchasing one of these handsets, it's important to select one that will be compatible with the associated telephone.</p> <p>The Avaya amplified handset for 9600 Series IP Telephones is a Model S1K5-1009 (comcode 700446370).</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>Supports.</p>	<p>Avaya 9600 Series IP Telephones conform 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>A feature of the Avaya Model S1K5-1009 variable amplified handset is that it can be configured to automatically reset its volume to the default level after every use, regardless of whether the post-call amplitude reset function is enabled on the associated Avaya Communication Manager 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>Supports.</p>	<p>All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants.</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>Avaya 9600 Series IP Telephones meet 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 system is configured in the manner described in the Remarks for 1194.23(a).</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>Supports.</p>	<p>The dial pads on Avaya 9600 Series IP Telephones are arranged in a standard manner, with a raised nub on the 5-key, thereby making "tactile navigation" easier for visually impaired users. Navigation and identification of the special function buttons is facilitated by tactilely discernible landmarks, such as the large rocker switch that adjusts the receive volume.</p> <p>NOTE: Some functions on Avaya 9600 Series IP Telephones 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 phone 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. (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>Supports.</p>	<p>Avaya 9600 Series IP Telephones have up and down navigation buttons with a fixed repeat rate of less than 2 seconds. For individuals for whom the key repeat rate is too fast, the call appearances and telephony features on Avaya 9600 Series IP Telephones can be selected without using the up and down navigation buttons by using the phone in conjunction with Avaya IP Softphone Release 6.0 or higher in "Shared Control" mode. (NOTE: In this configuration, only one SBM24 Button Module can be supported.)</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 9600 Series IP Telephones, the status of functions is indicated visually by text and icons that are displayed on an LCD screen, as well as by LED lamps.</p> <p>For users who cannot see displays, compliance with this requirement can be achieved by using the phone in conjunction with Avaya "Universal Access Phone Status" software, as described in the Supporting Features and Remarks for 1194.23(e). This software is available as a free download from the Avaya web site.</p> <p>NOTE: Avaya's ability to report the status of telephones in a non-visual manner is not limited to the simple audio functions that are evident by audible differences in the telephone's behavior. Instead, Avaya's patent-protected Universal Access Phone Status software is able to report, by voice, the status of over 240 different functions. The functions that are reported are user-selectable, and can vary depending on the nature of the user's job and on the nature of the user's needs. Users may specify which functions should be reported automatically when a change in status occurs, and which functions should be reported only when users request a status read-out. Examples of voice-output functions that are commonly selected by users include Caller ID, which phone lines are in use, which phone lines are on hold, whether there is new voice mail, whether the phone is forwarded, whether new voicemail has just arrived, and whether a caller on hold has just disconnected.</p>
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§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<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 paragraphs 1194.23(e), 1194.23(k)(1), 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.	The features that facilitate use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4).
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 features that support TTY compatibility are described in the sections that address paragraphs 1194.23(a), 1194.23(b) and 1194.23(j). Features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i).
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.	The features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i).
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.	
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 prmmichaelis-at-avaya.com.

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