

Avaya 9621G IP Deskphone (SIP)

Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya 9621G IP Deskphones only when the phones are configured with Avaya one-X[®] Deskphone SIP software and used in conjunction with an Avaya Communication Manager System, Release 6 or higher.

§ 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 when configured with an optional Konexx Konnector Model 70010TTY adapter	<p>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.</p> <p>The recommended way to satisfy this requirement with an Avaya 9621G IP Deskphone is to connect the TTY device to the phone's handset jack, via an adapter such as the Konexx Konnector Model 70010TTY. (For more information about this adapter, please visit http://www.konexx.com/office_konnector.htm.)</p> <p>Note: When used in conjunction with a TTY device, the telephone must be configured for G.711 audio encoding.</p>
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 Avaya 9621G IP Deskphone is configured in the manner described in the response to 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	This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones.

<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 telephones.</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: Does not support</p>	<p>For users of TTY devices, this requirement is satisfied when the Avaya 9621G IP Deskphone is configured in the manner described in the response to 1194.23(a).</p> <p>For users who cannot see displays, this requirement is not satisfied because there is presently no mechanism that allows an external device to discover and report the information being shown visually on the telephone's display.</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 when configured with an optional Avaya Model S1K5-1009 variable amplified handset</p>	<p>Avaya 9621G IP Deskphones 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. The correct variable amplified handset for the 9621G 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 when configured with an optional Avaya Model S1K5-1009 variable amplified handset</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 9621G IP Deskphones 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 Avaya 9621G IP Deskphone is configured in the manner described in the response to 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 with exceptions</p>	<p>The dial pads on Avaya 9621G IP Deskphones 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 are assigned to soft keys, and may therefore be difficult to identify and operate 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>Supports</p>	<p>Avaya 9621G IP Deskphones 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 9621G IP Deskphones can be selected without using the up and down navigation buttons by using the phone in conjunction with Avaya one-X® Communicator 6.1.5 or higher in "Shared Control" mode.</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 with exceptions</p>	<p>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>The status of functions is not discernible by touch or sound.</p>

§ 1194.31 Functional Performance Criteria

Criteria	Support Levels	Remarks and Explanations
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 with exceptions	The dial pads on Avaya 9621G IP Deskphones 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. There is presently no mechanism that allows an external device to discover and report the information being shown visually on the telephone's display.
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	Avaya 9621G IP Deskphones have a "large font" display mode that presents text that is readable at typical working distances by individuals with a visual acuity of 20/70.
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	This requirement is satisfied when the Avaya 9621G IP Deskphone is configured in the manner described in the response to 1194.23(a).
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	<p>Avaya's point-of-contact for accessibility-related issues:</p> <p style="text-align: center;"> Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 pmichaelis-at-avaya.com. </p>

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