

# Avaya E129 SIP Deskphone

## Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya E129 SIP Deskphones when used in conjunction with an Avaya Aura® system, Release 6.2 FP2 or higher.

### Support Levels

Support Level	Description
<b>Supports</b>	Avaya E129 SIP Deskphones fully meet the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Avaya E129 SIP Deskphones do not fully meet the letter and intent of the criterion, but provide some level of access relative to the criterion.
<b>Supports through Equivalent Facilitation</b>	Avaya E129 SIP Deskphones provide an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Avaya E129 SIP Deskphones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	Avaya E129 SIP Deskphones do 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 Avaya E129 SIP Deskphones is required to meet the criterion.

### Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	<b>Not applicable</b>
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Not applicable</b>
Section 1194.23 Telecommunications Products	<b>Supports with exceptions</b>
Section 1194.24 Video and Multi-media Products	<b>Not applicable</b>
Section 1194.25 Self-Contained, Closed Products	<b>Not applicable</b>
Section 1194.26 Desktop and Portable Computers	<b>Not applicable</b>
Section 1194.31 Functional Performance Criteria	<b>Supports with exceptions</b>
Section 1194.41 Information, Documentation and Support	<b>Supports</b>

## § 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>	<p>Supports when configured with an optional Konexx Konnector Model 70010TTY adapter</p>	<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 E129 SIP 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 <a href="http://www.konexx.com/office_konnector.htm">http://www.konexx.com/office_konnector.htm</a>.</p> <p>Note: When used in conjunction with a TTY device, the telephone and network must be configured for G.711 audio encoding.</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>	<p>Supports when configured with an optional Konexx Konnector Model 70010TTY adapter</p>	<p>This requirement is satisfied when Avaya E129 SIP Deskphones are configured in the manner described in the response to 1194.23(a).</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>	<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(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: Supports with Exceptions</p>	<p>For users of TTYs, this requirement is supported when Avaya E129 SIP Deskphones are configured as described in the response to 1194.23(a).</p> <p>For users who cannot see displays, Avaya E129 SIP Deskphones present the caller identification number by voice if "Ring tone 1" is selected in the user options menu. Note: This option does not voice-out the caller's name.</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 with Exceptions</p>	<p>Avaya E129 Deskphones provide 16 dB of user-adjustable gain. Incremental volume control is provided, including an intermediate step of 12 dB of gain.</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>Does not Support</p>	<p>Avaya E129 SIP Deskphones do not have an automatic post-call amplitude reset function.</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>The handsets that are supplied with Avaya E129 SIP Deskphones conform to the Hearing Aid Compatibility (HAC) requirements defined within FCC Part 68.</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 E129 SIP 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>All in-band signals that can be transported reliably by the standard Public Switched Telephone Network are supported by Avaya E129 SIP Deskphones when configured as 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 E129 SIP 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.</p> <p>Some functions are assigned to soft keys, and may therefore be difficult to identify and operate without vision. The tactilely discernible keys include MESSAGE, HOLD, TRANSFER, CONFERENCE, FLASH, SPEAKERPHONE, VOLUME DOWN, VOLUME UP, and SEND/REDIAL.</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>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>For users without significant visual impairment: Supports</p> <p>For users who cannot see displays: Does not Support</p>	<p>The status of locking or toggle controls is presented visually by light emitting diodes or via icons on an LCD display.</p> <p>The status of locking or toggle controls is not discernible by touch or sound.</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 with Exceptions	<p>Avaya E129 SIP Deskphones present the caller identification number by voice if “Ring tone 1” is selected in the user options menu. The dial pad keys and the buttons for commonly used features are tactilely discernible.</p> <p>Caller identification name is not available by voice. Functions that are not assigned to tactilely discernible keys are presented by soft keys.</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 with Exceptions	<p>Avaya E129 SIP Deskphones present the caller identification number by voice if “Ring tone 1” is selected in the user options menu. Information that is presented visually is via light emitting diodes and via a 128 x 40 pixel graphical LCD display. The contrast level of the LCD display is adjustable.</p> <p>The text presented by the LCD display is smaller than the size commonly recommended for low-vision readability, and may therefore require visual acuity greater than 20/70 when viewed from a normal working distance.</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 with Exceptions	<p>The Avaya E129 SIP Deskphone support for TTY users is described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(e), and 1194.23(j).</p> <p>The handset satisfies FCC Part 68 requirements for hearing aid compatibility.</p> <p>The Avaya E129 SIP Deskphone does not support the 1194.23(f) and 1194.23(g) amplitude requirements.</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 with Exceptions	<p>The Avaya E129 SIP Deskphone handset satisfies FCC Part 68 requirements for hearing aid compatibility. The 1194.23(f) and 1194.23(g) amplitude requirements are not supported.</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	<p>The Avaya E129 SIP Deskphone has no functions that are operable solely by speech recognition. Support for TTY users is described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(e), and 1194.23(j).</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.	Supports	The operational characteristics of Avaya E129 SIP Deskphone controls (e.g., the amount of strength required to press a button) are within the limits specified by paragraph 1194.23(k)(2).
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## § 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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