

Avaya one-X[®] Communicator for Mac OS X[®] R2.0

Voluntary Product Accessibility Template (VPAT)

Avaya one-X Communicator is a unified communications client that allows people to communicate using VoIP and Contacts. It can be operated in two different modes, defined below.

Computer Mode

In Computer Mode, there is no separate physical telephone. Instead, the computer and Avaya one-X Communicator act together as the telecommunication endpoint. Voice is received and sent over the sound system of the computer, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the computer. In some Avaya documentation, this configuration is referred to as My Computer Mode and Road Warrior Mode.

Telecommuter Mode

In Telecommuter Mode, Avaya One-X Communicator utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be attached directly to the Communication Manager or attached indirectly via the PSTN.

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Support Levels

Support Level	Description
Supports	Avaya one-X Communicator for Mac OS X fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya one-X Communicator for Mac OS X does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya one-X Communicator for Mac OS X provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya one-X Communicator for Mac OS X fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya one-X Communicator for Mac OS X does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Avaya one-X Communicator for Mac OS X software is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions
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

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	All functions are accessible via the keyboard through tab navigation or use of keyboard shortcuts. The results of all operations are provided as text to the Apple VoiceOver function.
1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	
1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	Supports	A well-defined on-screen indication of the current focus is provided. The focus is programmatically exposed to assistive technology.

1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with Exceptions	Not all elements have underlying text tags conveying the identity, operation, and state of the element
1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Changes in OS display settings are reflected appropriately in the application.
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	There are no animations.
1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The application does not permit users to select color and contrast settings that are independent of those specified via the operating system.
1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	There are no flashing or blinking text objects or other elements.
1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	

§ 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.	Computer mode: Does not support Telecommuter mode: Supports	<u>Computer mode</u> : the application does not provide TTY functionality. <u>Telecommuter mode</u> : the application supports TTY functionality when used in conjunction with a VCO-capable TTY, such as the Avaya Model 8840.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Computer mode: Does not support Telecommuter mode: Supports	<u>Computer mode</u> : the application does not provide TTY functionality. <u>Telecommuter mode</u> : the application supports TTY functionality when used in conjunction with a TTY device that is compatible with the desired protocol.
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 telecommunications systems.
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.	Not Applicable	This requirement applies to voice mail, auto-attendant, and interactive voice response telecommunications systems.
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.	Computer mode: Does not support Telecommuter mode: Supports with exceptions	<u>Computer Mode</u> : Caller identification and similar functions are not available for users of TTYs because Computer Mode does not support TTY communication. Caller identification and similar functions are not available for users who cannot see displays. <u>Telecommuter Mode</u> : Caller identification and similar functions are available for users of TTYs when the application is used in conjunction with an analog TTY device, such as the Avaya Model 8840. Caller identification and similar functions are not available for users who cannot see displays.

<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><u>Computer Mode:</u> The amplitude level is adjustable via the host computer's operating system and via settings presented by the application.</p> <p><u>Telecommuter Mode:</u> When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.</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><u>Computer Mode:</u> The amplitude level is reset when the current user logs out of the computer.</p> <p><u>Telecommuter Mode:</u> When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.</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>This requirement applies to the physical device that is running the application. No aspect of the application will interfere with the conformance of an otherwise conformant device.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running the application. No aspect of the application will interfere with the conformance of an otherwise conformant device.</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>Computer mode: Supports with exceptions</p> <p>Telecommuter mode: Supports</p>	<p><u>Computer mode:</u> In this mode, the application acts as a voice and video endpoint. Industry-standard audio codecs and signaling protocols are supported. Non-voice protocols such as those required for TTY communication are not supported.</p> <p><u>Telecommuter mode:</u> Supports when used in conjunction with a compatible telecommunication device.</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>Controls in the application are not tactilely discernible. Some aspects of the application are not sufficiently identified for users of assistive technology.</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>Not Applicable</p>	<p>This requirement applies to the physical device that is running the application. No aspect of the application will interfere with the conformance of an otherwise conformant device.</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>Key repeat can be configured using Mac OS X System Preferences Keyboard.</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 locking or toggle controls in the application is visually discernible, but not discernible through 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	The application is not fully operable without user vision. Support for the assistive technology commonly used by people who are blind or visually impaired is provided but has limitations.
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 application is usable in conjunction with the Mac OS X “Zoom” option, which provides full-screen magnification up to 500%. The application also works in conjunction with the reverse video and alternate contrast settings provided by Mac OS X.
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 user interface of the application is operable without user hearing. <u>Computer mode:</u> Users can communicate using video calling. <u>Telecommuter mode:</u> Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.
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	User hearing is not required to operate the product, but may affect the user’s ability to communicate with others through the product. For more information, please refer to the responses for 1194.23(f), 1194.23(g), 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 with Exceptions	The user interface of the application is operable without user speech. <u>Computer mode:</u> Users can communicate using video calling. <u>Telecommuter mode:</u> Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.
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.	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running the application and on the auxiliary device being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.

§ 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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