

Avaya one-X[®] Speech 6.3 Telephone User Interface

Voluntary Product Accessibility Template (VPAT)

The Avaya one-X Speech 6.3 Telephone User Interface provides access to voice messages, email messages, and calendar functions via spoken commands or DTMF (“touch tone”) key presses.

Support Levels

Support Level	Description
Supports	The Avaya one-X Speech 6.3 Telephone User Interface fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Avaya one-X Speech 6.3 Telephone User Interface 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	The Avaya one-X Speech 6.3 Telephone User Interface provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Avaya one-X Speech 6.3 Telephone User Interface fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Avaya one-X Speech 6.3 Telephone User Interface 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 the Avaya one-X Speech 6.3 Telephone User Interface 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>
<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>	Not applicable	This is not a voicemail function.
<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>	Supports through equivalent facilitation	Avaya one-X Speech does not support the implementation of TTY-compatible messaging applications. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.
<p>1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	Supports through equivalent facilitation	Avaya one-X Speech does not support the implementation of TTY-compatible messaging applications. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.
<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>	Supports	If the Avaya one-X Speech Telephone User Interface does not receive a response from a user within a time interval, the system will alert the user that a response is required and will provide time for the user to react. The length of the timeout period is adjustable by the system administrator.

<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 through equivalent facilitation</p> <p>For users who cannot see displays: Supports</p>	<p>For users of TTYs: Avaya one-X Speech does not support the implementation of TTY-compatible messaging applications. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.</p> <p>For users who cannot see displays: All messaging, calendar, and call control functions are presented by voice.</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>Not applicable</p>	<p>None of the commonly accepted standards for voice communication between telephones and associated back-office equipment (such as voicemail servers) has 20 dB of amplitude headroom available.</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>Not Applicable</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 telecommunication endpoints that are co-located with the users.</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 telecommunication endpoints that are co-located with the users.</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 through equivalent facilitation</p>	<p>Avaya one-X Speech does not support the implementation of TTY-compatible messaging applications. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.</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>Not applicable</p>	<p>The Avaya one-X Speech Telephone User Interface is operated via the user's spoken voice and/or controls and keys of the user's endpoint device, e.g., the user's telephone.</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>The Avaya one-X Speech Telephone User Interface is operated via the user's spoken voice and/or controls and keys of the user's endpoint device, e.g., the user's telephone.</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>Not applicable</p>	<p>The Avaya one-X Speech Telephone User Interface does not have a "key repeat" function. It is operated via the user's spoken voice and/or controls and keys of the user's endpoint device, e.g., the user's telephone.</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>Not applicable</p>	<p>The Avaya one-X Speech Telephone User Interface does not have any locking or toggle controls or keys. It is operated via the user's spoken voice and/or controls and keys of the user's endpoint device, e.g., the user's telephone.</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	The Avaya one-X Speech Telephone User Interface provides prompts and menus by voice. User inputs may be via DTMF (“touch tone”) key presses or by spoken commands. Text email messages may be presented to the user by voice via the text-to-speech converter.
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 Avaya one-X Speech Telephone User Interface provides prompts and menus by voice. User inputs may be via DTMF (“touch tone”) key presses or by spoken commands. Text email messages may be presented to the user by voice via the text-to-speech converter
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 through equivalent facilitation	The Avaya one-X Speech Telephone User Interface does not provide menus and prompts in TTY format, nor is it able to record and play back TTY messages. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.
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 through equivalent facilitation	In most cases, this requirement applies to the telecommunication endpoints that are co-located with the users, and not to applications such as Avaya one-X Speech. All messaging, calendar, and call control functions that are presented by Avaya one-X Speech are accessible to TTY users via other Avaya interfaces such as the Avaya Aura® Messaging TTY Telephone User Interface.
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	All messaging, calendar, and call control functions that are available within Avaya one-X Speech are accessible using DTMF (“touch tone”) commands.
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	Avaya one-X Speech Telephone User Interface inputs may be via DTMF (“touch tone”) key presses or by spoken commands.

§ 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</p> <p style="text-align: center;">pr michaelis-at-avaya.com</p>

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