



Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Avaya ACR Version 2 .0)

Name of Product/Version: Model 9408 Digital Telephone (Communication Manager version)

Report Date: 13 April 2024

Product Description: The Model 9408 is a digital desktop telephone intended for use with business communication systems. For additional information, please see: <https://support.avaya.com/support/en/products/P0961/9400-series-digital-deskphones/2.0.x>

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Notes: The statements in this document apply to Model 9408 telephones only when used in conjunction with an Avaya Communication Manager system, Release 7.1.3 or above. Please note also that some of the requirements are not satisfied unless the phone is used in conjunction with Avaya Universal Access Phone Status software, which is available as a free download from Avaya.

Evaluation Methods Used: Manual testing by the Avaya User Experience organization.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Specifically, this report covers the degree of conformance with the following portions of the Section 508 standards:

Chapter 3, Functional Performance Criteria <https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria>

Chapter 4, Hardware <https://www.access-board.gov/ict/#chapter-4-hardware>

Chapter 6, Support Documentation and Services <https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services>

The WCAG requirements are not applicable because the Model 9408 telephone does not have a browser-based user interface. The Chapter 5 (Software) requirements are not applicable because the Model 9408 telephone is a physical device. The conformance of the software-controlled functions is addressed in the Chapter 3 and Chapter 4 responses.

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>302.1 Without Vision.</u> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p>	<p>Supports</p>	<p>When a Model 9408 telephone is used in conjunction with Avaya Universal Access Phone Status software, the status of functions that are controlled by the associated Communication Manager switch and displayed visually by the phone (such as Caller ID and whether a call is on hold) is presented by voice through the user's PC speakers. The user is able to operate functions that are controlled by the switch (such as placing a call on hold) by pressing user-assigned keys on the PC keyboard.</p> <p>NOTE: Functions that are controlled within the phone itself, such as "mute" and volume control, are not accessible via the Universal Access Phone Status application. These functions are operable via tactilely discernible buttons on the face of the telephone.</p>
<p><u>302.2 With Limited Vision.</u> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	<p>Partially Supports</p>	<p>The Model 9408 telephone has a backlit LCD display. Text is presented in a sans-serif font with high contrast between the background and the text. Although informal testing indicates that the 20/70 metric specified by 36 CFR 1194.31(b) is satisfied, the font height is slightly less than the 4.8 mm height specified by Criterion 402.4.</p>
<p><u>302.3 Without Perception of Color.</u> Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	<p>Supports</p>	<p>The Model 9408 telephone has status-indicating red and green LEDs. The physical location of the red and green LEDs is consistent and logical, thereby allowing the information conveyed by the LEDs to be identifiable without perception of color.</p> <p>The Model 9408 LCD display does not present color.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>302.4 Without Hearing.</u> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	<p>Supports</p>	<p>All information that is provided by the Model 9408 telephone in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators. User hearing is not required for communication when the phone is operated in conjunction with a TTY device, configured in the manner outlined in the response to Criterion 412.8.1.</p>
<p><u>302.5 With Limited Hearing.</u> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	<p>Supports</p>	<p>The Model 9408 telephone complies with the FCC Part 68.317 Section (2) Paragraph (h) amplification requirements.</p> <p>All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive devices, such as hearing aids and cochlear implants.</p>
<p><u>302.6 Without Speech.</u> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	<p>Not Applicable</p>	<p>Speech is not used for input, control, or operation. User speech is not required for communication when the Model 9408 telephone is operated in conjunction with a TTY device, configured in the manner outlined in the response to Criterion 412.8.1.</p>
<p><u>302.7 With Limited Manipulation.</u> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	<p>Supports</p>	<p>Model 9408 telephones have no operations that require fine motor control or simultaneous manual operations.</p>
<p><u>302.8 With Limited Reach and Strength.</u> Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	<p>Supports</p>	<p>All controls on Model 9408 telephones are operable with limited reach and strength.</p>
<p><u>302.9 With Limited Language, Cognitive, and Learning Abilities.</u> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	<p>Partially Supports</p>	<p>Support for users with limited cognitive, language, and learning abilities is subject to the users' capabilities and prior experiences. Simple interfaces and buttons have been provided where possible.</p>

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
<p>402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.</p>	Partially Supports	<p>When a Model 9408 telephone is used in conjunction with Avaya Universal Access Phone Status software, the status of functions that are controlled by the Communication Manager switch and displayed visually by the phone (such as Caller ID and whether a call is on hold) is presented by voice through the user's PC speakers. The user is able to operate functions that are controlled by the switch (such as placing a call on hold) by pressing user-assigned keys on the PC keyboard.</p> <p>NOTE: The status of functions that are controlled within the phone itself, such as "mute" and volume control, are not accessible via the Universal Access Phone Status application.</p>
<p>402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.</p>	Not Applicable	Transactional outputs are not provided.

Criteria	Conformance Level	Remarks and Explanations
<p>402.2.3 Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human or synthesized. Speech output shall be coordinated with information displayed on the screen.</p>	<p>Supports</p>	<p>The Model 9408 telephone has an industry-standard RJ-45 handset jack. The speech output produced by the Universal Access Phone Status application (see the 402.2.1 Remarks) is delivered by the user's desktop PC, which can be expected to have at least one industry-standard connection point. The speech delivered by the Universal Access Phone Status application is coordinated with the information displayed visually by the telephone.</p>
<p>402.2.4 User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.</p>	<p>Not Applicable</p>	<p>The Universal Access Phone Status application does not present transactional information. With regard to the other information it presents, the application does allow users to repeat the previous output and stop the output mid-stream.</p>
<p>402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR Part 1191, Appendix D, Section 703.3.1.</p> <p>EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.</p>	<p>Not Applicable</p>	<p>The Model 9408 telephone and the Avaya Universal Access Phone Status application are intended for personal use.</p>
<p>402.3 Volume</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Supports</p>	<p>The volume level can be adjusted up and down via a tactilely discernible rocker switch on the face of the Model 9408 telephone. All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive devices, such as hearing aids and cochlear implants. (For additional information, please refer to the Criterion 412.2 Remarks.)</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>402.3.2 Non-private Listening.</u> Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Partially Supports</p>	<p>The speakerphone that is built into the telephone base satisfies the 65 dB amplification requirement. The volume level can be adjusted up and down via a tactilely discernible rocker switch on the face of the telephone. The volume of the speakerphone does not reset automatically to the default level after a call is completed.</p>
<p><u>402.4 Characters on Display Screens.</u> At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.</p>	<p>Partially Supports</p>	<p>The Model 9408 telephone has a backlit LCD display. Text is presented in a sans-serif font with high contrast between the background and the text. Although informal testing indicates that the 20/70 metric specified by 36 CFR 1194.31(b) is satisfied, the font height is slightly less than the 4.8 mm height specified by this criterion.</p>
<p><u>402.5 Characters on Variable Message Signs.</u> Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).</p>	<p>Not Applicable</p>	<p>Variable message signs are not used.</p>
<p><u>403 Biometrics</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>403.1 General.</u> Where provided, biometrics shall not be the only means for user identification or control.</p> <p>EXCEPTION: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.</p>	<p>Not Applicable</p>	<p>Biometrics are not used.</p>
<p><u>404 Preservation of Information Provided for Accessibility</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>404.1 General.</u> ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.</p>	<p>Partially Supports</p>	<p>The Model 9408 telephone supports the ITU-T G.711 audio encoding standard, and is therefore compatible with the assistive technologies (such as US standard TTY devices) that may be used on the Public Switched Telephone Network (PSTN). The wide-band audio encoding techniques specified by Criterion 412.4 are not supported because the 9408 is a digital non-IP endpoint, and is therefore limited to G.711 encoding.</p>
<p><u>405 Privacy</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>405.1 General.</u> The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.</p>	<p>Supports</p>	<p>For input functions, the same degree of privacy is provided to all individuals.</p> <p>For output functions, in which speech output is provided by the Universal Access Phone Status application, the display screen of the telephone does not blank when information is being spoken. Please note also that, when speech is produced by the Universal Access Phone Status application, the spoken output is presented by the user's desktop PC and not by the telephone. For this reason, support for privacy will be entirely dependent on how the user's PC is configured.</p>
<p><u>406 Standard Connections</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>406.1 General.</u> Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.</p>	<p>Supports</p>	<p>Data connections are provided with industry standard connectors such as RJ-45.</p>
<p><u>407 Operable Parts</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>407.2 Contrast.</u> Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.</p>	<p>Supports</p>	<p>The characters and symbols on the Model 9408 telephone's keys and controls, as well as the characters presented by the phone's LCD display, contrast visually from the background in the required manner.</p>

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
<p>407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.</p>	Supports	<p>The dial pad on Model 9408 telephones is arranged in a standard manner, with a raised nub on the 5-key, thereby making "tactile navigation" easier for visually impaired users. In addition to the dial pad, the functions assigned to tactilely discernible keys include SPEAKER, VOLUME UP, VOLUME DOWN, and MUTE.</p> <p>NOTE: Some functions, such as HOLD, are assigned to soft keys (i.e., keys that change what they do depending the current state of the phone). When the phone is used in conjunction with the Universal Access Phone Status application, most of those functions can be assigned to user-selected tactilely discernible keys on the user's PC keyboard.</p>
<p>407.3.2 Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys.</p>	Not Applicable	The Model 9408 telephone does not have a QWERTY keyboard.
<p>407.3.3 Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).</p>	Supports	The dial pad on Model 9408 telephones is arranged in a standard manner, with a raised nub on the 5-key. The relationship between the alphabetic overlay and the numeric keys conforms to ITU-T Recommendation E.161.
<p>407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.</p>	Not Applicable	The Model 9408 telephone has no key repeat functions.
<p>407.5 Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.</p>	Not Applicable	The Model 9408 telephone has no timed responses

Criteria	Conformance Level	Remarks and Explanations
<p><u>407.6 Operation.</u> At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.</p>	<p>Supports</p>	<p>The buttons on Model 9408 telephones are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist. The force required to activate the buttons is less than 5 lbs. (22.2N).</p>
<p><u>407.7 Tickets, Fare Cards, and Keycards.</u> Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.</p>	<p>Not Applicable</p>	
<p><u>407.8 Reach Height and Depth</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>407.8.1 Vertical Reference Plane.</u> Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.1.1 Vertical Plane for Side Reach.</u> Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.1.2 Vertical Plane for Forward Reach.</u> Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.2 Side Reach.</u> Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.2.1 Unobstructed Side Reach.</u> Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>407.8.2.2 Obstructed Side Reach.</u> Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.3 Forward Reach.</u> Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.3.1 Unobstructed Forward Reach.</u> Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.3.2 Obstructed Forward Reach.</u> Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach.</u> If the reach depth is less than 20 inches (510 mm), the operable part height shall be 48 inches (1220 mm) maximum. If the reach depth is 20 inches (510 mm) to 25 inches (635 mm), the operable part height shall be 44 inches (1120 mm) maximum.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>EXCEPTIONS:</p> <ol style="list-style-type: none"> 1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT. 2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height. 	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>408 Display Screens</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>408.2 Visibility.</u> Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.</p>	<p>Not Applicable</p>	<p>The Model 9408 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><u>408.3 Flashing.</u> Where ICT emits lights in flashes, there shall be no more than three flashes in per second.</p> <p>EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.</p>	<p>Supports</p>	
<p><u>409 Status Indicators</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>409.1 General.</u> Where provided, status indicators shall be discernible visually and by touch or sound.</p>	<p>Supports</p>	<p>The status of functions is indicated visually by text on an LCD screen and by LED lamps.</p> <p>When a Model 9408 telephone is used in conjunction the Universal Access Phone Status application, the status of locking or toggle controls or keys can be presented by voice through the user's PC speakers. The Universal Access Phone Status Configuration Rules Editor allows users to select the functions to be included in the spoken reports and also allows the wording of the reports to be customized on a per-user basis.</p> <p>NOTE: Status indicators that are controlled by the phone itself, such as whether "mute" is enabled, are not accessible via the Universal Access Phone Status application.</p>
<p><u>410 Color Coding</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>410.1 General.</u> Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>The Model 9408 telephone has status-indicating red and green LEDs. The physical location of the red and green LEDs is consistent and logical, thereby allowing the information conveyed by the LEDs to be identifiable without perception of color.</p> <p>The Model 9408 LCD display does not present color.</p>
<p><u>411 Audible Signals</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>411.1 General.</u> Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.</p>	<p>Supports</p>	<p>All information that is provided by the Model 9408 telephone in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators.</p>
<p><u>412 ICT with Two-Way Voice Communication</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>412.2 Volume Gain</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>412.2.1 Volume Gain for Wireline Telephones.</u> Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.</p>	Supports	The Model 9408 telephone complies with the FCC Part 68.317 Section (2) Paragraph (h) amplification requirements.
<p><u>412.2.2 Volume Gain for Non-Wireline ICT.</u> A method for increasing volume shall be provided for non-wireline ICT.</p>	Not Applicable	The Model 9408 telephone is wireline ICT.
<p><u>412.3 Interference Reduction and Magnetic Coupling</u></p>	Heading cell – no response required	Heading cell – no response required
<p><u>412.3.1 Wireless Handsets.</u> ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)</p>	Not Applicable	The Model 9408 telephone does not have a wireless handset.
<p><u>412.3.2 Wireline Handsets.</u> ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).</p>	Does Not Support	<p>All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive listening devices, such as hearing aids and cochlear implants.</p> <p>TIA-1083-B contains criteria that are not included in the FCC requirements for inductive coupling and hearing aid compatibility (47 CFR Part 68.316). Avaya Model 9408 telephones have not been tested to confirm compliance with the additional requirements of TIA-1083-B.</p>
<p><u>412.4 Digital Encoding of Speech.</u> ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).</p>	Not Applicable	The G722.2 and IETF RFC-6716 (OPUS) encoding techniques are supported on IP-based devices. The Model 9408 is a digital non-IP telephone, and is therefore limited to the ITU-T G.711 audio encoding standard.
<p><u>412.5 Real-Time Text Functionality.</u> [Reserved].</p>	Reserved for future	Reserved for future

Criteria	Conformance Level	Remarks and Explanations
<p><u>412.6 Caller ID.</u> Where provided, caller identification and similar telecommunications functions shall be visible and audible.</p>	<p>Supports</p>	<p>Caller identification and similar telecommunications functions are presented visually on the Model 9408 telephone's LCD display.</p> <p>Caller identification and similar telecommunications functions are presented audibly through the user's PC speakers when the telephone is used in conjunction with Universal Access Phone Status software.</p>
<p><u>412.7 Video Communication.</u> Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.</p>	<p>Not Applicable</p>	<p>The Model 9408 telephone is not a video endpoint.</p>
<p><u>412.8 Legacy TTY Support</u></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><u>412.8.1 TTY Connectability.</u> ICT shall include a standard non-acoustic connection point for TTYs.</p>	<p>Supports</p>	<p>Most TTYs that permit an electronic, non-acoustic connection to the telephone network do so through RJ-11 connectors of the sort found on residential analog telephone equipment. The recommended way to satisfy this requirement with a Model 9408 telephone is to install an analog TTY line between the Avaya Communication Manager and the user's work area, and then administer the Communication Manager to show the TTY line as a bridged call appearance on the 9408.</p>
<p><u>412.8.2 Voice and Hearing Carry Over.</u> ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p>Supports</p>	<p>The Model 9408 telephone conforms to this criterion when configured in the manner described in the Criterion 412.8.1 Remarks and Explanations. The telephone and TTY can be used simultaneously on the same call, thereby allowing the user to intermix speech with TTY use. The telephone's microphone can be "muted" when the TTY is being used.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>412.8.3 Signal Compatibility.</u> ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).	Supports	This criterion is satisfied when Model 9408 telephones are configured in the manner described in the Criterion 412.8.1 Remarks and Explanations.
<u>412.8.4 Voice Mail and Other Messaging Systems.</u> Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not Applicable	This criterion applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
<u>413.1.1 Decoding and Display of Closed Captions.</u> Players and displays shall decode closed caption data and support display of captions.	Not Applicable	The Model 9408 telephone is not a video endpoint. For this reason, closed caption information is neither sent nor received by these phones.
<u>413.1.2 Pass-Through of Closed Caption Data.</u> Cabling and ancillary equipment shall pass through caption data.	Not Applicable	This criterion applies to cabling and ancillary equipment. It does not apply to telephones.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
<u>414.1.1 Digital Television Tuners.</u> Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	Not Applicable	The Model 9408 telephone is not a video endpoint.
<u>414.1.2 Other ICT.</u> ICT other than digital television tuners shall provide audio description processing.	Not Applicable	The Model 9408 telephone is not a video endpoint.
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
<u>415.1.1 Caption Controls.</u> Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	The Model 9408 telephone is not a video endpoint.
<u>415.1.2 Audio Description Controls.</u> Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not Applicable	The Model 9408 telephone is not a video endpoint.

Chapter 5: [Software](#)

Notes: The Chapter 5 (Software) requirements are not applicable because the Model 9408 telephone is a physical device. The conformance of the software-controlled functions is addressed in the Chapter 3 and Chapter 4 responses.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Partially Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Partially Supports	Most Avaya electronic support documentation is available as PDFs. If additional assistance is needed, please contact Avaya support services via WebChat at https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><u>603.2 Information on Accessibility and Compatibility Features.</u> ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	<p>Partially Supports</p>	<p>Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners.</p> <p>For products and systems sold directly by Avaya, support is available via WebChat: https://support.avaya.com/contact/#click-to-chat</p> <p>And via email: accessibility@avaya.com</p>
<p><u>603.3 Accommodation of Communication Needs.</u> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.</p>	<p>Supports</p>	<p>Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility specialists will communicate directly with individuals with disabilities.</p> <p>For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: https://support.avaya.com/contact/#click-to-chat</p> <p>And via email: accessibility@avaya.com</p>

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