

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version: J100-Series SIP Telephone/4.0.0.0**

## **Product Description:**

The J100 Series IP Phone, SIP J129/SIP J139/SIP J169/SIP J179, is a series of phones that you can use for unified communication. The series leverages the enterprise IP network and eliminates the need of a separate voice network. It offers superior audio quality and customizability with low power requirements in a Session Initiation Protocol (SIP) environment.

Although it is possible to administer these telephones via a browser-based interface, people with visual impairments may find it easier to administer the phones by downloading a pre-populated TXT template, editing the template (typically by removing the ## symbols that precede a function that needs to be enabled), and then loading the modified template into the HTTP server.

For further details please see: <https://support.avaya.com/products/P1661/j100-series-ip-phones>

**Date:** March 2019

## **Contact information:**

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## **Notes:**

## **Evaluation Methods Used:**

Testing is based on general product knowledge

## Applicable Standards/Guidelines

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

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

## 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.
- **Supports with Exceptions:** 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.

# 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.1 Without Vision.</b> 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><b>Does Not Support</b></p>	<p>The information presented visually by the telephone, such as Caller ID and status indicators, is not accessible to users without vision. There is presently no mechanism that allows an external device to discover and report this information in a non-visual format.</p>
<p><b>302.2 With Limited Vision.</b> 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>J129: <b>Does Not Support</b> J139, J169 and J179: <b>Supports with Exceptions</b></p>	<p>The display of the J129 SIP telephone does not support large fonts. ----- The size of text on the display of J139, J169 and J179 SIP phones is user-adjustable. The text is presented in a sans-serif font with high contrast between the text and the background. Although informal testing indicates that the 20/70 metric is satisfied, please note that the maximum font height is 4mm, as compared with the 4.8mm height recommended by the ADA guidelines.</p>
<p><b>302.3 Without Perception of Color.</b> 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><b>Supports</b></p>	<p>J169 is a greyscale phone and uses the same images as the J179 color model, attention was taken to ensure perception of color was not required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.4 Without Hearing.</b> 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><b>Supports</b> when Combined with Compatible Assistive Technology</p>	<p>All information that is provided by the phone 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 <b>412.8.1</b>.</p>
<p><b>302.5 With Limited Hearing.</b> 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><b>Supports</b></p>	<p>The handsets have FCC-compliant primary inductive coils and conform to the amplification requirement specified by 47 CFR 68.317. All status information presented by the phone via auditory alerts is also presented visually.</p>
<p><b>302.6 Without Speech.</b> 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><b>Not Applicable</b></p>	<p>Speech is not used for input, control, or operation. User speech 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 <b>412.8.1</b>.</p>
<p><b>302.7 With Limited Manipulation.</b> 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><b>Supports</b></p>	<p>Avaya J100-Series SIP phones have no operations that require fine motor control or simultaneous manual operations.</p>
<p><b>302.8 With Limited Reach and Strength.</b> 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><b>Supports</b></p>	<p>All controls are operable with limited reach and strength.</p>
<p><b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	<p><b>Supports with Exceptions</b></p>	<p>Support for users with limited cognitive, language, and learning abilities is subject to the users capabilities. Simple interfaces and buttons have been provided where possible. User abilities will vary with level of users experience.</p>

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2.1 Information Displayed On-Screen.</b> Speech output shall be provided for all information displayed on-screen.	<b>Does Not Support</b>	
<b>402.2.2 Transactional Outputs.</b> Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	<b>Not Applicable</b>	Transaction outputs are not used
<b>402.2.3 Speech Delivery Type and Coordination.</b> 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.	<b>Does Not Support</b>	The phone has an industry-standard RJ-45 handset jack, but this is used only for telecommunication. There is no speech output of the sort specified by <b>402.2.1</b> .
<b>402.2.4 User Control.</b> 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.	<b>Does Not Support</b>	
<b>402.2.5 Braille Instructions.</b> 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.  EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.	<b>Does Not Support</b>	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><b>402.3.1 Private Listening.</b> 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><b>Supports</b></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><b>402.3.2 Non-private Listening.</b> 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><b>Supports</b></p>	<p>Incremental volume control is provided with output amplification above a level of 65 dB. Via a user-selectable feature setting, Avaya J100-Series SIP phones can be configured to automatically reset the volume to the default level after every use.</p>
<p><b>402.4 Characters on Display Screens.</b> 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>J129: <b>Does Not Support</b> J139, J169 and J179: <b>Supports with Exceptions</b></p>	<p>The display of the J129 SIP telephone does not support large fonts. ----- The size of text on the display of J139, J169 and J179 SIP phones is user-adjustable. The text is presented in a sans-serif font with high contrast between the text and the background. Although informal testing indicates that the 20/70 metric is satisfied, please note that the maximum font height is 4mm, as compared with the 4.8mm height recommended by the ADA guidelines.</p>
<p><b>402.5 Characters on Variable Message Signs.</b> 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><b>Not Applicable</b></p>	<p>Variable message signs are not used</p>
<p><b>403 Biometrics</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>403.1 General.</b> 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>	<b>Not Applicable</b>	Biometrics are not used
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
<p><b>404.1 General.</b> ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.</p>	<b>Supports</b>	The phone supports several different audio encoding standards. It may be necessary to select a specific standard in order to comply with this requirement. For example, support for TTY communication may be unreliable if G.711 audio encoding is not employed. Another example is that wide-band audio will not be provided if OPUS (RFC 6716) audio encoding is not employed.
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
<p><b>405.1 General.</b> 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>	<b>Not Applicable</b>	402.2 is not supported
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
<p><b>406.1 General.</b> 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>	<b>Supports</b>	Data connections are provided with industry standard connectors such as RJ-45 and Bluetooth.
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
<p><b>407.2 Contrast.</b> 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>	<b>Supports</b>	
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.3.1 Tactilely Discernible.</b> Input controls shall be operable by touch and tactilely discernible without activation.</p>	<p><b>Supports with Exceptions</b></p>	<p>The dial pad on Avaya J100-Series SIP phones is 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><b>407.3.2 Alphabetic Keys.</b> 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>	<p><b>Not Applicable</b></p>	<p>QWERTY keyboard is not supported</p>
<p><b>407.3.3 Numeric Keys.</b> 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>	<p><b>Supports</b></p>	
<p><b>407.4 Key Repeat.</b> 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>	<p><b>Supports</b></p>	<p>The only keys on Avaya J100-Series SIP phones that support key repeat are the up-and-down menu navigation buttons. The key repeat rate for these controls can be adjusted up to 2 seconds.</p>
<p><b>407.5 Timed Response.</b> 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>	<p><b>Not Applicable</b></p>	<p>There are no timed responses</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>407.6 Operation.</b> 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><b>Supports</b></p>	<p>The buttons on Avaya J100-Series SIP phones 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><b>407.7 Tickets, Fare Cards, and Keycards.</b> 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><b>Not Applicable</b></p>	
<p><b>407.8 Reach Height and Depth</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>407.8.1 Vertical Reference Plane.</b> 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><b>Not Applicable</b></p>	<p>The J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p><b>407.8.1.1 Vertical Plane for Side Reach.</b> Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.</p>	<p><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.1.2 Vertical Plane for Forward Reach.</b> Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.</p>	<p><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.2 Side Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.2.1 Unobstructed Side Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.2.2 Obstructed Side Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.3 Forward Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.3.1 Unobstructed Forward Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.3.2 Obstructed Forward Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach.</b> 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><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach.</b> 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> <p>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.</p> <p>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>	<p><b>Not Applicable</b></p>	<p>See remark in 407.8.1</p>
<p><b>408 Display Screens</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>408.2 Visibility.</b> 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><b>Not Applicable</b></p>	<p>The J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's preferred field of vision.</p>
<p><b>408.3 Flashing.</b> Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</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><b>Supports</b></p>	
<p><b>409 Status Indicators</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>409.1 General.</b> Where provided, status indicators shall be discernible visually and by touch or sound.</p>	<p><b>Supports with Exceptions</b></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. The status of functions is not discernible by touch or sound.</p>
<p><b>410 Color Coding</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<b>410.1 General.</b> 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.	<b>Supports</b>	
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
<b>411.1 General.</b> Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	<b>Supports</b>	
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2.1 Volume Gain for Wireline Telephones.</b> Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	<b>Supports</b>	<p>Avaya J100-Series SIP phones provide a user-adjustable nominal-to-maximum amplitude range of 21 dB.</p> <p>The volume Gain is reset after an on-hook transition to minimize the likelihood of damage to individuals with normal hearing.</p> <p>Note that, unlike previous generations of Avaya phones, it is not necessary to replace the standard handset with an amplified handset in order to satisfy this requirement.</p>
<b>412.2.2 Volume Gain for Non-Wireline ICT.</b> A method for increasing volume shall be provided for non-wireline ICT.	<b>Supports</b>	When a Bluetooth headset is used, the same volume adjustment button can be used.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
<b>412.3.1 Wireless Handsets.</b> ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	<b>Not Applicable</b>	No wireless handsets

Criteria	Conformance Level	Remarks and Explanations
<p><b>412.3.2 Wireline Handsets.</b> ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).</p>	<p><b>Does Not Support</b></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>TIA-1083-B contains additional specs not covered in FCC section and SIP IP Phones have not tested this.</p>
<p><b>412.4 Digital Encoding of Speech.</b> 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>	<p><b>Supports</b></p>	<p>The IETF RFC-6716 (OPUS) digital encoding technique is supported.</p>
<p><b>412.5 Real-Time Text Functionality.</b> [Reserved].</p>	<p>Reserved for future</p>	<p>Reserved for future</p>
<p><b>412.6 Caller ID.</b> Where provided, caller identification and similar telecommunications functions shall be visible and audible.</p>	<p><b>Supports with Exceptions</b></p>	<p>For users of TTY devices, this requirement is satisfied when Avaya J100-Series SIP phones are configured in the manner described in the response to <b>412.8.1</b></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><b>412.7 Video Communication.</b> Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.</p>	<p><b>Not Applicable</b></p>	<p>J100 SIP Phones do not provide video communication</p>
<p><b>412.8 Legacy TTY Support</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>412.8.1 TTY Connectability.</b> ICT shall include a standard non-acoustic connection point for TTYs.</p>	<p><b>Supports</b></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. The recommended way to satisfy this requirement with an Avaya J100-Series SIP phone 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 must be configured for G.711 audio encoding.</p>
<p><b>412.8.2 Voice and Hearing Carry Over.</b> ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p><b>Supports</b></p>	<p>This requirement is satisfied when Avaya J100-Series SIP phones are configured in the manner described in the response to <b>412.8.1</b></p>
<p><b>412.8.3 Signal Compatibility.</b> 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).</p>	<p><b>Supports</b></p>	<p>This requirement is satisfied when Avaya J100-Series SIP phones are configured in the manner described in the response to <b>412.8.1</b></p>
<p><b>412.8.4 Voice Mail and Other Messaging Systems.</b> Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.</p>	<p><b>Not Applicable</b></p>	<p>This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones</p>
<p><b>413 Closed Caption Processing Technologies</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p><b>413.1.1 Decoding and Display of Closed Captions.</b> Players and displays shall decode closed caption data and support display of captions.</p>	<p><b>Not Applicable</b></p>	<p>Closed caption Data is not sent/received from/to telephones</p>
<p><b>413.1.2 Pass-Through of Closed Caption Data.</b> Cabling and ancillary equipment shall pass through caption data.</p>	<p><b>Not Applicable</b></p>	<p>J100 SIP phones are not Cabling and ancillary equipment.</p>
<p><b>414 Audio Description Processing Technologies</b></p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<b>414.1.1 Digital Television Tuners.</b> 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.	<b>Not Applicable</b>	J100 SIP phones do not contain digital television tuners
<b>414.1.2 Other ICT.</b> ICT other than digital television tuners shall provide audio description processing.	<b>Not Applicable</b>	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
<b>415.1.1 Caption Controls.</b> Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	<b>Not Applicable</b>	
<b>415.1.2 Audio Description Controls.</b> Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	<b>Not Applicable</b>	

## Chapter 5: Software

Notes: Not applicable. The levels of support provided by the user-facing functions of the telephone, including those that are software-controlled, are detailed in the Chapter 4 responses.

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> 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.	<b>Does Not Support</b>	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.

Criteria	Conformance Level	Remarks and Explanations
<b>602.3 Electronic Support Documentation.</b> 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).	<b>Does Not Support</b>	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat "Read Out Loud" option, but the support for tables and images is often inadequate.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	<b>Supports</b>	Will provide upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features.</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	<b>Does Not Support</b>	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<b>603.3 Accommodation of Communication Needs.</b> 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.	<b>Does Not Support</b>	Avaya support services may be contacted via WebChat: <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>

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