

Avaya Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version:

**Avaya J100-Series H.323
Telephone/6.8.5**

Product Description:

The Avaya J100-Series H.323 Telephones (specifically, Model J159, J169, J179 and J189 H.323 Telephones) are intended for business communications. The main differences between the phones are the size of the primary screen, whether the screen is grayscale or color, and whether there is a secondary screen. J169 phone has a grayscale LCD display and the J179 has a color LCD display. J159 and J189 phones have a primary and secondary color LCD displays.

Date: 17-Nov-2020

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Notes:

The statements in this document apply to Avaya Model J159/J169/J179/J189 IP Phones only when they are configured with Avaya one-X® Deskphone (H.323) software and used in conjunction with an Avaya Communication Manager system, Release 7.1.3 or above, or with an Avaya IP Office system, Release 10.0 SP7 or above.

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
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)

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

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
<p>302.1 Without Vision. 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 with Exceptions</p>	<p>When an Avaya J100-Series H.323 telephone is connected to an Avaya Communications Manager switch, and used in conjunction with Avaya Universal Access Phone Status software, the status of functions that are controlled by the 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. Similarly, 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>On IP Office systems, similar functionality is provided by Avaya Call Assistant software.</p> <p>NOTE: Functions that are controlled locally within the phone itself, such as "mute" and volume control, are not accessible via the Universal Access Phone Status or Call Assistant applications.</p>
<p>302.2 With Limited Vision. 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>Supports with Exceptions</p>	<p>In addition to the capabilities described in the 302.1 Remarks, the size of text on the display of Avaya J100-Series H.323 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 specified by 36 CFR 1194.31(b) is satisfied, please note that the maximum font height is 4mm, as compared with the 4.8mm height recommended by the ADA guidelines.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>302.3 Without Perception of Color. 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 J169 H.323 telephone has a grayscale LCD display. The J159/J179/J189 have a color LCD display. The same images are presented by both telephones. Because it was necessary to ensure that all information presented by the LCDs would be accessible on all telephones, the phones do not use color, by itself, to convey information.</p> <p>NOTE: There are buttons on the phones that contain status-indicating red and green LEDs. The physical location of the red and green LEDs is the same for all buttons (on opposite sides of the buttons), thereby allowing them to be identifiable without perception of color.</p>
<p>302.4 Without Hearing. 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 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 412.8.1.</p>
<p>302.5 With Limited Hearing. 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 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>302.6 Without Speech. 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 phone is operated in conjunction with a TTY device, configured in the manner outlined in the response to Criterion 412.8.1.</p>
<p>302.7 With Limited Manipulation. 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>Avaya J100-Series H.323 phones have no operations that require fine motor control or simultaneous manual operations.</p>
<p>302.8 With Limited Reach and Strength. 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 are operable with limited reach and strength.</p>

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	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.

Chapter 4: Hardware

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
402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.	Supports with Exceptions	<p>When an Avaya J100-Series H.323 telephone is connected to an Avaya Communications Manager switch, and used in conjunction with Avaya Universal Access Phone Status software, the status of functions that are controlled by the 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. Similarly, 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>On IP Office systems, similar functionality is provided by Avaya Call Assistant software.</p> <p>NOTE: The status of functions that are controlled locally within the phone itself, such as "mute" and volume control, are not accessible via the Universal Access Phone Status or Call Assistant applications.</p>
402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	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 with Exceptions</p>	<p>The phone has an industry-standard RJ-45 handset jack, but this is used only for telecommunication. The speech output produced by the Universal Access Phone Status and Call Assistant applications (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, such as a USB port or a headphone jack. The speech delivered by these applications is coordinated with the information displayed visually by the telephones.</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>As is described in the 402.2.2 Remarks, the Universal Access Phone Status and Call Assistant applications do not present transactional information. Nevertheless, both applications 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 Avaya Universal Access Phone Status and Call Assistant speech-output adjuncts 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 telephone. 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. (For additional information, please refer to the 412.2 Remarks.)</p>

Criteria	Conformance Level	Remarks and Explanations
<p>402.3.2 Non-private Listening. 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>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. A user-selectable feature setting can cause Avaya J100-Series H.323 phones to automatically reset the volume to the default level after every use.</p>
<p>402.4 Characters on Display Screens. 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>Supports with Exceptions</p>	<p>Text is presented in a sans-serif font with high contrast between the background and the text. The size of text on the display of is user-adjustable. Although informal testing indicates that the 20/70 metric specified by 36 CFR 1194.31(b) 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>402.5 Characters on Variable Message Signs. 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>403 Biometrics</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>403.1 General. 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>404 Preservation of Information Provided for Accessibility</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	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.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General. 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.	Supports	For input functions, the same degree of privacy is provided to all individuals. For output functions, in which speech output is provided by the Universal Access Phone Status or the Call Assistant applications, the display screen of the telephone does not blank when information is being spoken. Please note also that, when speech is produced by these applications, the spoken output is presented by the user's desktop PC and not by the Avaya telephone. For this reason, support for privacy will be entirely dependent on how the user's PC is configured.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General. 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.	Supports	Data connections are provided with industry standard connectors such as RJ-45.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast. 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.	Supports	The characters and symbols on the physical keys and controls, as well as the characters and symbols presented by the phone's LCD display, contrast visually from the background in the required manner.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.</p>	<p>Supports with Exceptions</p>	<p>The dial pad on Avaya J100-Series H.323 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>In many cases, controls that may not be tactilely discernible on the phone can be made tactilely discernible when the phone is used in conjunction with Universal Access Phone Status or Call Assistant software. In this configuration, users may assign specific tactilely discernible computer keyboard keys to telephone functions. (For example, a user can choose to assign Alt-Shift-H to put a call on hold.)</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>	<p>Not Applicable</p>	<p>QWERTY keyboards are not supported</p>
<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>	<p>Supports</p>	<p>The dial pad on Avaya J100-Series H.323 phones is arranged in a standard manner, with a raised nub on the 5-key.</p>
<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>	<p>Supports with Exceptions</p>	<p>The only keys on Avaya J100-Series H.323 phones that support key repeat are the up-and-down menu navigation buttons. The key repeat rate for these controls cannot be adjusted up to 2 seconds.</p>

Criteria	Conformance Level	Remarks and Explanations
<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>	<p>Not Applicable</p>	<p>There are no timed responses</p>
<p>407.6 Operation. 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 Avaya J100-Series H.323 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>407.7 Tickets, Fare Cards, and Keycards. 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>407.8 Reach Height and Depth</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>407.8.1 Vertical Reference Plane. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.1.1 Vertical Plane for Side Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.1.2 Vertical Plane for Forward Reach. 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 J100 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>407.8.2 Side Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.2.1 Unobstructed Side Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.2.2 Obstructed Side Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.3 Forward Reach. 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 J100 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>407.8.3.1 Unobstructed Forward Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.3.2 Obstructed Forward Reach. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach. 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 J100 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.</p>
<p>408 Display Screens</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>408.2 Visibility. 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 J100 is a moveable telephone that can be positioned wherever necessary to accommodate a user's preferred field of vision.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>408.3 Flashing. 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>Supports</p>	
<p>409 Status Indicators</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>409.1 General. 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 and icons that are displayed on an LCD screen, as well as by LED lamps.</p> <p>When the Avaya J100-Series H.323 phones are used on Communication Manager systems: Universal Access Phone Status software can present the status of locking or toggle controls or keys 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>When the Avaya J100-Series H.323 phones are used on IP Office systems: Call Assistant software can present the status of locking or toggle controls or keys by voice through the user’s PC speakers. A menu presented by the Call Assistant software allows users to select the functions to be included in the spoken reports.</p> <p>NOTE: Status indicators that are controlled locally by the phone itself, such as whether “mute” is enabled, are not accessible via the Universal Access Phone Status or Call Assistant applications.</p>
<p>410 Color Coding</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
410.1 General. 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.	Supports	The J169 telephone has a grayscale LCD display. The J159/J179/J189 have a color LCD display. The same images are presented by both telephones. Because it was necessary to ensure that all information presented by the LCDs would be accessible on both telephones, color coding is not used to convey information.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	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.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Supports	Avaya J100-Series H.323 phones provide a user-adjustable nominal-to-maximum amplitude range of 21 dB. The volume level can be adjusted up and down via a tactilely discernible rocker switch on the face of the telephone. A user-selectable feature setting can cause the volume level to reset automatically to the default level after every use. 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.
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	Avaya J100-Series H.323 phones are wireline devices.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	Not Applicable	Avaya J100-Series H.323 phones have a wired handset.

Criteria	Conformance Level	Remarks and Explanations
<p>412.3.2 Wireline Handsets. 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>Does Not Support</p>	<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>NOTE: 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). The Avaya J100-Series H.323 phones have not been tested to confirm compliance with the additional requirements of TIA-1083-B.</p>
<p>412.4 Digital Encoding of Speech. 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>Does Not Support</p>	<p>G722.2 and IETF RFC-6716 (OPUS) are not among the audio encoding techniques supported by Avaya J100-Series H.323 phones.</p>
<p>412.5 Real-Time Text Functionality. [Reserved].</p>	<p><i>Reserved for future</i></p>	<p><i>Reserved for future</i></p>
<p>412.6 Caller ID. 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 telephone's LCD display.</p> <p>Caller identification and similar telecommunications functions are presented audibly through the user's PC speakers when Avaya J100-Series H.323 phones are used in conjunction with Universal Access Phone Status or Call Assistant software.</p>
<p>412.7 Video Communication. 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>Avaya J100-Series H.323 phones do not provide video communication.</p>
<p>412.8 Legacy TTY Support</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	Supports	Avaya J100-Series H.323 phones have an industry-standard RJ9 connection point that supports direct connections with compatible analog TTY devices. Note: When used in conjunction with a TTY device, the telephone must be configured for G.711 audio encoding.
412.8.2 Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	This requirement is satisfied when Avaya J100-Series H.323 phones are configured in the manner described in the response to 412.8.1
412.8.3 Signal Compatibility. 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 requirement is satisfied when Avaya J100-Series H.323 phones are configured in the manner described in the response to 412.8.1
412.8.4 Voice Mail and Other Messaging Systems. Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not Applicable	This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not Applicable	Avaya J100-Series H.323 phones are not video endpoints. For this reason, closed caption information is neither sent nor received by these phones.
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not Applicable	This requirement applies to cabling and ancillary equipment. It does not apply to telephones.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>414.1.1 Digital Television Tuners. 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.</p>	<p>Not Applicable</p>	<p>Avaya J100-Series H.323 phones do not contain digital television tuners.</p>
<p>414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.</p>	<p>Not Applicable</p>	<p>Avaya J100-Series H.323 phones are not video endpoints.</p>
<p>415 User Controls for Captions and Audio Descriptions</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.</p>	<p>Not Applicable</p>	<p>Avaya J100-Series H.323 phones are not video endpoints. For this reason, captions are neither sent nor received by these phones.</p>
<p>415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.</p>	<p>Not Applicable</p>	<p>Avaya J100-Series H.323 phones are not video endpoints. For this reason, captions are neither sent nor received by these phones.</p>

Chapter 5: Software

NOTES: Chapter 5 is not applicable. Avaya J100-Series H.323 telephones are hardware devices. The levels of support provided by the user-facing functions of the telephones, 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
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
<p>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.</p>	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<p>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).</p>	Does Not Support	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.
<p>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.</p>	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
<p>603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.

Criteria	Conformance Level	Remarks and Explanations
<p>603.3 Accommodation of Communication Needs. 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>Does Not Support</p>	<p>Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#click-to-chat</p>

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