

# Avaya Aura® Communication Manager Messaging 6.3 Telephone User Interface

## Voluntary Product Accessibility Template (VPAT)

Avaya Aura Communication Manager Messaging 6.3 is a server-based voice and text messaging solution. The statements in this document refer to the Telephone User Interface.

### Support Levels

Support Level	Description
<b>Supports</b>	Avaya Aura Communication Manager Messaging 6.3 fully meets the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Avaya Aura Communication Manager Messaging 6.3 does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
<b>Supports through Equivalent Facilitation</b>	Avaya Aura Communication Manager Messaging 6.3 provides an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Avaya Aura Communication Manager Messaging 6.3 fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	Avaya Aura Communication Manager Messaging 6.3 does not meet the letter or intent of the criterion.
<b>Not Applicable</b>	The criterion does not apply.
<b>Not Applicable – Fundamental Alteration Exception Applies</b>	A fundamental alteration of Avaya Aura Communication Manager Messaging 6.3 is required to meet the criterion.

### Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	<b>Not applicable</b>
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Not applicable</b>
Section 1194.23 Telecommunications Products	<b>Supports</b>
Section 1194.24 Video and Multi-media Products	<b>Not applicable</b>
Section 1194.25 Self-Contained, Closed Products	<b>Not applicable</b>
Section 1194.26 Desktop and Portable Computers	<b>Not applicable</b>
Section 1194.31 Functional Performance Criteria	<b>Supports</b>
Section 1194.41 Information, Documentation and Support	<b>Supports</b>

## § 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.23(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	<p>End-user communication with Avaya Aura Communication Manager Messaging 6.3 is via standard telephone lines.</p> <p>With regard to intermixing speech and TTY use, nearly half of the people who use TTYs do so in a mixed-mode fashion, the most common being people who are hard of hearing but still able to speak clearly. These individuals often prefer to receive on their TTYs and then speak in response, a process commonly referred to as Voice Carry Over or VCO. For this reason, Avaya Aura Communication Manager Messaging 6.3 allows callers to select whether they wish to be prompted by voice or by TTY, and then, regardless of whether voice or TTY prompting is being used, users may record a voice or TTY message. For example, even when the system is providing menu choices in TTY format, users are able to leave a voice message.</p> <p>NOTE: This ability of callers to select whether they wish to be prompted by voice or in TTY format means that it is not necessary to provide separate phone numbers or separate mailboxes to employees who will be receiving both voice and TTY calls.</p>
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	<p>The only TTY protocol that the US Access Board presently requires in messaging systems is TIA/EIA 825, commonly referred to as 45.45 baud Baudot signaling. The proprietary Avaya CELP-16 ("Code Excited Linear Prediction") audio encoding algorithm, used in Avaya Aura Communication Manager Messaging 6.3, is able to record and play back TTY signals perfectly.</p> <p>The Avaya Intuity TTY user interface (used in Avaya Aura Communication Manager Messaging 6.3) is winner of the Access Innovation Award from the Association of Access Engineering Specialists.</p>

<p>1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Supports</p>	<p>Avaya Aura Communication Manager Messaging 6.3 is operable with TTYs in pure TTY mode or in a mixed TTY-and-voice mode, such as VCO (Voice Carry Over). Full TTY compatibility is provided for all telephone-access functions, including the subscriber user interface, call-answer user interface, and auto-attendant functions.</p> <p>The Avaya Intuity TTY user interface (used in Avaya Aura Communication Manager Messaging 6.3) is winner of the Access Innovation Award from the Association of Access Engineering Specialists.</p> <p>NOTE: In most cases, the auto-attendant scripts that operate on Avaya platforms are implemented by the managers of the systems, rather than by Avaya. For this reason, it will often be the purchaser's responsibility to ensure conformance with this accessibility standard.</p>
<p>1194.23(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Supports</p>	<p>In addition to satisfying the requirements that users receive an alert prior to the expiration of a time-out interval, and that they be allowed to request additional time, Avaya Aura Communication Manager Messaging 6.3 permits the time-out interval to be adjusted by the system administrator.</p>
<p>1194.23(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Supports</p>	<p>When a message-sender's ID information is obtained by Avaya Aura Communication Manager Messaging 6.3, it is accessible to the mailbox owner visually via the TTY user interface and aurally via the telephone user interface.</p>
<p>1194.23(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Supports</p>	<p>The user-adjustable amplitude range in the Avaya Aura Communication Manager Messaging 6.3 telephone user interface (i.e., the lowest user-selectable amplitude versus the highest user-selectable amplitude) exceeds 20 dB. An intermediate step of 12 dB is provided.</p> <p>NOTE: None of the commonly accepted standards for voice communication between telephones and associated back-office equipment (such as voicemail servers) has 20 dB of amplitude headroom available. Under typical conditions, the maximum additional gain in the output of back-office systems, without introducing unacceptable levels of distortion, is approximately 12 dB. This is the amount provided by Avaya Aura Communication Manager Messaging 6.3. Users who require higher levels of amplification can access the system via endpoints that provide additional user-adjustable amplification, such as any Avaya telephone.</p>

<p>1194.23(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Supports</p>	<p>All user-adjustable audio adjustments, made during a call by sending appropriate DTMF (“Touchtone”) commands to the Avaya Aura Communication Manager Messaging 6.3, are reset automatically to the default level when the call is completed.</p> <p>Note that, in addition to amplitude and call-answer prompting language, the playback speed of messages and prompts is user-adjustable. The ability to adjust the playback rate can be helpful to people who have trouble understanding speech when it is presented at a normal rate, such as people who are hard-of-hearing, people who are not fluent in the language being spoken, and people with cognitive disabilities.</p>
<p>1194.23(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not applicable</p>	<p>This standard does not apply to Avaya Aura Communication Manager Messaging 6.3 because the physical components of these systems are not co-located with the users.</p>
<p>1194.23(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not applicable</p>	<p>This standard does not apply to Avaya Aura Communication Manager Messaging 6.3 because the physical components of these systems are not co-located with the users.</p>
<p>1194.23(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Supports</p>	<p>The Avaya Aura Communication Manager Messaging 6.3 audio encoding algorithm, an Avaya propriety version of Code Excited Linear Prediction, provides high quality recording and playback of speech and TTY signals. The Avaya implementation permits speech and TTY signals to be intermixed within the same recording.</p> <p>Configuration note: Communication to and from the Avaya Aura Communication Manager Messaging system must be configured to utilize G.711 audio encoding and provide a packet loss rate less than 0.12%. IP QSIG trunks are recommended for the connections between Avaya Communication Manager systems, in order to ensure that TTY signals that originate or terminate on remote systems are transported reliably.</p>

1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable	This standard does not apply to Avaya Aura Communication Manager Messaging 6.3 because the physical components of these systems are not co-located with the users.
1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not applicable	This standard does not apply to Avaya Aura Communication Manager Messaging 6.3 because the physical components of these systems are not co-located with the users.
1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Supports	There are no key repeat functions in the Avaya Aura Communication Manager Messaging 6.3 telephone user interface.
1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supports	The status of all toggled functions associated with Avaya Aura Communication Manager Messaging 6.3, such as whether the message being created by the user is marked Private or Priority, is accessible by voice output through the standard telephone user interface, and is visually discernible by TTY users.

## § 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	All Avaya Aura Communication Manager Messaging 6.3 end user functions (e.g., directory lookup, message retrieval, and greeting administration) may be accessed without vision via the telephone user interface. Text email can be read to users over the phone via a text-to-speech converter that is a standard component of the system.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	All Avaya Aura Communication Manager Messaging 6.3 end user functions (e.g., directory lookup, message retrieval, and greeting administration) may be accessed without vision via the telephone user interface. Text email can be read to users over the phone via a text-to-speech converter that is a standard component of the system.
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	Avaya Aura Communication Manager Messaging 6.3 features that support TTY compatibility are described in the sections that address paragraphs 1194.23(a), 1194.23(b), 1194.23(c), 1194.23(e), and 1194.23(j).
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	Avaya Aura Communication Manager Messaging 6.3 features of value to hearing impaired users, in addition to those required by 1194.23(f) and 1194.23(g), include the ability to adjust the playback rate of the speech and the ability to replay specific components of voice prompts and messages.
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	All telephone-access functions of the Avaya Aura Communication Manager Messaging 6.3, even those operable by speech recognition, may be accessed via the telephone's keypad.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The reach and strength components of this requirement do not apply because Avaya Aura Communication Manager Messaging 6.3 is operated from a telephone or from the user's personal computer. No simultaneous actions (e.g., pressing two buttons at the same time) are required for its operation.

## § 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<p style="text-align: center;">Avaya's point-of-contact for accessibility-related issues:</p> <p style="text-align: center;">Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmmichaelis-at-avaya.com</p>

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Updated September 18, 2014