

# Avaya Model 1403 Digital Deskphone

## Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya Model 1403 Digital Deskphones only when they are used in conjunction with an Avaya IP Office system, Release 9 or above.

Please note that some of the requirements are satisfied only when the telephone is used in conjunction with Avaya IP Office Call Assistant software, which is available at no extra charge for users configured with the appropriate one-X Portal license on systems using IP Office VoiceMail Pro.

### Support Levels

Support Level	Description
<b>Supports</b>	Avaya Model 1403 Digital Deskphones fully meet the letter and intent of the criterion.
<b>Supports with Exceptions/Minor Exceptions</b>	Avaya Model 1403 Digital Deskphones do 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 Model 1403 Digital Deskphones provide an alternate way to meet the intent of the criterion.
<b>Supports when combined with Compatible Assistive Technology</b>	Avaya Model 1403 Digital Deskphones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
<b>Does Not Support</b>	Avaya Model 1403 Digital Deskphones do 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 Model 1403 Digital Deskphones is required to meet the criterion.

### Compliance Summary

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

## § 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>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.</p> <p>The recommended way to satisfy this requirement is to connect the TTY to the handset jack of the 1403 Deskphone, 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>
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	This requirement is satisfied when the 1403 Deskphone is configured as described in the 1194.23(a) Remarks and Explanations.
1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones.
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.	Not Applicable	This requirement applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to telephones.
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.	Supports	<p>For users of TTYs, this requirement is satisfied when the 1403 Deskphone is configured as described in the 1194.23(a) Remarks and Explanations. Caller identification and similar information will appear appropriately on the telephone's display.</p> <p>For users who cannot see displays, caller identification information may be presented by voice through the user's PC speakers by the Call Assistant software.</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>Avaya 1403 Deskphones provide a user-adjustable amplitude range of 21 dB. (Specifically, with reference to the typical "normal" setting, users may increase the amplitude by up to 12 dB, or decrease it by up to 9 dB.) For users for whom 12 dB of gain is not adequate, the handset may be replaced with an Avaya amplified handset that provides an additional 12 dB of user-adjustable gain.</p> <p>Avaya variable amplified handsets are available in a variety of shapes and colors. The models also differ in their electrical characteristics. The Avaya amplified handset for the 1403 Deskphone is a Model S1K6-1009 (comcode 700446388).</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>The optional Avaya Model S1-K6 variable amplified handset has a user-selectable mode that causes the handset to reset automatically to the default level when the call is completed.</p> <p>If a standard handset, and not an S1-K6, is being used, Avaya IP Office has a per-extension configuration option to reset the volume of the 1403 Deskphone to a default value at the end of every call.</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>Supports</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>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>Supports</p>	<p>Avaya 1403 Deskphones meet FCC standards for electro-magnetic shielding.</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>This requirement is satisfied when the 1403 Deskphone is configured as described in the 1194.23(a) Remarks and Explanations.</p>

<p>1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Supports</p>	<p>The dial pads on 1403 Deskphones are 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 function buttons is facilitated by tactilely discernible landmarks, such as the large rocker switch that adjusts the receive volume. In addition to the dial pad, the functions assigned to tactilely discernible keys include HOLD, CONFERENCE, TRANSFER, REDIAL, DROP, SPEAKER, VOLUME DOWN, VOLUME UP, and MUTE.</p>
<p>1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Supports</p>	
<p>1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	<p>Avaya 1403 Deskphones do not have a key repeat function for text or data entry.</p>
<p>1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Supports</p>	<p>The status of all locking or toggle controls or keys is presented visually by text on an LCD screen, as well as by LED lamps.</p> <p>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>

## § 1194.31 Functional Performance Criteria

<b>Criteria</b>	<b>Support Levels</b>	<b>Remarks and Explanations</b>
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	The features that facilitate use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4).
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	The features that facilitate use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e), 1194.23(k)(1), and 1194.23(k)(4).
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	The features that support TTY compatibility are described in the sections that address paragraphs 1194.23(a), 1194.23(b) and 1194.23(j). Features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i).
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	The features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i).
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	
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 operational characteristics of all controls (e.g., the amount of strength required to press a button) are within the limits specified by paragraph 1194.23(k)(2).

## § 1194.41 Information, Documentation and Support

<i><b>Criteria</b></i>	<i><b>Support Levels</b></i>	<i><b>Remarks and Explanations</b></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	Avaya's point-of-contact for accessibility-related issues:  Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 pr michaelis-at-avaya.com

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