

Avaya Model 9621G H.323 Deskphone

Voluntary Product Accessibility Template (VPAT)

The statements in this document apply to Avaya Model 9621G Deskphones only when they are configured with Avaya one-X® Deskphone (H.323) software and used in conjunction with an Avaya Communication Manager system, Release 5.2.1 or above, or with an Avaya IP Office system, Release 9 or above.

Please note that the Communication Manager and IP Office configurations use different Avaya assistive software adjuncts in order to satisfy the requirements of users with visual impairments. On Communication Manager systems, the requirements are satisfied when the telephone is used in conjunction with Avaya Universal Access Phone Status software. On IP Office systems, the requirements are satisfied when the telephone is used in conjunction with IP Office Call Assistant software.

The Universal Access Phone Status software is available as a free download from Avaya. The Call Assistant software is available at no extra charge for users configured with the appropriate Avaya one-X® Portal license on systems using IP Office VoiceMail Pro.

Support Levels

Support Level	Description
Supports	Avaya Model 9621G H.323 Deskphones fully meet the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Model 9621G H.323 Deskphones do not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Model 9621G H.323 Deskphones provide an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Model 9621G H.323 Deskphones fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Model 9621G H.323 Deskphones do not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Avaya Model 9621G H.323 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><i>IP Office systems:</i> The recommended way to satisfy this requirement is to connect the TTY to the handset jack of the 9621G Deskphone, via an adapter such as the Konexx Connector Model 70010TTY. For more information about this adapter, please visit http://www.konex.com/office_konnector.htm.</p> <p><i>Communication Manager systems:</i> The recommended way to satisfy this requirement is for the Communication Manager system administrator to associate an analog TTY-equipped phone line with the 9621G Deskphone. This can be done by administering a bridged call appearance of the analog line on the 9621G. Alternatively, the IP Office configuration, described above, can also be used on Communication Manager systems.</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 9621G 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 9621G 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><i>IP Office systems:</i> Caller identification and similar information that is presented visually on the telephone's display may be presented by voice through the user's PC speakers by the Call Assistant software.</p> <p><i>Communication Manager systems:</i> Caller identification and similar information that is presented visually on the telephone's display may be presented by voice through the user's PC speakers by Avaya Universal Access Phone Status software. Please note that, in order for this software to work reliably, communication between the user's desktop PC and the Avaya Communication Manager must be unhindered. Under certain conditions, it may be necessary to adjust network and device parameters, such as port availability, firewall settings, and network address translation.</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.	Supports	<p>Avaya 9621G 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 correct variable amplified handset for the 9621G Deskphone is a Model S1K5-1009 (comcode 700446370).</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-K5 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><i>IP Office systems:</i> If a standard handset, and not an S1-K5, is being used, Avaya IP Office has a per-extension configuration option to reset the volume of the 9621G Deskphone to a default value at the end of every call.</p> <p><i>Communication Manager systems:</i> If a standard handset, and not an S1-K5, is being used, Communication Manager can be configured to reset the volume of the 9621G Deskphone to a default value at the end of every call. (NOTE: The volume reset behavior that is selected by the system administrator will apply to all IP telephones on the system, and cannot be adjusted on an individual basis.)</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 9621G 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 9621G 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 9621G 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 special function buttons is facilitated by tactilely discernible landmarks, such as the large rocker switch that adjusts the receive volume.</p> <p><i>IP Office systems:</i> Some telephony functions are assigned to soft keys on the 9621G Deskphone, and may therefore be difficult to identify and operate without vision. In a few cases, functions that are presented in this manner may be accessed by users of the Call Assistant software via user-specified keys on the user's PC keyboard. For example, users may designate <Control-Shift-H> to toggle the HOLD function. In most cases, however, functions that are presented via the soft keys, such as DO NOT DISTURB, must be accessed via Feature Access Codes (i.e., via special-purpose keystroke sequences entered via the telephone's dial pad).</p> <p><i>Communication Manager systems:</i> All telephony functions that are assigned to soft keys on the 9621G Deskphone may be accessed by users of Universal Access Phone Status software via user-specified keys on the user's PC keyboard.</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 9621G 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 and icons that are displayed on an LCD screen, as well as by LED lamps.</p> <p><i>IP Office systems:</i> 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><i>Communication Manager systems:</i> 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>
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§ 1194.31 Functional Performance Criteria

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

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