Avaya One-X® Communicator R6.1 with Service Pack 7
Voluntary Product Accessibility Template (VPAT)

Avaya one-X Communicator is a unified communications client that allows people to communicate using VoIP, Contacts, IM, and Presence. It can be operated in four different modes, defined below.

Computer Mode

> In Computer Mode, there is no separate, physical telephone. Instead, the PC and Avaya one-X Communicator together act as the telecommunication endpoint. Voice is received and sent over the sound system of the PC, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the PC. In some Avaya documentation, this configuration is referred to as My Computer Mode and Road Warrior Mode.

Deskphone Mode

> In Deskphone Mode, voice communication is via a physical telephone that is controlled by Avaya one-X Communicator. The telephone is connected directly to a Communication Manager system, thereby allowing many functions (such as Hold and Resume) to be initiated from the telephone or from Avaya one-X Communicator.

Virtual Desktop Infrastructure Communicator (VDI-C) Mode

> In VDI-C mode, Avaya one-X Communicator runs on a remote server rather than on a PC that is co-located with the user. Access to and control of Avaya one-X Communicator is via a specialized thin VoIP client that resides on a "brick" co-located with the user. Voice communication to and from the user is via a headset that plugs into the brick. In this configuration, Avaya one-X Communicator controls the telecommunication functions of the VDI-C, in much the same way that it controls a physical telephone when operated in Deskphone Mode.

Telecommuter Mode

> In Telecommuter Mode, Avaya one-X Communicator utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be directly attached to the Communication Manager or attached indirectly via the PSTN.

The statements in this document apply only to computers that are running the Windows XP, Windows Vista, or Windows 7 Operating Systems. Please note that conformance with some of the requirements is achievable only on devices that support industry-standard assistive technologies, such as the text-to-speech screen-reading software adjuncts that are commonly used by people who are blind.

Support Levels

Support Level	Description
Supports	Avaya one-X Communicator fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya one-X Communicator does 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 one-X Communicator provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya one-X Communicator fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya one-X Communicator does 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 one-X Communicator is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions
Section 1194.22 Web-based Intranet and Internet Information and Applications	Not applicable
Section 1194.23 Telecommunications Products	Supports with exceptions
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 with exceptions
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.21 Software Applications and Operating Systems

Criteria	Support Levels	Remarks and Explanations
1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	**Does not support**	Avaya one-X Communicator functions are operated via point-and-click. Keyboard access is not supported.
1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	**Supports**	Avaya one-X Communicator does not disrupt or disable activated features of other products that are identified as accessibility features, nor does is disrupt or disable activated features of operating systems. (Note that the desired adjustments may not be supported by the Avaya one-X Communicator user interface.)
1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	**Supports with exceptions**	The Avaya one-X Communicator graphical user interface provides a well-defined on-screen indication of the current focus. The focus is not programmatically exposed to assistive technologies
1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	**Supports**	Non-textual user interface elements have underlying text tags. The text tags for elements that may have more than one state include a description of the current state.
1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	**Supports**	Bitmap images that appear more than once have the same meaning regardless of where they appear.
1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	**Does not support**	

1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	**Does not support**	
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	**Not applicable**	There is no animation associated with Avaya one-X Communicator.
1194.21(i) 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**	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	**Not applicable**	Avaya one-X Communicator does not permit users to adjust the color and contrast settings
1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	**Supports**	Avaya one-X Communicator has blinking buttons (add video / answer call). The blink frequency is not greater than 2 Hz or lower than 55 Hz.
1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	**Does not support**	The Avaya one-X Communicator component that allows contact information to be added or edited does not support this requirement.

§ 1194.23 Telecommunications Products

Criteria	Support Levels	Remarks and Explanations
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.	**Computer:** **Does not support** **VDI-C:** **Does not support** **Deskphone:** **Supports** **Telecommuter:** **Supports**	Computer Mode: Avaya one-X Communicator does not have a built-in TTY interface. VDI-C Mode: The VDI-C configuration does not have a built-in TTY interface. It is not possible to connect a TTY device to the VDI-C. Deskphone Mode: Supports when used in conjunction with a VCO-capable TTY, such as the Avaya Model 8840. Telecommuter Mode: Supports when used in conjunction with a VCO-capable TTY, such as the Avaya Model 8840.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	**Computer:** **Does not support** **VDI-C:** **Does not support** **Deskphone:** **Supports** **Telecommuter:** **Supports**	Computer Mode: Avaya one-X Communicator does not have a built-in TTY interface. VDI-C Mode: The VDI-C configuration does not have a built-in TTY interface. It is not possible to connect a TTY device to the VDI-C. Deskphone Mode: Supports when used in conjunction with a TTY device that is compatible with the desired protocol. Telecommuter Mode: Supports when used in conjunction with a TTY device that is compatible with the desired protocol.
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 Avaya one-X Communicator.
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 Avaya one-X Communicator.

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.	**Computer: Does not support**	Computer Mode: Caller identification and similar functions are not available for users of TTYs because Computer Mode does not support TTY communication. Caller identification and similar functions are not available for users who cannot see displays.
	VDI-C: Does not support	VDI-C Mode: Caller identification and similar functions are not available for users of TTYs because VDI-C Mode does not support TTY communication. Caller identification and similar functions are not available for users who cannot see displays.
	Deskphone: Supports with exceptions	Deskphone Mode: Caller identification and similar functions are available for users of TTYs when Avaya one-X Communicator is used in conjunction with an analog TTY device, such as the Avaya Model 8840. Caller identification and similar functions are not available for users who cannot see displays.
	Telecommuter: Supports with exceptions	Telecommuter Mode: Caller identification and similar functions are available for users of TTYs when Avaya one-X Communicator is used in conjunction with an analog TTY device, such as the Avaya Model 8840. Caller identification and similar functions are not available for users who cannot see displays.
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**	Computer Mode: The amplitude level is adjustable via the host computer's operating system and via settings presented by the Avaya one-X Communicator software. VDI-C Mode: The operating system of the VDI-C "brick" that is co-located with the user allows the headphone amplitude level to be adjusted. Deskphone Mode: When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset. Telecommuter Mode: When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.

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.	**Supports**	Computer Mode: The amplitude level is reset when the current user logs out of the computer. VDI-C Mode: The amplitude level is reset when the current user logs out of the computer. Deskphone Mode: When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset. Telecommuter Mode: When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.
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.	**Not applicable**	This requirement applies to the physical hardware and devices that are co-located with the user, and not to the Avaya one-X Communicator software.
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.	**Not applicable**	This requirement applies to the physical hardware and devices that are co-located with the user, and not to the Avaya one-X Communicator software.
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.	**Computer: Supports with exceptions** **VDI-C: Supports with exceptions** **Deskphone: Supports** **Telecommuter: Supports**	Computer Mode: In this mode, Avaya one-X Communicator is a voice-only endpoint. All industry-standard audio codecs and signaling protocols are supported. Non-voice protocols, such as those required for TTY communication, are not supported. VDI-C Mode. All industry-standard audio codecs and signaling protocols are supported. Non-voice protocols, such as those required for TTY communication, are not supported. Deskphone Mode: Supports when used in conjunction with a compatible telecommunication device. Telecommuter Mode: Supports when used in conjunction with a compatible telecommunication device.

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 requirement applies to the user's keyboard and not to the Avaya one-X Communicator software.
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 requirement applies to the user's keyboard and not to the Avaya one-X Communicator software.
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.	**Not applicable**	This function is controlled by the operating system of the user's computer.
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.	**Does not support**	The status of all locking or toggle controls or keys is visually discernible, but not discernible through touch or sound.

§ 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.	**Does not support**	Avaya one-X Communicator functions are operated via point-and-click. Keyboard access is not supported. The support for assistive text-to-speech screen-reading adjuncts is inconsistent.
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.	**Does not support**	The support for assistive screen-magnification adjuncts is inconsistent.
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.	**Computer: Does not support** **VDI-C: Does not support** **Deskphone: Supports** **Telecommuter: Supports**	User hearing is not required to operate the product, but may affect the user's ability to communicate with others through the product. Computer Mode: Avaya one-X Communicator does not have a built in TTY interface. VDI-C Mode: The VDI-C configuration does not have a built in TTY interface. It is not possible to connect a TTY device to the VDI-C. Deskphone Mode: Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840. Telecommuter Mode: Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.
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**	User hearing is not required to operate the product, but may affect the user's ability to communicate with others through the product. For more information, please refer to the responses for 1194.23(f), 1194.23(g), 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.		User speech is not required to operate the product, but may affect the user's ability to communicate with others through the product. For users with speech impairments who rely on TTYs for communication:
	Computer: **Does not support**	Computer Mode: Avaya one-X Communicator does not have a built-in TTY interface.
	VDI-C: **Does not support**	VDI-C Mode: The VDI-C configuration does not have a built-in TTY interface. It is not possible to connect a TTY device to the VDI-C.
	Deskphone: **Supports**	Deskphone Mode: Supports when used in conjunction with an HCO-capable TTY, such as the Avaya Model 8840.
	Telecommuter: **Supports**	Telecommuter Mode: Supports when used in conjunction with an HCO-capable TTY, such as the Avaya Model 8840.
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.	**Not applicable**	Support for this requirement is dependent on the operating system of the user's computer and the associated input devices, such as the keyboard and mouse.

§ 1194.41 Information, Documentation and Support

Criteria	Support Levels	Remarks and Explanations
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 prmichaelis-at-avaya.com

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