Avaya Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version: <u>Avaya J100-Series SIP Telephones</u>

Product Description: Avaya J100-Series SIP telephones leverage the enterprise IP network and eliminate the need for a separate voice network. They offer superior audio quality and customizability with low power requirements in a Session Initiation Protocol (SIP) environment.

For further details please see: https://support.avaya.com/products/P1661/j100-series-ip-phones

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Contact Information: Nirmal Singh nirmalsi@avaya.com

Notes:

The statements in this document apply to Avaya Model J129, J139, J159, J179, and J189 SIP telephones when they are used in conjunction an Avaya Communication Manager system, Release 7.1.3 or above.

Support for users with significant visual impairments or significant motor impairments is provided when these telephones are used in conjunction with Avaya Workplace software, Release 3.38 or above.

Please note also that the statements in this document apply to the J100-Series end-user interface. The administrative interface for these telephones is browser-based. People with visual impairments may find it easier to administer the phones by downloading a pre-populated TXT template, editing the template (typically by removing the ## symbols that precede a function that needs to be enabled), and then loading the modified template into the HTTP server.

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.
- **Partially Supports**: 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)

Notes:

Support for users with significant visual impairments or significant motor impairments is provided when Avaya J100-Series telephones are used in conjunction with Avaya Workplace software, Release 3.38 or above. In order to configure Workplace for use with J100 sets:

- The system administrator must register the user's Workplace client and the user's J100 telephone to the same number.
- In the lower right-hand corner of the Workplace home screen is an icon that looks like a microphone and camera. The text tag is "Manage audio and video devices." Select this icon. (You can click on it or tab to it.)
- At the bottom of the window that appears, under the heading Place and Receive Calls Using, select My Deskphone.
- If Narrator and Keyboard Shortcuts are enabled in Workplace:
    - Most information presented visually by the phone (such as Caller ID or whether there is new voicemail) will also be spoken by Workplace.
    - Most functions that are controlled by buttons and keys on the J100 (such placing a call on hold) will also be operable via user-specified PC keyboard shortcuts.

Criteria	Conformance Level	Remarks and Explanations
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.	**Supports when used in conjunction with Avaya Workplace software**	When an Avaya J100-Series SIP telephone is used in conjunction with Avaya Workplace software (Release 3.38 or above), the status of functions that are displayed visually by the phone, such as Caller ID and whether a call is on hold, can be presented by voice through the user's PC speakers. Users without vision are able to operate many of the telephone's functions, such as placing a call on hold, by pressing user-assigned "shortcut keys" on the PC keyboard. The dial pad of the phone (which conforms to the **407.3** "Input Control" criteria), and not the PC keyboard, is used for dialing numbers and to enter feature-specific activation and deactivation codes for the features that do not have shortcut keys assigned to them.

Criteria	Conformance Level	Remarks and Explanations
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.	**Supports when used in conjunction with Avaya Workplace software**	When an Avaya J100-Series SIP telephone is used in conjunction with Avaya Workplace software (Release 3.38 or above), the status of functions can be displayed in an enlarged format on the user's PC screen. If the telephone is *not* used in conjunction with Avaya Workplace software: The J129 display is not user-adjustable and does not support large fonts. The size of text on the LCD displays of Avaya J139, J159, J179, and J189 telephones 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, the maximum font height is approximately 4 mm, as compared with the 4.8 mm height specified by Criterion **402.4**.
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.	**Supports**	Avaya J139, J159, J179, and J189 telephones have a color LCD display. The J129 has a grayscale LCD display. The same images are presented by both regardless of whether the LCD is color or grayscale. Color is not used, by itself, to convey information. 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.
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.	**Supports**	All information that is provided by Avaya J100-Series telephones 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.**
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.	**Supports**	Avaya J100-Series telephone 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.

Criteria	Conformance Level	Remarks and Explanations
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.	**Not Applicable**	Speech is not used for input, control, or operation of Avaya J100-Series telephones. 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.**
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.	**Supports**	Avaya J100-Series telephones have no operations that require fine motor control or simultaneous manual operations. Note: In addition to the support provided by the phone itself, Avaya Workplace software (Release 3.38 or above) allows users to operate the telephone's functions, such as placing a call on hold, via user-assigned keys on the PC keyboard.
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.	**Supports**	All Avaya J100-Series telephone controls are operable with limited reach and strength. Note: In addition to the support provided by the phone itself, Avaya Workplace software (Release 3.38 or above) allows users to operate the telephone's functions, such as placing a call on hold, via user-assigned keys on the PC keyboard.
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.	**Partially Supports**	Support for users with limited cognitive, language, and learning abilities is subject to the users' capabilities and prior experiences. The Avaya J100-Series user interfaces and procedures for common telephony operations are easy to understand and, to the extent possible, similar to what users may have experienced with other telephones.

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 when used in conjunction with Avaya Workplace software**	When an Avaya J100-Series SIP telephone is used in conjunction with Avaya Workplace software (Release 3.38 or above), the status of functions that are displayed visually by the phone, such as Caller ID and whether a call is on hold, can be presented by voice through the user's PC speakers.
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.
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.	**Supports**	Avaya J100-Series SIP telephones have an industry-standard RJ-45 handset jack, but this is used only for telecommunication. The speech output produced by the Avaya Workplace software (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 the Workplace software is coordinated with the information displayed visually by the telephones.
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.	**Partially Supports**	Avaya Workplace software allows users to repeat the previous output and manually stop an output mid-stream. In some cases, but not all, speech output stops automatically when a new operation is initiated. (For example, the speaking of Caller ID information terminates immediately if the call is answered prior to the all of the information being spoken.)

Criteria	Conformance Level	Remarks and Explanations
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. EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.	**Not Applicable**	The Avaya Workplace speech-output software is intended for personal use.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
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.	**Supports**	The volume level can be adjusted up and down via a tactilely discernible rocker switch on the face of the telephone. Avaya J100-Series SIP telephone 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.)
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.	**Supports**	Incremental volume control is provided. The output amplification is adjustable above a level of 65 dB. Via a user-selectable feature setting, Avaya J100-Series SIP phones can be configured to automatically reset the volume to the default level after every use.

Criteria	Conformance Level	Remarks and Explanations
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.	**Supports when used in conjunction with Avaya Workplace software**	When an Avaya J100-Series SIP telephone is used in conjunction with Avaya Workplace software (Release 3.38 or above), the status of functions can be displayed in an enlarged format on the user's PC screen. Please note the following if the telephone is *not* used in conjunction with Avaya Workplace software: The J129 LCD display presents characters in a high-contrast sans-serif font. The size of the text is not user-adjustable and is smaller than the size specified by this criterion. The size of text on the LCD displays of Avaya J139, J159, J179, and J189 telephones 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, the maximum font height is approximately 4 mm, as compared with the 4.8 mm height specified by this criterion.
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).	**Not Applicable**	Variable message signs are not used.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General. Where provided, biometrics shall not be the only means for user identification or control. 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.	**Not Applicable**	Biometrics are not used.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required

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**	Avaya J100-Series SIP telephones support several different audio encoding standards. Note that it may be necessary to select a specific standard in order to comply with this requirement. For example, wide-band audio is supported if IETF RFC-6716 "Opus" audio encoding is selected, but not supported if G.711 encoding is selected.
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 Avaya Workplace software, the display screen of the telephone does not blank when information is being spoken. Please note also that, when speech is produced by the Avaya Workplace software, 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**	All J100-Series phones support Ethernet connections. Wi-Fi connectivity is supported in the J129, J159, J179, and J189 phones. Bluetooth connectivity is supported in the J159, J179, and J189 phones. USB connectivity is supported in the J159 and J189 phones.
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 Avaya J100-Series SIP telephone LCD display, contrast visually from the background in the required manner.

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	**Supports when used in conjunction with Avaya Workplace software**	The dial pad on Avaya J100-Series SIP telephones 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.

Note that some functions in Avaya J100-Series SIP telephones are assigned to soft keys, and may therefore be difficult to identify and operate without vision.

Controls that are not tactilely discernible on the phone itself can be made tactilely discernible when the phone is used in conjunction with Avaya Workplace software (Release 3.38 or above). 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.) |
| **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. | **Not Applicable** | Avaya J100-Series telephones do not have QWERTY keyboards. |
| **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). | **Supports** | The dial pad on Avaya J100-Series SIP telephones is arranged in a standard manner, with a raised nub on the 5-key. The layout of the alphabetic overlay on the numeric keys conforms to ITU-T Recommendation E.161. |

Criteria	Conformance Level	Remarks and Explanations
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.	**Supports**	The only keys on Avaya J100-Series SIP phones that support key repeat are the up-and-down menu navigation buttons. The key repeat rate for these controls can be adjusted up to 2 seconds.
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.	**Not Applicable**	There are no timed responses
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.	**Supports**	The buttons on Avaya J100-Series SIP 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).
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.	**Not Applicable**	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.

Criteria	Conformance Level	Remarks and Explanations
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.

Criteria	Conformance Level	Remarks and Explanations
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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).	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.

Criteria	Conformance Level	Remarks and Explanations
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. EXCEPTIONS: 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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's reach, height, and depth requirements.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
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.	**Not Applicable**	Avaya J100-Series SIP telephones can be positioned wherever necessary to accommodate a user's preferred field of vision.

Criteria	Conformance Level	Remarks and Explanations
408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. 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.	**Supports**	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	**Supports when used in conjunction with Avaya Workplace software**	The status of functions is indicated visually by text and icons that are displayed by the phone on an LCD screen, as well as by LED lamps. When the Avaya J100-Series SIP phones are used in conjunction with Avaya Workplace software (Release 3.38 or above), the status of functions can be presented by voice through the user's PC speakers.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
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**	Avaya Model J139, J159, J179, and J189 telephones have a color LCD display. The J129 has a grayscale LCD display. The same images are presented by both regardless of whether the LCD is color or grayscale. Color is not used, by itself, to convey information. 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.
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 an Avaya J100-Series SIP telephone in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators.

Criteria	Conformance Level	Remarks and Explanations
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 SIP 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. The volume level is reset automatically to the default level after the call is completed. 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 SIP 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 SIP phones have a wired handset.
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).	**Does Not Support**	Avaya J100-Series SIP telephone 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. 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 SIP phones have not been tested to confirm compliance with the additional requirements of TIA-1083-B.

Criteria	Conformance Level	Remarks and Explanations
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).	**Supported**	Avaya J100-Series SIP telephones support IETF RFC-6716 (Opus) audio encoding.
412.5 Real-Time Text Functionality. [Reserved].	*Reserved for future*	*Reserved for future*
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	**Supports**	Caller identification and similar telecommunications functions are presented visually on the telephone's LCD display. When an Avaya J100-Series SIP telephone is used in conjunction with Avaya Workplace software (Release 3.38 or above), functions that are displayed visually by the phone, such as Caller ID and whether a call is on hold, can be presented by voice through the user's PC speakers.
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.	**Not Applicable**	Avaya J100-Series SIP phones do not provide video communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	**Supports**	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. The recommended way to satisfy this requirement with an Avaya J100-Series SIP telephone is to connect the TTY device to an analog phone line, and then use the J100 Conference feature to create what is, in essence, a three-party conference call: the J100, the TTY, and the far-end party. Note: If it is not feasible to run a separate analog phone line to the user's work area, an Analog Telephone Adapter can be used to connect a TTY to a SIP network.

Criteria	Conformance Level	Remarks and Explanations
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 criterion is satisfied when Avaya J100-Series SIP telephones 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 criterion is satisfied when Avaya J100-Series SIP telephones 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 criterion 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 SIP telephones 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 criterion 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
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.	**Not Applicable**	Avaya J100-Series SIP telephones do not contain digital television tuners.
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	**Not Applicable**	Avaya J100-Series SIP phones are not video endpoints.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	**Not Applicable**	Avaya J100-Series SIP phones are not video endpoints. For this reason, captions are neither sent nor received by these phones.
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.	**Not Applicable**	Avaya J100-Series SIP phones are not video endpoints. For this reason, captions are neither sent nor received by these phones.

Chapter 5: Software

NOTES: Chapter 5 is not applicable. Avaya J100-Series SIP 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 3 and 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
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.	**Partially Supports**	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
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).	**Partially Supports**	Most Avaya electronic support documentation is available as PDFs. If additional assistance is needed, please contact Avaya support services via WebChat at https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com
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.	**Supports**	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	**Partially Supports**	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners. For products and systems sold directly by Avaya, support is available via WebChat at: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com
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.	**Supports**	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility specialists will communicate directly with individuals with disabilities. For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat at: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com

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