

Avaya Multimedia Messaging 2.1 Administrative Interface

Voluntary Product Accessibility Template (VPAT)

The Avaya Multimedia Messaging system supports text, voice, and video messaging. This document describes the browser-based application that is used by administrators, Avaya personnel, and Avaya business partners to install, manage, and update the system. This administrative application is not accessed by end users.

Support Levels

Support Level	Description
Supports	The Avaya Multimedia Messaging Administrative Interface fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The Avaya Multimedia Messaging Administrative Interface 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	The Avaya Multimedia Messaging Administrative Interface provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The Avaya Multimedia Messaging Administrative Interface fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The Avaya Multimedia Messaging Administrative Interface 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 the Avaya Multimedia Messaging Administrative Interface 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	Supports with Exceptions
Section 1194.23 Telecommunications Products	Not Applicable
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

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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	<p>Although many individual functions are executable from the keyboard, most multi-function operations cannot be performed by users who are unable to operate point-and-click devices.</p> <p>In most cases, the result of performing an action cannot be discerned textually.</p>
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	The Avaya Multimedia Messaging Administrative Interface does not disrupt or disable the accessibility features of other products or operating systems.
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	<p>Some of components of the Avaya Multimedia Messaging Administrative Interface are unable to receive and indicate the position of the focus.</p> <p>Components of the interface that can receive the focus provide a well-defined on-screen indication of the focus, and expose the focus to assistive technology.</p>

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 with Exceptions	Some elements of the Avaya Multimedia Messaging Administrative Interface do not provide information about the identity, operation or state of the element to assistive technologies.
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.	Not Applicable	Bitmap images are not used to identify controls, status indicators or programmatic elements.
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	Some of the textual information presented by the Avaya Multimedia Messaging Administrative Interface does not support this requirement. For example, some of the textual information will not allow a cursor to be positioned within the text.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	Some text / background color combinations that are selectable via the browser display options can cause objects presented by the Avaya Multimedia Messaging Administrative Interface to disappear.
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	Animation is not used.
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 information conveyed with color coding is accompanied by descriptive text.
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	The Avaya Multimedia Messaging Administrative Interface does not permit a user to adjust 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	The Avaya Multimedia Messaging Administrative Interface does not use flashing or blinking text or objects.
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	

§ 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does not Support	Some non-text elements of the Avaya Multimedia Messaging Administrative Interface do not have text equivalents.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The Avaya Multimedia Messaging Administrative Interface has no multimedia presentations.
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	All information conveyed with color coding is accompanied by descriptive text.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does not Support	The Avaya Multimedia Messaging Administrative Interface is not readable without the associated style sheet.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The Avaya Multimedia Messaging Administrative Interface has no server-side image maps.
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	The Avaya Multimedia Messaging Administrative Interface has no client-side image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	Some of the tables presented by the Avaya Multimedia Messaging Administrative Interface Administrative do not have row or column headers that are properly identified.
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	The Avaya Multimedia Messaging Administrative Interface has no tables with two or more logical levels of row or column headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Does not Support	The frames presented by the Avaya Multimedia Messaging Administrative Interface Administrative are not titled with identifying text.
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The Avaya Multimedia Messaging Administrative Interface does not use flashing or blinking text or objects.
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does not Support	There is no equivalent text-only page.

<p>1194.22(l) When pages utilize scripting languages to display content or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Supports</p>	<p>The Avaya Multimedia Messaging Administrative Interface scripts create text that is readable by assistive technologies.</p>
<p>1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>The Avaya Multimedia Messaging Administrative Interface does not require an applet, plug-in or other application to be present on the client.</p>
<p>1194.22(n) When electronic forms are designed to be completed on-line, 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.</p>	<p>Does not Support</p>	
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Does not Support</p>	<p>The Avaya Multimedia Messaging Administrative Interface has no shortcuts or other methods to allow repetitive navigation links to be skipped.</p>
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports</p>	<p>The Avaya Multimedia Messaging Administrative Interface provides a pop-up warning prior to activating a timeout-based automatic disconnection.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Does not Support	The support for keyboard access and for text-to-speech screen-reading software is inconsistent, thereby making it unlikely that the Avaya Multimedia Messaging Administrative Interface would be usable by an individual who is blind.
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 screen magnification and for user-selectable color preferences is inconsistent, thereby making it unlikely that the Avaya Multimedia Messaging Administrative Interface would be usable by an individual with visual acuity less than 20/70.
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 Avaya Multimedia Messaging Administrative Interface does not require user hearing for operation or information retrieval.
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.	Not Applicable	The Avaya Multimedia Messaging Administrative Interface does not require user hearing for operation or information retrieval.
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	The Avaya Multimedia Messaging Administrative Interface does not require user speech for operation or information retrieval.
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 Avaya Multimedia Messaging Administrative Interface does not require simultaneous actions. Support for users with limited fine motor control, limited strength, or limited reach is dependent on the user's input devices.

§ 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 prmichaelis-at-avaya.com

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