

Avaya Multimedia Messaging 2.1

Secure Message Playback

Voluntary Product Accessibility Template (VPAT)

Avaya Multimedia Messaging (AMM) – Secure Message Playback is a web-based (HTML5) graphical user interface that may be accessed via any supported web browser. It allows users who do not have mailboxes on the AMM system to retrieve messages that had been left for them on the system. The user interface includes a login screen and a main message playback window that allows users to play or download multimedia attachments.

The statements in this document apply only when Avaya Multimedia Messaging – Secure Message Playback is accessed in the English language mode (the default), using the Microsoft Internet Explorer 10 browser on computers that are running the Windows 7 operating system. Support for other languages, browsers and operating systems has not been verified. Please note also 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 Multimedia Messaging – Secure Message Playback fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Multimedia Messaging – Secure Message Playback 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 Multimedia Messaging – Secure Message Playback provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Multimedia Messaging – Secure Message Playback fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Multimedia Messaging – Secure Message Playback 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 Multimedia Messaging – Secure Message Playback is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports
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
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.	Supports	All functions of the Avaya Multimedia Messaging – Secure Message Playback are executable from the keyboard. All functions provide a text response when executed. While playing back a message, regardless of the item that has focus, position within a message is controllable from the keyboard using the left and right arrow keys. Audio playback volume is controllable from the keyboard using the up and down arrow keys.
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 Multimedia Messaging – Secure Message Playback 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	Avaya Multimedia Messaging – Secure Message Playback provides clear indication of the current focus.

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	Avaya Multimedia Messaging – Secure Message Playback provides alternate text for information conveyed by images. Interface elements that have a state, such as the volume mute/un-mute button, convey their state with appropriate changes in the associated text.
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	Avaya Multimedia Messaging – Secure Message Playback consistently applies the same meaning to controls identified by bitmap images.
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.	Supports	All textual information presented by Avaya Multimedia Messaging – Secure Message Playback is UTF-8 encoded text and indirectly provided by the operating system.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Avaya Multimedia Messaging – Secure Message Playback does not override user selected contrast and color selections or other individual display attributes.
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.	Supports	Avaya Multimedia Messaging – Secure Message Playback does provide a non-animated indication to the user that a video message is being buffered.
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	Avaya Multimedia Messaging – Secure Message Playback has no color coding.
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 Multimedia Messaging – Secure Message does not permit users to adjust the color and contrast.
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 Multimedia Messaging – Secure Message Playback has no flashing or blinking 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.	Supports	Avaya Multimedia Messaging – Secure Message Playback allows people using assistive technology to access the information, field element, and functionality required for completion of the login form including all directions and cues.

§ 1194.22 Web-based intranet and internet information and 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).	Supports	All functions of Avaya Multimedia Messaging – Secure Message Playback provide a text equivalent for every non-text element.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Avaya Multimedia Messaging – Secure Message Playback does not provide automatic synchronization of equivalent alternatives when playing back a multimedia message. Messages intended for users with certain impairments must be created with accessibility features embedded, e.g. subtitles/captions for hearing impaired users.
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	Avaya Multimedia Messaging – Secure Message Playback does not convey any information with color.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Avaya Multimedia Messaging – Secure Message Playback does not present documents that require an associated style sheet.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Avaya Multimedia Messaging – Secure Message Playback does not present 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	Avaya Multimedia Messaging – Secure Message Playback does not present client-side image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Not Applicable	Avaya Multimedia Messaging – Secure Message Playback does not present tables.
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	Avaya Multimedia Messaging – Secure Message Playback does not present tables.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Avaya Multimedia Messaging – Secure Message Playback does not present frames.
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	Avaya Multimedia Messaging – Secure Message Playback does not present any content that would cause the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

<p>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 this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not Applicable</p>	<p>Avaya Multimedia Messaging – Secure Message Playback does not present content that would necessitate a text-only page with equivalent information or functionality.</p>
<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>Avaya Multimedia Messaging – Secure Message Playback utilizes JavaScript to display content. The information provided by such scripts is identified with functional text that can be read by assistive technology.</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>Avaya Multimedia Messaging – Secure Message Playback does not require any applets, plugin-ins or other applications to be present on the client system.</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>Supports</p>	<p>The login form for Avaya Multimedia Messaging – Secure Message Playback provides alternate text for all fields and buttons for screen readers. Additionally, all fields and buttons are accessible via keyboard navigation using the ‘Tab’ key and the login button is accessible via a keyboard shortcut.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Not Applicable</p>	<p>Avaya Multimedia Messaging – Secure Message Playback does not have repetitive navigation links.</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>Avaya Multimedia Messaging – Secure Message Playback provides the user with an alert when the session is about to expire. The user can choose to extend the time of their session.</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.	Supports	All functions of Avaya Multimedia Messaging – Secure Message Playback support assistive text-to-speech screen-reading adjuncts. The user can navigate to and operate all UI elements from the keyboard.
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	Note: Some functions that may be of benefit to users with visual impairments, such as the ability to change the color of the text and the background, might not be supported if Avaya Multimedia Messaging – Secure Message Playback is accessed with a browser other than Internet Explorer 10.
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	Avaya Multimedia Messaging – Secure Message Playback is operable without user hearing. Note: Avaya Multimedia Messaging – Secure Message Playback is unable to convert audio messages to text. It is recommended that users who send audio messages to recipients with hearing loss include a text equivalent with the message.
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	Avaya Multimedia Messaging – Secure Message Playback’s support for enhanced audio depends on the audio controls on the user’s device and on the assistive hearing devices used (e.g., whether the user’s PC headset is hearing aid compatible).
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.	Not Applicable	Avaya Multimedia Messaging – Secure Message Playback is operable without user speech.
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	Avaya Multimedia Messaging – Secure Message Playback 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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