

Avaya Aura® AS 5300 R3.0 End User Interfaces

Voluntary Product Accessibility Template (VPAT)

The Avaya AS 5300 3.0 has two different interfaces that are operated by end users:

- Personal Agent (PA) - the PA is a browser based Flash application, which allows users to configure their personal AS 5300 settings. This includes features such as voicemail, avatar, contact info and other subscriber related information. PA access is not required to use the AS 5300 system. Tests performed for accessibility were done using Microsoft Internet Explorer 8.
- UC Client - a thick soft IP phone which provides Voice, Video, and IM capabilities using Secure SIP over TLS. The UC Client provides different user selectable skins, including the standard skin, a high contrast skin, and a large skin.

Both of these interfaces are described in this document.

Compliance Summary

| Criteria | Personal Agent Support Levels | UC Client Support Levels |
|--|-------------------------------|--------------------------|
| Section 1194.21 Software Applications and Operating Systems | Supports with exceptions | Supports with exceptions |
| Section 1194.22 Web-based Intranet and Internet Information and Applications | Supports with exceptions | Not applicable |
| Section 1194.23 Telecommunications Products | Not applicable | Does not support |
| Section 1194.24 Video and Multi-media Products | Not applicable | Not applicable |
| Section 1194.25 Self-Contained, Closed Products | Not applicable | Not applicable |
| Section 1194.26 Desktop and Portable Computers | Not applicable | Not applicable |
| Section 1194.31 Functional Performance Criteria | Supports with exceptions | Supports with exceptions |
| Section 1194.41 Information, Documentation and Support | Supports | Supports |

Support Levels

| Support Level | Description |
|---|---|
| Supports | The user interface fully meets the letter and intent of the criterion. |
| Supports with exceptions / minor exceptions | The user 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 user interface provides an alternate way to meet the intent of the criterion. |
| Supports when combined with compatible assistive technology | The user interface fully meets the letter and intent of the criterion when used in combination with compatible assistive technology. |
| Does not support | The user 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 user interface is required to meet the criterion. |

1194.21 Software Applications and Operating Systems

| Criteria | Support Levels | | Remarks and Explanations | |
|--|------------------|--------------------------|---|---|
| | PA | UC Client | PA | UC Client |
| 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 | Supports with exceptions | The main OS window controls of the PA are accessible from the keyboard (minimize, maximize, home, help, logout). All other GUI elements inside the PA window require mouse input. | Most of the UC Client functions can be controlled from the keyboard and have textual results. Some checkbox buttons in Preferences are not accessible from the keyboard (for example auto-login or dual-stack options). |
| 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 | Supports | The PA does not disrupt or disable the accessibility features of other products or of the operating system. | The UC Client does not disrupt or disable the accessibility features of other products or of the operating system. |

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| 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. | Does not support | Supports with exceptions | The PA does not programmatically expose focus for any portion of the application. | Within the main window of the UC Client, focus is properly exposed. However, the preferences window has hidden elements that can confuse assistive technology as the user tabs from one item to the next. |
| 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. | Does not support | Supports with exceptions | No information within the PA is available to assistive technology. | Most of the state changes in the UC Client are available to assistive technology. However, in some cases, the UC Client does not properly announce when a network state change occurs (e.g., when transitioning from "connected" to "off line"). |
| 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 | Supports | All bitmap images used in the PA have consistent meaning throughout the application. | All bitmap images used in the UC Client have consistent meaning throughout the application. |
| 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 | Supports | No information within the PA is available to assistive technology. | The UC Client properly exposes text content, caret location and text attributes. |
| 1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Does not support | Does not support | The PA is hard coded to use only black, white and gray. The PA does not follow the operating system's color settings. | The UC Client uses custom Avaya provided predefined skins, which can be changed by the user. A high contrast and a large size skin exists. |
| 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 | Not applicable | The PA has no animation. | The UC Client has no animation in the standard skin. |
| 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 | Supports | The PA does not use color coding to convey information. | The UC Client does not use color coding to convey information. |

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| <p>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.</p> | <p>Not applicable</p> | <p>Supports</p> | <p>The PA does not provide the ability to adjust color/contrast settings.</p> | <p>The UC Client has several skins that are available on a per user basis which have different colors, contrast and size.</p> |
| <p>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.</p> | <p>Supports</p> | <p>Supports</p> | <p>The PA does not use any flashing or blinking objects.</p> | <p>The UC Client does not have any flashing or blinking objects when the standard skin is used.</p> |
| <p>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.</p> | <p>Does not support</p> | <p>Does not support</p> | <p>The PA does not allow for assistive technology to access any forms within the applications.</p> | <p>There are very few forms in the UC Client. Typically, they are used only during product installation, and only by Avaya personnel or business partners. The forms do not announce text boxes in the required manner, nor do they provide directions to the user.</p> |

1194.22 Web-based Intranet and Internet Information and Applications

| Criteria | Support Levels | | Remarks and Explanations | |
|--|------------------|----------------|--|-----------|
| | PA | UC Client | PA | UC Client |
| 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 | Not applicable | The PA does not provide text equivalent information for any of the Flash elements. | |
| 1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not applicable | Not applicable | The PA does not include any multimedia presentation elements. | |
| 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 | Not applicable | The PA does not use color coding to convey information. | |
| 1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet. | Does not support | Not applicable | The PA is a Flash based application and is not readable by assistive technology. | |
| 1194.22(e) Redundant text links shall be provided for each active region of a server-side image map. | Not applicable | Not applicable | The PA does not contain 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 | Not applicable | The PA does not contain image maps. | |
| 1194.22(g) Row and column headers shall be identified for data tables. | Does not support | Not applicable | The PA is a Flash based application and is not readable by assistive technology. | |
| 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. | Does not support | Not applicable | The PA is a Flash based application and is not readable by assistive technology. | |
| 1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation. | Does not support | Not applicable | The PA is a Flash based application and is not readable by assistive technology. | |
| 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 | Not applicable | | |

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| 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. | Does not support | Not applicable | There is no text-only page that provides the information and functions that are presented by the PA application. | |
| 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. | Does not support | Not applicable | The PA is a Flash based application and is not readable by assistive technology. | |
| 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). | Does not support | Not applicable | The Adobe Flash plug-in is utilized by the PA application does not conform to this requirement. | |
| 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. | Does not support | Not applicable | The PA is a Flash based application and is not accessible by assistive technology. | |
| 1194.22(o) A method shall be provided that permits users to skip repetitive navigation links. | Does not support | Not applicable | The PA does not provide a method for users to skip repetitive navigation links. | |
| 1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not applicable | Not applicable | There are no timed responses within the PA. | |

1194.23 Telecommunications Products

| Criteria | Support Levels | | Remarks and Explanations | |
|--|----------------|------------------|--------------------------|--|
| | PA | UC Client | PA | UC Client |
| 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. | Not applicable | Does not support | | The UC Client does not provide a TTY interface, nor is there a way to use an analog TTY device in conjunction with the PA. |
| 1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Not applicable | Does not support | | The UC Client does not provide a TTY interface, nor is there a way to use an analog TTY device in conjunction with the PA. |
| 1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Not applicable | Not applicable | | The UC Client is not a voice mail, messaging, auto-attendant or interactive voice response system. |
| 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 | Not applicable | | The UC Client is not a voice mail, messaging, auto-attendant or interactive voice response system. |
| 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. | Not applicable | Does not support | | The UC Client does not provide a TTY interface, nor is there a way to use an analog TTY device in conjunction with the PA. There is no ability to provide caller identification information to users who cannot see the display. |
| 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. | Not applicable | Not applicable | | The UC Client leverages the Operating System audio interfaces and does not interfere with those settings. |

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| 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. | Not applicable | Does not support | | The UC Client maintains the customer selected volume and does not reset to the default value after every use. |
| 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 | Not applicable | | This requirement applies to the user's headset, and not to the UC Client 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 | Not applicable | | This requirement applies to the user's headset and other co-located hardware, and not to the UC Client 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. | Not applicable | Supports | | The UC Client uses industry standard protocols for all signaling and audio/video messaging. No information is removed or inserted that is not part of the protocols' specifications. |
| 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 | Not applicable | | This requirement applies to the user's keyboard, and not to the UC Client 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 | Not applicable | | This requirement applies to the user's keyboard, and not to the UC Client 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 | Supports | | The key repeat behavior of the UC Client is determined by the accessibility preferences that are specified via the Operating System of the user's computer. |

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| <p>1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p> | <p>Not applicable</p> | <p>Supports with exceptions</p> | | <p>The status of all locking or toggle controls or keys is visually discernible.</p> <p>The UC Client provides an audible status of basic call control functions (such as ringing and call hold), but additional function status indicators, such as mute and change audio quality, are not provided. The majority of the state changes in the UC Client are available to assistive technology. However, in some cases, the UC Client does not properly announce when a network state change occurs (e.g., when transitioning from “connected” to “off line”).</p> |
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1194.31 Functional Performance Criteria

| Criteria | Support Levels | | Remarks and Explanations | |
|---|------------------|---|---|---|
| | PA | UC Client | PA | UC Client |
| 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 | Supports with exceptions | The PA is a Flash based application and is not readable by assistive technology. | In the UC Client, some options within the Preferences window are not accessible from keyboard. Network state is not announced when changed. The UC Client does not follow OS's contrast/color scheme, however different skins are available on a per user basis. Audible directions are not available for electronic forms. |
| 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 | Supports | The PA can be operated by those individuals with less than 20/70 visual acuity using a screen magnifier accessibility tool. Test conducted with Microsoft Windows Magnifier | The UC Client can be operated by those individuals with less than 20/70 visual acuity using a screen magnifier accessibility tool and by selecting the large skin. |
| 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 | Operation of the UC Client user interface: Supports Telecommunication functions: Does not support | The PA does not require user hearing for operation or information retrieval. | The UC Client does not provide a TTY interface, nor is there a way to use an analog TTY device in conjunction with the PA. Please note, however, that the UC Client is usable as a video endpoint for sign language communication. A video refresh rate of 30 frames per second is provided when not constrained by network bandwidth or quality of service limitations. In addition, please note that Instant Messaging is supported. |

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| <p>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.</p> | <p>Not applicable</p> | <p>Supports when combined with Compatible Assistive Technology</p> | <p>The PA does not require user hearing for operation or information retrieval.</p> | <p>This requirement applies to the user's headset and other co-located hardware, and not to the UC Client software.</p> |
| <p>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.</p> | <p>Support</p> | <p>Operation of the UC Client user interface: Supports Telecommunication functions: Does not support</p> | <p>The PA does not require user speech for operation or information retrieval.</p> | <p>The UC Client does not provide a TTY interface, nor is there a way to use an analog TTY device in conjunction with the PA.</p> <p>Please note, however, that the UC Client is usable as a video endpoint for sign language communication. A video refresh rate of 30 frames per second is provided when not constrained by network bandwidth or quality of service limitations. In addition, please note that Instant Messaging is supported.</p> |
| <p>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.</p> | <p>Supports</p> | <p>Supports</p> | <p>The PA interface requires a mouse or other point-and-click method for user input. Users with limited fine motor control, reach, or strength who are able to operate other point-and-click interfaces will be able to operate the PA interface.</p> | <p>The UC Client is a standard Windows application and does not require fine motor skills or simultaneous actions to function properly.</p> |

1194.41 Information, Documentation and Support

| Criteria | Support Levels | | Remarks and Explanations | |
|---|----------------|-----------|---|-----------|
| | PA | UC Client | PA | UC Client |
| 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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