

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Avaya Wireless Handset 3735 without Bluetooth / R4.7.5

**Product Description:** Avaya Wireless Handset 3735 features enterprise-grade telephony with professional messaging and a personal alarm all in one very capable DECT handset. The display backlight helps to operate and use the handset in complete darkness.

**Date:** Nov 17, 2022

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**Notes:**

**Evaluation Methods Used:** Conformance claims has been validated.

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes/ <b>No</b> ) Level AA ( <b>Yes</b> / No) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	( <b>Yes</b> / No )

# 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.
- **Supports with Exceptions:** 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

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.</p>	<p>Supports with Exceptions</p>	<p>The keys on Avaya DECT R4 Model 3735 telephones are tactilely discernible. The dialpad is arranged in a standard 3x4 grid with a raised nub on the “5” key.</p> <p>Some information that is presented visually by the phone is accompanied by audible tones. Complex information presented by the phone, such as Caller ID and the functions that are accessed via the navigation keys, is not accessible to users without vision.</p>
<p><b>302.2 With Limited Vision.</b> 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.</p>	<p>Supports with Exceptions</p>	<p>The text on the display is sans-serif with high contrast between the text and the background.</p> <p>The text can be enlarged up 2.85 mm in height (as compared with the 4.8 mm height specified by criterion 402.4).</p>
<p><b>302.3 Without Perception of Color.</b> 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.</p>	<p>Supports</p>	<p>The system is configurable to avoid reliance on color to convey information.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>302.4 Without Hearing.</b> 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 the phone in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators and haptic feedback.
<b>302.5 With Limited Hearing.</b> 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	All information that is provided by the phone in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators and haptic feedback.
<b>302.6 Without Speech.</b> 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	User speech is not required in order to operate the phone.
<b>302.7 With Limited Manipulation.</b> 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	The controls and keys are operable with one hand and do not require tight grasping, pinching, twisting of the wrist.
<b>302.8 With Limited Reach and Strength.</b> 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	The force required to activate the controls and keys is less than 5 lbs. (22.2N).
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	The operational style of the basic telephony functions is similar to that of a standard residential telephone.

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2.1 Information Displayed On-Screen.</b> Speech output shall be provided for all information displayed on-screen.	Does not support	
<b>402.2.2 Transactional Outputs.</b> Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not applicable	Avaya DECT R4 Model 3735 telephones do not provide transactional outputs.
<b>402.2.3 Speech Delivery Type and Coordination.</b> 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 with exceptions	The Avaya DECT R4 Model 3735 is a telephone handset, and therefore satisfies the “Speech output shall be delivered through...a telephone handset” component of this requirement. There is no coordination of the speech with information that is displayed on the screen.
<b>402.2.4 User Control.</b> 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.	Not applicable	Functions do not have associated speech output.
<b>402.2.5 Braille Instructions.</b> 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	Avaya DECT R4 Model 3735 telephones are intended for personal use.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><b>402.3.1 Private Listening.</b> 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.</p>	Supports	Avaya DECT R4 Model 3735 telephones comply with the FCC part 68.316 HAC requirements.
<p><b>402.3.2 Non-private Listening.</b> 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.</p>	Supports	<p>Incremental volume control is supported. Loudspeaker amplification up to 90 dB, as measured 10 cm from the device, is supported.</p> <p>Automatic reset of the volume to a default level after every use is available as an administrator-selectable option.</p>
<p><b>402.4 Characters on Display Screens.</b> 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.</p>	Supports with exceptions	<p>The text on the display is sans-serif with high contrast between the text and the background.</p> <p>The text can be enlarged up to 2.85 mm in height (as compared with the 4.8 mm height specified by this criterion).</p>
<p><b>402.5 Characters on Variable Message Signs.</b> 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).</p>	Not applicable	Variable message signs are not used.
<p><b>403 Biometrics</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>403.1 General.</b> Where provided, biometrics shall not be the only means for user identification or control.</p> <p>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.</p>	Not applicable	
<p><b>404 Preservation of Information Provided for Accessibility</b></p>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>404.1 General.</b> ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Not applicable	
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
<b>405.1 General.</b> 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	Avaya DECT R4 Model 3735 telephones are intended for personal use.
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
<b>406.1 General.</b> 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.	Support	Avaya DECT R4 Model 3735 telephones support an industry-standard headset jack adapter.
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
<b>407.2 Contrast.</b> 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 with exceptions	All characters and symbols contrast visually from the background surfaces, except for the mute and volume keys. These keys have no printed characters, but are easily identifiable by location.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.3.1 Tactilely Discernible.</b> Input controls shall be operable by touch and tactilely discernible without activation.</p>	<p>Supports with exceptions</p>	<p>Avaya DECT R4 Model 3735 telephones have a full dial key pad, arranged in a standard 3x4 grid with the raised nub on the "5" key.</p> <p>The mute and volume up/down keys on the left side of the telephone can be identified by their raised form and position.</p> <p>Although most keys are associated with specific functions, some are context-specific "soft keys" whose purpose may be difficult or impossible to discern by users without vision.</p>
<p><b>407.3.2 Alphabetic Keys.</b> 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.</p>	<p>Not applicable</p>	<p>The device has no individual alphabetic keys.</p>
<p><b>407.3.3 Numeric Keys.</b> 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).</p>	<p>Supports</p>	
<p><b>407.4 Key Repeat.</b> 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.</p>	<p>Not applicable</p>	<p>The device does not have a keyboard.</p>
<p><b>407.5 Timed Response.</b> 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.</p>	<p>Not applicable</p>	<p>The device does not require responses to be entered within a limited amount of time.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>407.6 Operation.</b> 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.</p>	Supports	The buttons on the device 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 approximately 1.34 pounds (6 N).
<p><b>407.7 Tickets, Fare Cards, and Keycards.</b> 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.</p>	Not applicable	No tickets, fare cards and keycards are provided as part of the device
<p><b>407.8 Reach Height and Depth</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>407.8.1 Vertical Reference Plane.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.1.1 Vertical Plane for Side Reach.</b> Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.1.2 Vertical Plane for Forward Reach.</b> Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.2 Side Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.2.1 Unobstructed Side Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.2.2 Obstructed Side Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.3 Forward Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.3.1 Unobstructed Forward Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.3.2 Obstructed Forward Reach.</b> 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).</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements

Criteria	Conformance Level	Remarks and Explanations
<p><b>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach.</b> 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.</p> <p>EXCEPTIONS:</p> <p>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.</p> <p>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.</p>	Not applicable	The device is easily relocated by users to accommodate their height and reach requirements
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
<p><b>408.2 Visibility.</b> 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.</p>	Not applicable	The device is easily relocated by users to accommodate their display requirements
<p><b>408.3 Flashing.</b> Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</p> <p>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.</p>	Not applicable	
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p><b>409.1 General.</b> Where provided, status indicators shall be discernible visually and by touch or sound.</p>	Supports with exceptions	<p>Most status information, such as network level and battery level, is provided visually but not audibly.</p> <p>Warnings, such as those that indicate low battery or lack of network connectivity, are displayed visually and accompanied by an audible sound. (Note: This feature can be disabled by an administrator.)</p>
<p><b>410 Color Coding</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>410.1 General.</b> 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.</p>	Supports	The system is configurable to avoid reliance on color to convey information.
<p><b>411 Audible Signals</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>411.1 General.</b> Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response</p>	Supports	All information that is provided by the phone in an auditory manner, such as a warning tone or audible ringing to indicate that there is an incoming call, is accompanied by visual indicators and haptic feedback.
<p><b>412 ICT with Two-Way Voice Communication</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>412.2 Volume Gain</b></p>	Heading cell – no response required	Heading cell – no response required
<p><b>412.2.1 Volume Gain for Wireline Telephones.</b> Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.</p>	Not applicable	
<p><b>412.2.2 Volume Gain for Non-Wireline ICT.</b> A method for increasing volume shall be provided for non-wireline ICT.</p>	Supports	Volume-up and volume-down buttons are located on the side of handset.
<p><b>412.3 Interference Reduction and Magnetic Coupling</b></p>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>412.3.1 Wireless Handsets.</b> ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	Supports	
<b>412.3.2 Wireline Handsets.</b> ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Not applicable	
<b>412.4 Digital Encoding of Speech.</b> 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).	Supports with exceptions	Avaya DECT R4 Model 3735 telephones support G.722.2 audio encoding. However, because relatively few wired IP networks and associated devices support G.722.2, support for this encoding technique will often be limited to communication between DECT handsets that are linked to the same DECT base.
<b>412.5 Real-Time Text Functionality.</b> [Reserved].	Reserved for future	Reserved for future
<b>412.6 Caller ID.</b> Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Supports with exceptions	Caller ID and similar telecommunication information is presented visually but not audibly.
<b>412.7 Video Communication.</b> Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Not applicable	The device does not provide real-time video functionality.
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
<b>412.8.1 TTY Connectability.</b> ICT shall include a standard non-acoustic connection point for TTYs.	Supports	Avaya DECT R4 Model 3735 telephones have an industry-standard headset jack adapter.
<b>412.8.2 Voice and Hearing Carry Over.</b> ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Does not support	In order to intermix speech with TTY use, it is necessary to alternately connect and disconnect the headset adapter.

Criteria	Conformance Level	Remarks and Explanations
<b>412.8.3 Signal Compatibility.</b> 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 with exceptions.	Avaya DECT R4 Model 3735 telephones support the TTY-compatible G.711 audio encoding standard. However, because factors such as the distance and physical obstacles between the DECT handset and its associated base can affect the accuracy of TTY transmissions, full support for TTY communication cannot be assured.
<b>412.8.4 Voice Mail and Other Messaging Systems.</b> Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not applicable	The device is not a voicemail or IVR system
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>413.1.1 Decoding and Display of Closed Captions.</b> Players and displays shall decode closed caption data and support display of captions.	Not applicable	
<b>413.1.2 Pass-Through of Closed Caption Data.</b> Cabling and ancillary equipment shall pass through caption data.	Not applicable	
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>414.1.1 Digital Television Tuners.</b> 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	
<b>414.1.2 Other ICT.</b> ICT other than digital television tuners shall provide audio description processing.	Not applicable	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>415.1.1 Caption Controls.</b> Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not applicable	
<b>415.1.2 Audio Description Controls.</b> Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not applicable	

## Chapter 5: Software

Notes:

Chapter 5 requirements are not applicable because the handset is hardware and not software.



## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> 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.	Supports with Exceptions	All settings customizable is described in user documentation och configuration manaul. Conenction to accessitive technology are not deccribed seperately
<b>602.3 Electronic Support Documentation.</b> 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).	Does Not Support	Most electronic documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat “Read Out Loud” option, but the support for tables and images is often inadequate.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Does not support	
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features.</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Not Applicable	Depends on service agreement
<b>603.3 Accommodation of Communication Needs.</b> 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.	Not Applicable	Depends on service agreement

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