



Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Avaya ACR Version 2 .0)

Name of Product/Version: Avaya Aura[®] Communication Manager Version 10.2

Report Date: April 2024

Product Description: The statements in this document apply to all versions of Avaya Aura[®] Communication Manager 10.2 software.

The responses to this report refer to the Avaya Aura[®] Communication Manager 10.2 administrative interfaces. In many cases, these interfaces will be located in spaces frequented only by service personnel for infrequent maintenance, repair, or occasional monitoring of equipment, and therefore may qualify for exemption under E202.5 ICT Functions Located in Maintenance or Monitoring Spaces.

Exception: Avaya Aura[®] Communication Manager (CM) 10.2 software is administered using the following three tools or methods:

1. A text-only interface, also called a text user interface (TUI), and referred to in Avaya documentation as the System Access Terminal (SAT). The SAT interface pre-dates the Section 508 rules by several years and is a non-web based interface that uses simple text positioning and fields to manage information and configuration. Although over one hundred fifty different configuration screens are accessible via the SAT tool, it is Avaya's experience that the vast majority of operations performed by administrators are in a category commonly referred to as "MAC" tasks: Moves, Adds, and Changes. This report documents the SAT interface conformance using MAC operations.

2. A native CM browser-based graphical interface which is named System Management Interface (SMI). Generally, the SMI browser interface is only used by Avaya personnel and business partners to support initial installation, upgrades, and security features. Examples of some of the SMI screens are:
 - a) Download Files
 - b) Trusted Certs
 - c) Server Access.
 - d) Server/Application Certs.
 - e) Certificate Signing Request Page 3 of 22 These are infrequent operations that are typically performed by expert individuals. Therefore the SMI browser interface is not included in this conformance statement.
3. System Manager which is used to manage many of the Avaya Aura[®] solution components, including Communication Manager. System Manager 10.2 conformance is documented in a separate VPAT.

The SAT configuration screens may be grouped into two categories:

1. Common Weekly Administration (may be handled by a less skilled administrator using common MAC operations)
 - a) Station form
 - b) Agent form (Contact Center)
 - c) VDN (Contact Center)
2. More Complex Administration (handled by high skilled administrator at installation and updated annually or less often)
 - a) Dial Plan form
 - b) Trunk form
 - c) Media Gateway configuration
 - d) Announcements/Paging
 - e) System Parameters

Unless otherwise noted, these statements of conformance are limited to MAC operations performed via the SAT tool. Avaya does not certify that the conformance statements are valid for all of the screens that may be presented by the SAT tool. Service personnel and system administrators who require the support of assistive technologies may be unable to perform the initial physical installation, system setup and upgrades, and some of the less frequent or more complex administrative tasks.

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Notes:

Evaluation Methods Used: Conformance claims in this document have been validated using manual testing by the offeror. JAWS, ANDI, Axe, Contrast Analyzer. Keyboard and focus testing along with other manual testing and code inspection.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected 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.

WCAG 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 3 – 301 Functional Performance Criteria
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <ul style="list-style-type: none"> Adding alt text to images (describe images). Non-text content requires attributes. Describing charts and graphs. 	Partially Supports	<p>The Avaya logo is missing text alternative.</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <ul style="list-style-type: none"> Transcripts of audio content. Captions for video content. 	Not Applicable	Pre-recorded audio or video is not used.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <ul style="list-style-type: none"> Captions provided for video content. 	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <ul style="list-style-type: none"> Transcripts for video that describes key visual elements. 	Not Applicable	No pre-recorded multimedia presentations are used in this product
<p>1.3.1 Info and Relationships (Level A)</p> <ul style="list-style-type: none"> Semantic structure is used to designate headings (<h1>), regions/landmarks, lists (, , and <dl>). Ensure that semantic markup is used appropriately. Data in tables and data cells are associated with their row and column headers. Data table captions, if present, are associated to data tables. Controls are associated with form input elements. Related form components are grouped with fieldset/legend. 	Partially Supports	<p>Most information, structure, and relationships are conveyed accessibly however, there are some exceptions:</p> <ul style="list-style-type: none"> Data tables missing markup Some headings are missing Forms missing labels Form controls missing group labels <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <ul style="list-style-type: none"> Screen reading and navigation order must be logical and intuitive. 	Supports	CM components have meaningful reading sequences, and the reading order is preserved.
<p>1.3.3 Sensory Characteristics (Level A)</p> <ul style="list-style-type: none"> For instructions, do not rely on shape, size or physical location when giving directions (i.e. "click the blue circle in the top right"). 	Supports	CM does not rely on sensory characteristics like shape, size, visual location, or sound to convey information or instructions.
<p>1.4.1 Use of Color (Level A)</p>	Supports	CM does not use color as the sole means of conveying information.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> Color alone must never be used as the sole method of conveying information. 		
<p>1.4.2 Audio Control (Level A)</p> <ul style="list-style-type: none"> Provided a means to pause, play, stop, mute, and adjust volume for video that plays automatically and lasts more than 3 seconds. 	Not Applicable	CM does not contain content that requires audio controls.
<p>2.1.1 Keyboard (Level A)</p> <ul style="list-style-type: none"> All components are usable with the keyboard alone. A mouse is not required. 	Partially Supports	CM operable through the keyboard interface however, there is an exception: <ul style="list-style-type: none"> The browser menu is not keyboard accessible NOTE: Using Command Line Interface is accessible to people with disabilities.
<p>2.1.2 No Keyboard Trap (Level A)</p> <ul style="list-style-type: none"> Ensure focus can move to/from all interactive UI components using the keyboard without becoming stuck. 	Supports	CM does not have any keyboard traps.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <ul style="list-style-type: none"> Keyboard shortcuts must not interfere with other input methods. Only use shortcuts that include a key combination (i.e. CTRL + M). 	Not Applicable	CM does not contain character key shortcuts.
<p>2.2.1 Timing Adjustable (Level A)</p> <ul style="list-style-type: none"> Use time limits only when necessary and provide options to turn off / adjust the time limit. 	Not Applicable	Times Responses are not used.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <ul style="list-style-type: none"> Moving content must be controllable. Users can stop/pause/hide any media that plays automatically and is longer than 5 sec. 	Supports	CM does not contain moving, blinking, scrolling, or auto-updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <ul style="list-style-type: none"> Never use content that flashes >3 times per second. 	Supports	CM does not contain flashing content
<p>2.4.1 Bypass Blocks (Level A)</p> <ul style="list-style-type: none"> Links to skip content are accessible to all, where visual and screen reader users both can use them too. <ul style="list-style-type: none"> Non web content does not apply 	Does Not Support	The application is missing skip links. NOTE: Using Command Line Interface is accessible to people with disabilities.
<p>2.4.2 Page Titled (Level A)</p> <ul style="list-style-type: none"> Provide a descriptive title for each page or view. 	Supports	Page title is provided.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <ul style="list-style-type: none"> Use a logical focus order of UI components so people can easily understand and use them. If they cannot tell where it went, it's wrong. 	Supports	CM components receive focus in an order that preserves meaning and operability.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <ul style="list-style-type: none"> The text for all links must describe where it goes to. 	Supports	Link text is clear and concise.
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <ul style="list-style-type: none"> All tasks can be completed using simple gestures (i.e. single or double tap). 	Supports	CM does not require multipoint or path-based gestures for operation
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <ul style="list-style-type: none"> Components must only activate on the release of the mouse button or the lifting a finger. 	Supports	CM uses a single pointer does not use the down-event to execute any part of the function and many actions can be cancelled or undone.
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <ul style="list-style-type: none"> For UI components that include images of text, the label must include the text that is presented visually. 	Does Not Support	<p>CM is missing the accessible names of controls that contain the text of their visible labels.</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <ul style="list-style-type: none"> Tasks that rely on device motion are customizable and accessible. 	Supports	CM does not have functionality that requires device motion or user motion.
<p>3.1.1 Language of Page (Level A)</p> <ul style="list-style-type: none"> Language attributes are identified, and the attribute must match the content on the page. 	Supports	The language is programmatically identified.
<p>3.2.1 On Focus (Level A)</p> <ul style="list-style-type: none"> Avoid triggering changes when any component receives keyboard focus. 	Supports	CM components receive focus, an unexpected change of context is not initiated.
<p>3.2.2 On Input (Level A)</p> <ul style="list-style-type: none"> Ensure that changing the settings of any UI component has predictable effects unless you notify the user. 	Supports	CM components receive focus, an unexpected change of context is not initiated.
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <ul style="list-style-type: none"> When a help feature appears on multiple pages, it is provided in a 	Supports	labels or instructions are provided when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
consistent location.		
<p>3.3.1 Error Identification (Level A)</p> <ul style="list-style-type: none"> Identify and describe input errors for users. Make sure that errors appear in text. Do not use color or visual cues alone to highlight errors. 	Partially Supports	<p>Error messages are identified in text but do not provide a notification for a screen reader.</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <ul style="list-style-type: none"> Always provide visible labels to form fields and controls. 	Supports	Labels are provided for fields
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>User information once given is auto populated or selectable in future fields requiring it.</p>	Not Applicable	No auto populated content is found.
<p>4.1.2 Name, Role, Value (Level A)</p> <ul style="list-style-type: none"> The name and role of all components must be understood by the assistive technologies. Use native HTML elements wherever possible. USE WAI-ARIA attributes for custom component widgets. Screen readers must know what it is in order to present it accurately to the user. 	Partially Supports	<p>Many form controls are missing names.</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <ul style="list-style-type: none"> Provide synchronized captions. 	Not Applicable	No multimedia presentations are used in this solution.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <ul style="list-style-type: none"> For video that is not decorative, provide an audio description of the key content. 	Not Applicable	No multimedia presentations are used in this solution.
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Applications are not restricted to either portrait or landscape orientation, it can change where necessary (i.e. responsive). 	Supports	The CM application supports orientation.
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Form fields that collect data (name, password, address, etc.) must support the auto complete attribute. 	Does Not Support	Autocomplete is not supported. NOTE: Using Command Line Interface is accessible to people with disabilities.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <ul style="list-style-type: none"> Text and backgrounds must have a contrast ratio of at least 4.5:1. When using large text (e.g. >= 18pt) then 3:1 is allowable. 	Partially Supports	All text meets the minimum contrast requirement. This was tested using the Color Contrast Analyzer. However, there are some exceptions: <ul style="list-style-type: none"> Red text on the login page Blue text for navigation items and group labels NOTE: Using Command Line Interface is accessible to people with disabilities.
<p>1.4.4 Resize text (Level AA)</p> <ul style="list-style-type: none"> The application is readable and functional when page is zoomed to 200% (scrolling allowed). 	Supports	Browser features are used to resize text with no loss of functionality.
<p>1.4.5 Images of Text (Level AA)</p> <ul style="list-style-type: none"> Images of text should not be used when live text is possible. 	Supports	Images of text are not used.
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Visual layouts are flexible and adapt to a person's preferred setup. 	Supports	Reflow is supported

Criteria	Conformance Level	Remarks and Explanations
Design content that is visible/usable from 380-1280 pixels.		
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <ul style="list-style-type: none"> For UI components (e.g. buttons, icons, charts, etc.), use a contrast ratio of at least 3:1, including changes for focus and hover states, etc. 	Supports	Buttons and other UI elements have a contrast ratio of at least 3:1.
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Ensure users can increase text spacing and still read / use everything on the screen. 	Supports	Text Spacing is supported.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Content and functions that rely on gestures/motion/focused state must include other means of access (i.e. esc to exit). 	Supports	
<p>2.4.5 Multiple Ways (Level AA)</p> <ul style="list-style-type: none"> There must always be more than one way to find content on a site or application. 	Partially Supports	<p>There is only a navigation menu. The application is missing a search or other mechanism to locate content.</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <ul style="list-style-type: none"> The label must make a field's purpose clear. Headings accurately describe what is contained in the next section. 	Supports	Descriptive headings and Labels are used.
<p>2.4.7 Focus Visible (Level AA)</p> <ul style="list-style-type: none"> UI components have a visible focus outline/marker. 	Supports	<p>UI elements receive visible focus.</p> <p>This requirement is also tested at the same time keyboard testing is done.</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <ul style="list-style-type: none"> When a user interface component receives keyboard focus, the component is not entirely hidden by other content. 	Supports	Focus is not obscured.
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <ul style="list-style-type: none"> All functionality that uses a dragging movement can be achieved by a single pointer without dragging. 	Supports	No dragging movements are used.

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <ul style="list-style-type: none"> The size of the target for pointer inputs is at least 24 x 24 CSS pixels. 	Supports	Target size requirements are met.
<p>3.1.2 Language of Parts (Level AA)</p> <ul style="list-style-type: none"> If the language on a page changes, it is called out in the code (i.e. text added in another language must include a label saying so). 	Supports	Only one language is used in the application at time.
<p>3.2.3 Consistent Navigation (Level AA)</p> <ul style="list-style-type: none"> Position menus and standard controls consistently. 	Supports	Navigation is consistent
<p>3.2.4 Consistent Identification (Level AA)</p> <ul style="list-style-type: none"> Identify components consistently. Icons and images that are frequently used and provide the same function must be provided with the same alternative text. 	Supports	Identification is consistent
<p>3.3.3 Error Suggestion (Level AA)</p> <ul style="list-style-type: none"> Suggest corrections when users make mistakes. Don't make them guess what the problem is. 	Partially Supports	<p>Error messages are provided to users but the messages themselves are not ready automatically to the user</p> <p>NOTE: Using Command Line Interface is accessible to people with disabilities.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <ul style="list-style-type: none"> Check, confirm and allow any changes to be undone before allowing users to make those changes permanent. 	Not Applicable	
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <ul style="list-style-type: none"> There must be an authentication path that does not require tasks such as: memorizing a password, transcribing codes or words, or solving a puzzle. 	Not Applicable	
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <ul style="list-style-type: none"> Make sure that all messages indicating success or failure are read out by a screen reader. 	Does Not Support	When status messages are provided to the screen they are not announced by the screen reader.

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

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	By Using Command Line Interface, the CM is accessible to people without vision. This application is accessible using NVDA or JAWS.
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	By Using Command Line Interface, the CM is accessible to people with limited vision. This application was also tested using ZoomText.
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	People who are color blind can use this application as color is not used, by itself, to convey information.
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	User hearing is not required to use CM.
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	User hearing is not required to operate CM.
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.	Supports	User speech is not required for input, control, or operation.
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	There are no operations that require fine motor control or simultaneous manual operations.
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 controls are operable with limited reach and strength.

Criteria	Conformance Level	Remarks and Explanations
<u>302.9 With Limited Language, Cognitive, and Learning Abilities.</u> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Simple interface buttons have been provided where possible.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>601.1 Scope</u>	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
<u>602.2 Accessibility and Compatibility Features.</u> 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.
<u>602.3 Electronic Support Documentation.</u> 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
<u>602.4 Alternate Formats for Non-Electronic Support Documentation.</u> 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.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
<u>603.2 Information on Accessibility and Compatibility Features.</u> 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.

Criteria	Conformance Level	Remarks and Explanations
		<p>For products and systems sold directly by Avaya, support is available via WebChat: https://support.avaya.com/contact/#click-to-chat</p> <p>And via email: accessibility@avaya.com</p>
<p><u>603.3 Accommodation of Communication Needs.</u> 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.</p>	<p>Supports</p>	<p>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.</p> <p>For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: https://support.avaya.com/contact/#click-to-chat</p> <p>And via email: accessibility@avaya.com</p>

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