

Avaya Aura® Conferencing 8.0

Graphical and Telephone User Interfaces

Voluntary Product Accessibility Template (VPAT)

Avaya Aura Conferencing (AAC) enables real-time conferencing and collaboration.

This document describes the AAC “Collaboration Agent” interfaces that allow users to manage their conferences: a visually oriented browser-based Graphical User Interface (GUI) and an audio-output Telephone User Interface (TUI) in which all commands to the system are entered via the telephone’s dial pad. Users who are unable to operate the GUI by virtue of a visual impairment can use the audio-only TUI. Similarly, users who are unable to use the TUI due to a hearing impairment can use the GUI.

Support Levels

Support Level	Description
Supports	The AAC user interfaces fully meet the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	The AAC user interfaces do 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 AAC user interfaces provide an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	The AAC user interfaces fully meet the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	The AAC user interfaces do 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 AAC user interfaces is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Supports through Equivalent Facilitation via the Telephone User Interface
Section 1194.22 Web-based Intranet and Internet Information and Applications	Supports through Equivalent Facilitation via the Telephone User Interface
Section 1194.23 Telecommunications Products	Supports through Equivalent Facilitation via the Graphical User Interface
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>
<p>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.</p>	<p>Supports through Equivalent Facilitation</p>	<p>Except for the login screen, which is a JSP page, the Graphical User Interface is based on the Adobe Flash Graphical Interface.</p> <p>Aside from the login screen and conference code entry screen, in which elements and actions may be accessed via the keyboard in a logical tab order, there is no support for keyboard navigation.</p> <p>Nearly all of the functions and information presented visually by the Graphical User Interface are available via the Telephone User Interface.</p>
<p>1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	

<p>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.</p>	<p>Supports through Equivalent Facilitation</p>	<p>Aside from the login screen and conference code entry screen, the Graphical User Interface does not support this requirement.</p> <p>Nearly all of the functions and information presented visually by the Graphical User Interface are available via the Telephone User Interface.</p>
<p>1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with Exceptions</p>	<p>All available program elements have underlying text tags. Elements that are not available (i.e., those that are “grayed out”) do not have tags.</p>
<p>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.</p>	<p>Supports</p>	
<p>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.</p>	<p>Supports with exceptions</p>	<p>The Graphical User Interface provides text through the operating system, but not in a manner that allows text input caret location and text attributes to be identified.</p>
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Does not support</p>	<p>This requirement is not supported by the Graphical User Interface components that utilize the Adobe Flash Graphical Interface.</p> <p>Nearly all of the functions and information presented visually by the Graphical User Interface are available via the Telephone User Interface.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>The Graphical User Interface has no instances of animation.</p>
<p>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.</p>	<p>Supports</p>	<p>The Graphical User Interface does not use color coding to convey information.</p>
<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>The Graphical User Interface does not allow users to adjust color and contrast settings.</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.	Not Applicable	The Graphical User Interface has no instances of flashing or blinking text.
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	The login screen and the conference code entry screen support this requirement. No electronic forms are presented by the Graphical User Interface components that utilize the Adobe Flash Graphical Interface.

§ 1194.22 Web-based Intranet and Internet Applications

Criteria	Support Levels	Remarks and Explanations
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The Graphical User Interface has no multimedia presentations.
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	The Graphical User Interface 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.	Supports	The Graphical User Interface does not use style sheets.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The Graphical User Interface has no server-side image maps.
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
1194.22(g) Row and column headers shall be identified for data tables.	Supports through Equivalent Facilitation	The table presented by the Graphical User Interface does not have column or row headers. The information presented by this table is available through the Telephone User Interface.
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	The Graphical User Interface has no data tables with two or more logical levels of rows or columns.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	The Graphical User Interface has no 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	
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports through Equivalent Facilitation	There is no text-only equivalent of the Graphical User Interface. Nearly all of the functions and information presented visually by the Graphical User Interface are available via the Telephone User Interface.
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.	Supports with Exceptions	The Graphical User Interface login screen may be inaccessible if support for Javascript is not enabled. Nearly all of the functions and information presented visually by the Graphical User Interface are available via the Telephone User Interface.
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).	Not Applicable	
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.	Supports	The login screen and the conference code entry screen support this requirement. No electronic forms are presented by the Graphical User Interface components that utilize the Adobe Flash Graphical Interface.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	The Graphical User Interface has no 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	The Graphical User Interface has no instances in which a user must respond within a given amount of time.

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	Not Applicable	<p>Conformance with the requirement is dependent on the configuration of the conference bridge and associated telecommunication network, and on the endpoint devices used by the conference participants. No component of AAC would interfere with the conformance of a properly configured conference bridge, telecommunication network, or endpoint device.</p>
<p>1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	Not Applicable	<p>AAC permits system administrators to select the ITU-T audio encoding algorithm to be used during a conference. Some of the ITU-T encoding algorithms, such as G.729, tend to distort TTY signals. Others, such as G.711, tend to be reliable (assuming that other factors, such as packet loss and echo cancelation, are properly controlled). For this reason, conformance with this requirement will be dependent on the network parameters selected by the system administrator.</p> <p>No component of AAC would interfere with the conformance of a properly configured conference bridge, telecommunication network, or endpoint device.</p>
<p>1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	Supports through Equivalent Facilitation	<p>The Telephone User Interface does not provide TTY-compatible prompts, menus, or responses. It is recommended that the Graphical User Interface be used by individuals with hearing loss who are unable to use the Telephone User Interface.</p>
<p>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.</p>	Supports	<p>The Telephone User Interface has no instances in which a user must respond within a given amount of time.</p>
<p>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.</p>	<p>For users of TTYs: Supports through Equivalent Facilitation</p> <p>For users who cannot see displays: Supports</p>	<p>Users of TTYs can see the conference participant list via the Graphical User Interface.</p> <p>Users who cannot see displays can hear the conference participant list via the Telephone User Interface.</p>

<p>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.</p>	<p>Not Applicable</p>	<p>None of the commonly accepted standards for voice communication between telephones and associated back-office equipment has 20 dB of amplitude headroom available. Conformance with this requirement will be dependent on the endpoint devices used by the conference participants.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>AAC does not support volume control.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>AAC does not use audio transducers.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>The hardware components of AAC are not co-located with the end users. No aspect of AAC would interfere with assistive hearing technologies at the user's location.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>AAC permits system administrators to select the encoding algorithm to be used during a conference. For this reason, conformance with this requirement will be dependent on the network parameters selected by the system administrator and on the capabilities of the users' endpoint devices. (Please see the Remarks and Explanations for Requirement 1194.23(b) for TTY-specific configuration guidance.)</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the endpoint devices used by the conference participants.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the endpoint devices used by the conference participants.</p>

<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the endpoint devices used by the conference participants.</p>
<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>For users of TTYs: Supports through Equivalent Facilitation</p> <p>For users who cannot see displays: Supports</p>	<p>Users of TTYs can control and discern the status of toggle functions via the Graphical User Interface</p> <p>Users who cannot see displays can control and discern the status of toggle functions via the Telephone User Interface.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	<p>Supports</p>	<p>The Telephone User Interface is operable without vision.</p>
<p>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.</p>	<p>Supports</p>	<p>The Telephone User Interface is operable without vision.</p>
<p>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.</p>	<p>Supports</p>	<p>The Graphical User Interface is operable without hearing.</p>
<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>Supports</p>	<p>The Graphical User Interface is operable without hearing.</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>Supports</p>	<p>All functions presented by the Telephone User Interface and by the Graphical User Interface are operable without requiring user speech.</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>The Telephone User Interface is operated via key presses on a telephone dial pad.</p> <p>No component of the Graphical User Interface requires multiple keys to be pressed simultaneously.</p>

§ 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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