

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Aura Device Services (AADS)

Product Description: AADS supplies services such as configuration, contact and directory to Avaya devices (phones).

Date: September 2021

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Notes: This reports on the AADS administration web pages. Accessibility of AADS services by end-users would be described in the reports for the specific devices.

Evaluation Methods Used: Manual Evaluation

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 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)

Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No)
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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.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Support With Exceptions	Most information is in text. The performance metrics data is presented as a non-text graphs but can be downloaded as text CSV files.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
<p><u>1.3.1 Info and Relationships</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports With Exceptions	The main menu is missing programmatic information that allows it to be identified as a menu by users who are blind.
<p><u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Support	The web page data sequence like data in tables, tree hierarchy and relationships are retrieved programmatically through the APIs based on the

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		default/selected sorting and searching order.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Sensory characteristics are not required to understand displayed information
<p>1.4.1 Use of Color (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Color is never the only way to distinguish data
<p>1.4.2 Audio Control (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Product does not have Audio.
<p>2.1.1 Keyboard (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports With Exceptions	Not all functionality is available through keyboard. Notably it is not possible to move between pages using the menu
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Support	Any component enterable using keyboard can be left using the keyboard
<p>2.2.1 Timing Adjustable (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no operations that requires user to respond within a specific time.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no Moving, Blinking, Scrolling content.
<p>2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no flashing content.
<p>2.4.1 Bypass Blocks (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	There are web browser provided keyboard shortcuts to move the user focus to the top and bottom of the page. System manager pages conforms to those shortcuts.
<p>2.4.2 Page Titled (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pages have titles that describes topic or purpose.
<p>2.4.3 Focus Order (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Focus order is correct
<p>2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Links to specific admin pages have meaningful text
<p>3.1.1 Language of Page (Level A) 2017 Section 508</p>	Does Not Support	Language attribute is not set

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Whenever any input element receives a focus , there is no event triggered or change of context.
<p>3.2.2 On Input (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no context change due to clicking on links,tabs or during input to any components like text fields.
<p>3.3.1 Error Identification (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Error identification are provided for the wrong inputs in most of the pages. A more informative error message is displayed to user on the input errors.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pages do have appropriate labels/messages wherever user input is required.
<p>4.1.1 Parsing (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Standard Web components are used
<p>4.1.2 Name, Role, Value (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Standard Web components are used

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Web pages do not have Time-based Media
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Web pages do not have Time-based Media
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports With Exceptions	Most text is black on a white background but some indications (e.g. required field indicator) have too low a contrast.
<p>1.4.4 Resize text (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	User can use the keyboard shortcuts to zoom-in and zoom-out to change the scale of the content. All the content scales uniformly, and the user agent provides scroll bars, if necessary.
<p>1.4.5 Images of Text (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Pages do not contain any images for Text except the “Avaya” logo.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	Only a single way to navigate.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports With Exception	Most but not all components have labels
<p>2.4.7 Focus Visible (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The keyboard focus indicator is visible on the focused field
<p>3.1.2 Language of Parts (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	AADS admin does not have multiple languages.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Navigation is consistent across pages
<p>3.2.4 Consistent Identification (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Functionality is identified consistently across pages
<p>3.3.3 Error Suggestion (Level AA)</p>	Does Not Support	Error messages do not contain suggestions to help

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		address the problem
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) <ul style="list-style-type: none"> 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	AADS administration does not have legal or financial data

2017 Section 508 Report

Notes:

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 with exceptions	Refer to the WCAG responses above.
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.	Support with exceptions	Refer to the WCAG responses above.
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	Color perception is not required to operate.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not	Supports	There is no audible mode

Criteria	Conformance Level	Remarks and Explanations
require user hearing.		
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	There is no audible mode
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	Speech is not required for any functionality
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 with exceptions	When used with assistive technology.
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	Web application, requiring ability to enter text and manipulate mouse.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports With Exception	Refer to the WCAG responses above.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. 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.	Does Not Support	There is no documentation of administration accessibility.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall	Supports Upon Request	Accessible documentation is available is upon request.

Criteria	Conformance Level	Remarks and Explanations
conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).		
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Documentation is available in PDF/Word format in addition to online help which can be downloaded and printed.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	There is no documentation of administration accessibility.
603.3 Accommodation of Communication Needs. 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.	Supports	Customers can contact support for any sort of support required on the product through Mail, Phone or Raising tickets in the Avaya official support site.

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