

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – CID 190475 – March 2018

Name of Product/Version: Avaya Expert Client 1.0

Product Description: Avaya Expert Client enables voice and video calling, instant messaging and media conferencing. It also offer integrated Contact Center controls and it is available on Windows 10 and the Avaya Vantage Phone.

Date: September 19, 2018

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Notes:

Evaluation Methods Used: Conformance claims in this document have been validated using manual testing by the offeror.

- Testing is based on general product knowledge
- Similar to another evaluated product
- Testing with assistive technologies

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)

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>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Every meaningful visual element or group of elements (when it makes sense) provides proper description that can be read to the user by the native OS assistive technologies.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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	There are no pre-recorded videos in Avaya Expert Client UI.
<p>1.2.2 Captions (Prerecorded) (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	There are no pre-recorded videos in Avaya Expert Client UI.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (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	There are no pre-recorded videos in Avaya Expert Client UI.
<p>1.3.1 Info and Relationships (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	All UI elements provide tags that allow the native UI to be read to the user. The description also includes meta information such as mandatory fields, etc.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.2 Meaningful Sequence (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Avaya Expert Client uses standard navigation elements provided by the respective OS in order to build all the user work flows. This makes the application easier to understand and the flows become intuitive to follow. The standard element is also prepared to be read to the users natively.
<p>1.3.3 Sensory Characteristics (Level A) Also applies to:</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All meaningful visual elements are accompanied with a respective title or state icon. The users can identify meaning via the audio or visual clues that work best for them.
<p>1.4.1 Use of Color (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Avaya Expert Client uses color mostly to indicate state (state of an attachment inside a conversation, an active call, etc.) however, in all cases, there are also icons and/or titles that can discern one state from another. This way, Avaya Expert Client relies on redundancy to comply to this item.
<p>1.4.2 Audio Control (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Avaya Expert Client incoming call ringing is the only item that falls into this category. The ring volume can be controlled independently of the system volume and it can also be silenced by pressing the "Silence" button or the Physical Volume Down button for 2 seconds in the device when available.
<p>2.1.1 Keyboard (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	<p>On Windows, Android (including Vantage) and iOS, most of the functions are accessible via shortcuts. The user can also navigate the entire UI using the standard OS Mechanisms.</p> <p>In addition to keyboard shortcuts, all commands are accessible via touch and can be operated with a single hand.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Expert Client offers native navigation via keyboard on Widnows and also on Mobile. For non-native commands, the user guide describes all the special hotkeys to make sure that the knowledgeable user never gets trapped in the UI.
<p>2.2.1 Timing Adjustable (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	Avaya Expert Client provide live interaction with customers. There is no timed content presented to the user.
<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	The only situation where there are blinking activities is related to incoming call. The blinking will be stopped the same way that the ringing will, by answering the call or by pressing the silence button on the UI or the volume down button for 2 seconds.
<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	Any blinking component in Avaya Expert Client does not blink for more than three times per second.
<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 	Not Applicable	Avaya Expert Client is not a Web-based software. Our UI does not provide multiple interaction paths to confuse the user.
<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	Avaya Expert Client offers a main screen where most of the critical features are available. When navigating, it is used an “overview” to “detail” and vice versa navigation. For each navigation step, there is at least a link to go back to the more general view and a clear title describing the current detail level.
<p>2.4.3 Focus Order (Level A) 2017 Section 508</p>	Supports	Most of the navigation is for the “Settings” section and there is clear meaning and organization into it. When

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		not navigating, there are action dialogs that provide clear action paths with beginning and end.
<p>2.4.4 Link Purpose (In Context) (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	Avaya Expert Client provides clear indication when a button is clickable, and links are loaded with tooltips that can be read to the user if needed.
<p>3.1.1 Language of Page (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	The App follow all the standards for identifying itself to assistive features of the OS. Metadata allows the OS to understand what language is available to the user.
<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	Avaya Expert Client is fully compatible with the OS (Windows and Android) accessibility features. Those tools take care of the user interaction with the application. For example, while in assistive mode, when a button is pressed, first it tells the user about its functionalities and only after a second push, the actual functionality is triggered.
<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	Avaya Expert Client is a tab-based application. It means that the context may change meaningfully depending on the active tab. When a meaningful change takes place, the user is also told about the change by the tags that are feed to the OS assistive technology. This way, the user is aware of any changes by listening to the navigation software.
<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 conditions are clearly stated to the user immediately, when they happen. The tags to the assistive technology include information about the error and also about where it is coming from.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.2 Labels or Instructions</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Every field has a respective label, or a sample text provided with a meaningful message to the user describing what to do.
<u>4.1.1 Parsing</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	On Windows, Avaya Expert Client does not offer internal elements with tags. On Vantage/Mobile, it can load web applications and web-based content in its internal web-browser. On those situations, it will take advantage of the embedded browser assistive capabilities to provide proper content to the screen reader.
<u>4.1.2 Name, Role, Value</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All meaningful user interface elements offer tags that can be recognized by the OS screen reader.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Avaya Expert Client does not offer pre-recorded broadcast capabilities. Avaya Expert Client live video is meant to allow two or more individuals to interact on a live conversation.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not Applicable	Avaya Expert Client does not offer video broadcast capabilities.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<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	<p>The entire visual presentation in Avaya Expert Client is designed according to 508 regulations with:</p> <ul style="list-style-type: none"> Minimum overall Contrast ratio of 4.5:1 Large Text with contrast ratio of at least 3:1
<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	<p>Avaya Expert Client is compatible with assistive technologies offered by the windows and mobile OSes. Text magnification can be defined in the OS and the EC UI will adjust accordingly.</p>
<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	<p>No images of text are used in Avaya Expert Client.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</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 	Not Applicable	<p>Avaya Expert Client is not a web-based application.</p>
<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	<p>Every time that a screen is loaded during a navigation task, there is clear information in its title to tell the user what it is about. Tooltips and tags are also provided.</p>
<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	<p>Avaya Expert Client uses standard input elements from the OS. The focus is always indicated properly to make sure that the user knows what component is active at any given time.</p>

Criteria	Conformance Level	Remarks and Explanations
<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) 	Supports	Avaya Expert Client will most often be used in a single language. However, its interface is designed to be presented in English and Spanish. On Mobile, it will follow the device language settings to present its UI. If current language is not supported, UI will default to English. All screen reader tags will follow the active UI language. On Windows, the installer will allow the user to select the active language during installation time.
<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 	Not Applicable	Avaya Expert Client is not a web-based application
<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 	Not Applicable	Avaya Expert Client is not a web-based application
<p>3.3.3 Error Suggestion (Level AA)</p> <ul style="list-style-type: none"> • <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Every time an error is detected the user receives an alarm. That alarm describes the reason of the error and, when possible, suggests corrective action.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (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	Avaya Expert Client is not meant to be used to input enterprise data. It is a communication endpoint that allows live and off-line interaction among users.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Avaya Expert Client is fully compatible with Screen Readers and assistive technology on Windows and Android. The user can use the application without vision while the assistive technologies are in place.
302.2 With Limited Vision	Supports	Windows and Android both offer magnifying tools and Avaya Expert Client is fully compliant with those.
302.3 Without Perception of Color	Supports	Avaya Expert Client is designed to work for people who cannot percept colors. There is redundant information (visual and audible) to make sure that people can still identify the proper meaning for each fragment of the screen.
302.4 Without Hearing	Supports	Avaya Expert Client is a visual application, it does not require any hearing at all to be used. Even for live communication users can communicate via video or IM.
302.5 With Limited Hearing	Supports	Avaya Expert Client takes advantage of the latest noise cancelling algorithms to make the audio channel clearer and also allow individual volume control so that the user can adjust the audio channel to better suit its needs.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Avaya Expert Client does not require speech at all. It is a visual application and can be operated via keyboard/mouse on windows and touch on Android/Vantage.
302.7 With Limited Manipulation	Supports	The Avaya Expert Client UI is designed to make its controls effective and accessible. Buttons are large to prevent accidental clicks. While on accessible mode, they ignore double clicks and conflicting actions (answer call and drop call) are never placed in the same position of the UI to prevent that an accidental double click drops a call unexpectedly.
302.8 With Limited Reach and Strength	Supports	On Windows, all functions are reachable via shortcuts and keyboard native commands. On Android/Vantage, all functions are accessible using a single hand.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Avaya support website is comprehensive and freely available. If assistance is needed, the user can send questions and maintenance requests to support@avaya.com

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.2.2 Transactional Outputs	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.2.4 User Control	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.2.5 Braille Instructions	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.3 Volume	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.3.1 Private Listening	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.3.2 Non-private Listening	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.4 Characters on Display Screens	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
402.5 Characters on Variable Message Signs	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Supports	Avaya Expert Client for Windows and Vantage uses 2 layers of security. The first layer is the OS itself that can be locked using biometrics and/or at least a PIN number. To access Avaya Expert Client, an enterprise credential is also requested, that one is a traditional login/password pair.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	Avaya Expert Client is a communication endpoint with Contact Center capabilities. It does not change or interfere in any way on the network packages being sent/received.
405 Privacy	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
405.1 General	Supports	Avaya Expert Client is designed to properly handle personal/sensitive data. When combined with additional devices (headsets) it brings full privacy into the end user conversation.
406 Standard Connections		
406.1 General	Supports	Avaya Expert Client is a soft client and all the connections are handled by the OS (Windows or Vantage/Android). This means that Avaya Expert Client does not require any non-standard connections to work.
407 Operable Parts		
407.2 Contrast	Supports	The Avaya Expert Client UI is designed to properly display all visual elements.
407.3 Input Controls		
407.3.1 Tactilely Discernible	Supports	Avaya Expert Client fully supports screen readers in Windows and Android/Vantage. Technologies such as Talkback allow the user to interact with the UI by dragging the finger/cursor around and finding the desired key.
407.3.2 Alphabetic Keys	Supports	Avaya Expert Client on mobile devices uses a virtual keyboard that is displayed in QUERTY-like format defined by the user on the OS. On windows, the user can also select the proper physical keyboard layout and use with the application without any concerns.
407.3.3 Numeric Keys	Supports	When the input requires only numbers, the virtual keyboard automatically takes the shape of a Dialpad with 12 keys

Criteria	Conformance Level	Remarks and Explanations
		<p>organized in ascending order from top to bottom, according to ITU-T recommendation E.161.</p> <p>When on Vantage Phone, the user can also use the physical Dialpad that follows the same standards and also has a raised dot in the “five key” to make it distinguishable.</p>
407.4 Key Repeat	Supports	<p>Avaya Expert Client does not use any special repeat keyboard sequence. However, it does not prevent the OS from offering it. If available, Avaya Expert Client will not interfere on it.</p>
407.5 Timed Response	Supports	<p>Avaya Expert Client offers a single timed action. When the user enters an Auxiliary state (not available for CC calls), if this feature is enabled, a timer starts counting. After a configured time, the user gets notified to become ready to take new calls. This time interval is usually very long because it is not meant to be “on-line”, it is meant to remember the user to go back to “Ready” state in case the user ended the interaction and forgot to change the state. Still, there are going to be several notifications and the user is the one expected to go back to the “ready” state. The Application will not change the state automatically. This is more like a reminder than a trigger.</p>
407.6 Operation	Not Applicable	<p>Please, refer to the VPAT for the physical device on which this software will be operating.</p>

Criteria	Conformance Level	Remarks and Explanations
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.2 Side Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.2.2 Obstructed Side Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.

Criteria	Conformance Level	Remarks and Explanations
407.8.3 Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.3.2 Obstructed Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	The Avaya Expert Client UI is designed to be stretchable to fit up to 7". This way, if there is enough space in the screen, it should be visible from 40" distance as desired.
408.3 Flashing	Supports	No blinking or flashing component has a frequency greater than 3Hz.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Supports	The several application notifications can trigger visual and audio actions. When enabled by themes, different audio components can be assigned to different application events. The application is very visual, so the user can easily identify events and notification by looking at the screen.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Avaya Expert Client uses redundant visual and audible information to indicate element states. Color is used but visual elements also comes in combination with icons, tooltips and tags.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	Avaya Avaya Expert Client will traditionally use sounds and blinking lights to indicate critical notifications. However, when enabled in assistive mode, it can also flash the entire screen to catch the attention of visually impaired people.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Avaya Expert Client is a software application and it handles individual volume levels as offered by the OS. There is no way for Avaya Expert Client to commit on what will or not will be offered by the device where it runs.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Avaya Expert Client is a software application and it handles individual volume levels as offered by the OS. There is no way for Avaya Expert Client to

Criteria	Conformance Level	Remarks and Explanations
		commit on what will or not will be offered by the device where it runs.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Supports	Avaya Expert Client requires an input and output channel from the OS where it runs. It does not control the device itself. As long as the OS accepts wireless handsets as their input and output devices, Avaya Expert Client will work with them.
412.3.2 Wireline Handsets	Supports	Avaya Expert Client requires an input and output channel from the OS where it runs. It does not control the device itself. As long as the OS accepts wireline handsets as their input and output devices, Avaya Expert Client will work with them.
412.4 Digital Encoding of Speech	Supports	Among the Avaya Expert Client codecs is the G722.2 codec that allows transmission of sounds captured in up to 7,000Hz. This is enough to properly transmit voice for people with hearing disabilities.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Supports	The Caller ID will be presented to the user when the call arrives, and it is still ringing. This presentation can be visual and also via voice. To protect the user privacy, if there is a headset connected, the caller information will be spoken on the headset and not on the device speaker.
412.7 Video Communication	Supports	Avaya Expert Client can be configured to use high frame rate (25~30 frames per second) and video resolution of at least 352x288. Assuming that the network is capable of handling the traffic, this should

Criteria	Conformance Level	Remarks and Explanations
		be enough to allow sign language communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	Avaya Expert Client itself will not interfere in any way if a legacy TTY is plugged at the active input channel.
412.8.2 Voice and Hearing Carry Over	Supports	Avaya Expert Client can detect multiple input and output devices handled by the OS. If the TTY is plugged as a separated input device Avaya Expert Client will allow the user to mute other inputs while using the TTY. For Avaya Expert Client, it is simply managing input devices. Does not matter if the device is a TTY or an external Mic.
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Supports	Avaya Expert Client will allow the user to access any voice mail that is accessible via TTY. As a communication client, Avaya Expert Client will not prevent any functionality that can be delivered connected to a TTY.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
414.1.1 Digital Television Tuners	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
414.1.2 Other ICT	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.
415.1.2 Audio Description Controls	Not Applicable	Please, refer to the VPAT for the physical device on which this software will be operating.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Avaya Expert Client is not a platform software.
502.2.2 No Disruption of Accessibility Features	Supports	Avaya Expert Client is fully integrated with the OS accessibility tools.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Supports	Object information is programmatically determinable.
502.3.2 Modification of Object Information	Supports	Object modification can be set using assistive technology.
502.3.3 Row, Column, and Headers	Not Applicable	Data tables are not used.
502.3.4 Values	Supports	Value elements can be accessed using assistive technology.
502.3.5 Modification of Values	Supports	Value elements can be set using assistive technology.
502.3.6 Label Relationships	Not Applicable	Label relationships are not used.
502.3.7 Hierarchical Relationships	Not Applicable	Hierarchical Relationships are not used.
502.3.8 Text	Supports	Text is programmatically determinable.
502.3.9 Modification of Text	Supports	Text can be set using assistive technology.
502.3.10 List of Actions	Supports	Actions can be executed using assistive technology.
502.3.11 Actions on Objects	Supports	Actions can be executed using assistive technology.
502.3.12 Focus Cursor	Supports	Focus is exposed to allow user to track focus and text insertion point.
502.3.13 Modification of Focus Cursor	Supports	Operating system preferences are supported.
502.3.14 Event Notification	Supports with Exceptions	Notifications are available to assistive technology. Some notifications such as for incoming calls on Android do not grab application focus.
502.4 Platform Accessibility Features	Not Applicable	Avaya Expert Client is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Avaya Expert Client uses tags and/or tooltips to make all components visible to external accessibility tools.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	Avaya Expert Client does not offer an alternative assistive interface. It enables the standard OS accessibility tools with information to allow people with disabilities to use the application.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Avaya Expert Client does not support broadcast of video content with caption.
503.4.2 Audio Description Controls	Not Applicable	Avaya Expert Client does not offer program selection controls.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Avaya Expert Client is not an Authoring tool.
504.2.2 PDF Export	Not Applicable	Avaya Expert Client is not an Authoring tool.
504.3 Prompts	Not Applicable	Avaya Expert Client is not an Authoring tool.
504.4 Templates	Not Applicable	Avaya Expert Client is not an Authoring tool.

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	Supports	Avaya Expert Client documentation provides detailed information on how the users can get access to its accessibility

Criteria	Conformance Level	Remarks and Explanations
		features and how it integrates with the OS accessibility tools.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All Avaya Expert Client documents are electronic.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	All Avaya Support channels can assist the Avaya customers regarding all aspects of the product, including accessibility-related features.
603.3 Accommodation of Communication Needs	Supports	All Avaya Support channels can assist the Avaya customers regarding all aspects of the product, including accessibility-related features.

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