

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya IX™ Meetings Web Client 3.7.x

Product Description: the Avaya IX™ Meetings Web Client allows users to access Audio, Video and Web conferencing features via a compatible web browser.

Date: October 29, 2019

Contact information: blackb@avaya.com

Notes: No change from prior submission for 3.4.x aside from product branding/version

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

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:

- 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
1.1.1 Non-text Content (Level A)	Does Not Support	Avaya IX™ Meetings Web Client ® Web Client does not provide sufficient information about interface elements to users of assistive technology. People who are blind can access the meeting via a telephone. Some functions available in the browser application will not be available via telephone only.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.3.1 Info and Relationships (Level A)	Supports with Exceptions	Avaya IX™ Meetings uses native platform features to convey info and relationship. Not all

Criteria	Conformance Level	Remarks and Explanations
		UI elements fully support screen reader software.
1.3.2 Meaningful Sequence (Level A)	Supports	Correct sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Multiple visual cues are provided to help the user interact with the user interface.
1.4.1 Use of Color (Level A)	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
1.4.2 Audio Control (Level A)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
2.1.1 Keyboard (Level A)	Does Not Support	Major product features are not operable through the keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps exist.
2.2.1 Timing Adjustable (Level A)	Supports	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefor time to answer a call can be adjusted.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Animation, blinking or scrolling information is not used.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There are no flashing or blinking text objects or other elements.
2.4.1 Bypass Blocks (Level A)	Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
2.4.2 Page Titled (Level A)	Not Applicable	Not required for non-Web application.
2.4.3 Focus Order (Level A)	Supports	Navigational elements and forms follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A)	Not Applicable	Links are not used.
3.1.1 Language of Page (Level A)	Supports	All UI elements are rendered in the selected supported language.
3.2.1 On Focus (Level A)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
3.2.2 On Input (Level A)	Supports	Context changes require specific user input.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified and accompanied by a textual description.
3.3.2 Labels or Instructions (Level A)	Supports	All UI elements are rendered in the selected supported language.
4.1.1 Parsing (Level A)	Supports	Product uses valid HTML.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Supports with Exceptions	Critical controls indicate state and function. Not all UI elements fully support screen reader software.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
1.4.3 Contrast (Minimum) (Level AA)	Supports with Exceptions	Not all text meets the minimum contrast requirement.
1.4.4 Resize text (Level AA)	Supports	Supports via browser facility for text resizing.
1.4.5 Images of Text (Level AA)	Not Applicable	Images of text are not used.
2.4.5 Multiple Ways (Level AA)	Not Applicable	Not required – all content is visible on the same top level screen.
2.4.6 Headings and Labels (Level AA)	Supports with Exceptions.	Descriptive headings and Labels are used. Not all UI elements fully support screen reader software.
2.4.7 Focus Visible (Level AA)	Supports	Keyboard focus indication is visible.
3.1.2 Language of Parts (Level AA)	Supports	All UI elements are rendered in the selected supported language.
3.2.3 Consistent Navigation (Level AA)	Supports	All UI elements are consistently used.
3.2.4 Consistent Identification (Level AA)	Supports	UI elements are not used inconsistently.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Legal commitments or financial transactions are not processed.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	<p>Avaya IX™ Meetings Web Client does not provide sufficient information about interface elements to users of assistive technology.</p> <p>People who are blind can access the meeting via a telephone. Some functions available in the browser application will not be available via telephone only.</p>
302.2 With Limited Vision	Supports	Supported via OS magnification features.
302.3 Without Perception of Color	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
302.4 Without Hearing	Supports	<p>The user interface of Avaya IX™ Meetings Web Client is operable without user hearing.</p> <p>The user interface of Avaya IX™ Workplace is operable without user hearing. Users can communicate using video calling or through the instant messaging function. Remote Conference Captioning services can be used with the product to provide accessibility for those without hearing or with limited hearing.</p>
302.5 With Limited Hearing	Supports	User hearing is not required to operate Avaya IX™ Workplace but may affect the user's ability to communicate with others through the product. Remote Conference Captioning services can be used with the product to provide accessibility for those without hearing

Criteria	Conformance Level	Remarks and Explanations
		or with limited hearing.
302.6 Without Speech	Supports	The user interface of Avaya IX™ Workplace is operable without user speech. Users can communicate using video calling or through the instant messaging function.
302.7 With Limited Manipulation	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya IX™ Workplace on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
302.8 With Limited Reach and Strength	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running Avaya IX™ Workplace on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Avaya IX™ Workplace ® offers consistent navigation and operation.

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 with Exceptoins	Will provide upon request. The accessibility features are not included in the product documentation.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic	Supports	Will provide upon request.

Criteria	Conformance Level	Remarks and Explanations
Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Contact Avaya Support for accessibility-related issues.
603.3 Accommodation of Communication Needs	Supports	Contact Avaya Support for accessibility-related issues.

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