

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Avaya IX™ Workplace Mobile Client 3.7.x

**Product Description:** Avaya IX™ Workplace enables voice and video calling, instant message and conferencing.

**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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> / No ) Level AA ( <b>Yes</b> / No ) Level AAA (Yes / <b>No</b> )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	( <b>Yes</b> / 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports with Exceptions	Critical controls provide a text equivalent, however not all non-text elements provide text equivalents. Not all UI elements fully support screen reader software.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Pre-recorded audio or video is not used.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports with Exceptions	Avaya IX™ Workplace® for mobile uses native platform features to convey info and relationship. Not all UI elements fully support screen reader software.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	Correct sequences can be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	Multiple visual cues are provided to help the user

Criteria	Conformance Level	Remarks and Explanations
		interact with the user interface.
<a href="#">1.4.1 Use of Color</a> (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.
<a href="#">1.4.2 Audio Control</a> (Level A)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	Swipe gestures are supported to navigate through the user interface on both iOS and Android platforms when used with Voice Over or or TalkBack features.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	No keyboard traps exist.
<a href="#">2.2.1 Timing Adjustable</a> (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.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	Animation, blinking or scrolling information is not used.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	There are no flashing or blinking text objects or other elements.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	Users can navigate directly to desired content – for example to directly move to call history list from contact list.
<a href="#">2.4.2 Page Titled</a> (Level A)	Not Applicable	Not required for non-Web application.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Navigational elements and forms follow a logical order that makes sense to the user.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	Links have a title that makes it clear to the user the purpose and destination of that link.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	All UI elements are rendered in the selected supported language.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action in order for focus to change.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Context changes require specific user input.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	Input errors are identified and accompanied by a textual description.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	Labels are provided for UI elements.
<a href="#">4.1.1 Parsing</a> (Level A)	Not Applicable	Avaya IX™ Workplaceis a native app and does not use markup languages for presentation of the user interface.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports with Exceptions	Critical controls indicate state and function. Not all UI elements fully support screen reader software.  iOS Mobile Keypad does not have labels, but user can use voice dialing with Siri.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports with Exceptions	Not all text meets the minimum contrast requirement.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	Supports via OS facility for text resizing.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Not Applicable	Images of text are not used.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not Applicable	Not required for non-Web application.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	Descriptive headings and Labels are used.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	Focus is clearly indicated.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not Applicable	Not required for non-Web application.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Not Applicable	Not required for non-Web application.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Not Applicable	Not required for non-Web application.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	Legal commitments or financial transactions are not processed.

## 2017 Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	IX™ Workplace for Mobiles does not fully support users without vision. The support for assistive text-to-speech screen-reading adjuncts is inconsistent. See information in the WCAG section for more detail.
302.2 With Limited Vision	Supports with Minor Exceptions	<p>IX™ Workplace for iOS is usable with the device reverse video option and with the device “Zoom” option, which provides full-screen magnification up to 500%</p> <p>IX™ Workplace for Android is usable in conjunction with the Negative Colors and ability to change the font size.</p> <p>Note: Increasing the font size to ‘huge’ on Android can cause some names and labels to be clipped in the contact list.</p>
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 with Exceptions	<p>The user interface of IX™ Workplace for Mobiles is operable without user hearing.</p> <p>TTY support for cellular voice calls is defined by the specifications of the hardware manufacturer of the mobile device and mobile service provider.</p> <p>Please note that factors unrelated to IX™ Workplace for Mobiles can affect</p>

Criteria	Conformance Level	Remarks and Explanations
		the quality of wireless communication. For this reason, support for TTY users under all conditions cannot be assured.
302.5 With Limited Hearing	Not Applicable	Support for assistive hearing devices, such as inductively coupled hearing aids, is dependent on the physical device that is running IX™ Workplace for Mobiles. No aspect of IX™ Workplace for Mobiles will interfere with the conformance of an otherwise conformant device.
302.6 Without Speech	Supports with Exceptions	The user interface of IX™ Workplace for Mobiles is operable without user speech. Users can communicate using video calling or through the instant messaging function. When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication. Please note that there are many factors unrelated to the application that can affect the quality of wireless communication. For this reason, support for TTY users under all conditions cannot be assured.
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 Equinox 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

Criteria	Conformance Level	Remarks and Explanations
		is running Avaya Equinox 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 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Avaya IX™ Workplace is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports with Exceptions	Avaya IX™ Workplace does not support platform preference for application color, font type or high-contrast schemes.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
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	Control sliders via keyboard, values read out via screen reader	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

Criteria	Conformance Level	Remarks and Explanations
		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 Anroid do not grab application focus.
502.4 Platform Accessibility Features	Not Applicable	Avaya IX™ Workplace is not platform software.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Avaya IX™ Workplace does support high contrast schemes.
503.3 Alternative User Interfaces	Not Applicable	There is no alternative user interface
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Avaya IX™ Workplace does not have pre-recorded multimedia.
503.4.2 Audio Description Controls	Not Applicable	Avaya IX™ Workplace does not have pre-recorded multimedia.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Avaya IX™ Workplace is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Avaya IX™ Workplace is not an authoring tool.
504.3 Prompts	Not Applicable	Avaya IX™ Workplace is not an authoring tool.
504.4 Templates	Not Applicable	Avaya IX™ Workplace is not an authoring tool.

## Chapter 6: Support Documentation and Services

Notes:



Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</i>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports with Exceptions	Will provide upon request. The accessibility features are not included in the product documentation.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Will provide upon request.
<b>603 Support Services</b>	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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