

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Officelinx 10.7

Product Description: Avaya Officelinx is a unified messaging and real-time communications platform designed to provide team engagement tools for the cloud-based worker. Officelinx provides the ability to store messages in a variety of environments, including local stores, on premises email environments and cloud based email environments, including Office 365 email environments. It is Windows based and runs in a VMware environment.

Date: September 19, 2018

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Notes:

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) Level AA (Yes)

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

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
<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) 	Supports	In Officelinx 10.7 each element within the end user Web browser interface provides a tool tip description for each field.
<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	Officelinx 10.7 does not provide any audio-only or video only prerecorded content.
<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	Officelinx 10.7 does not provide any video only prerecorded content.
<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	Officelinx 10.7 does not provide any video only prerecorded content.
<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	Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation..
<p><u>1.3.2 Meaningful Sequence</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	In Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation.
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	In Officelinx 10.7 each element within the end user Web browser interface provides textual information and is not reliant on shapes.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<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	In OfficeLinx 10.7 each element within the end user Web browser interface provides textual information and is not reliant on color.
<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) 	Supports	In OfficeLinx 10.7 the user has the ability to pause the audio of a message or greeting.
<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	In OfficeLinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation. One area where it is not supported is Message Playback. This plans to be addressed in a future release OfficeLinx 10.8. As an alternative Message Playback is available through the TUI which provides equal access to the information.
<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) 	Supports	In OfficeLinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation and there no elements that are not accessible.
<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 with Exceptions	In OfficeLinx 10.7 there is no mechanism to extend the timeout for the end user Web browser interface. There are idle time outs that cannot be extended by the user.
<p>2.2.2 Pause, Stop, Hide (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	OfficeLinx 10.7 does not provide any moving, blinking or scrolling information within the end user Web browser interface.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Supports	In OfficeLinx 10.7 no element within the end user

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Web browser interface provides any flashing.
2.4.1 Bypass Blocks (Level A) 2017 Section 508 <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	In Officelinx 10.7 there is no mechanism to skip sections of the interface via keyboard without mouse control.
2.4.2 Page Titled (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Officelinx 10.7 within the end user Web browser interface each web page provides a title.
2.4.3 Focus Order (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Officelinx 10.7 within the end user Web browser interface the focus for each web page is consistent each time the page is accessed.
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Officelinx 10.7 within the end user Web browser interface each link has a field name for it.
3.1.1 Language of Page (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Officelinx 10.7 within the end user Web browser interface the language displayed for the web page is controlled by the language settings within the browser.
3.2.1 On Focus (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In Officelinx 10.7 within the end user Web browser interface the change in focus does not update the field.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In OfficeInx 10.7 within the end user Web browser interface when a user makes an update to the field they the update is made and will be saved only when user does an explicit save.
3.3.1 Error Identification (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In OfficeInx 10.7 within the end user Web browser interface when a user makes an error an error message is displayed in separate browser window and the update is note made.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In OfficeInx 10.7 each element within the end user Web browser interface provides a tool tip description for each field which can provide a description of the field.
4.1.1 Parsing (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	OfficeInx 10.7 has validated the parsing of the html provided.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	In OfficeInx 10.7 within the end user Web browser interface there is only usage of standard controls.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	OfficeInx 10.7 does not provide any video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<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	Officelinx 10.7 does not provide any video content.
<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	In Officelinx 10.7 the contrast ratio is less than the recommendation. Changes will be made in Officelinx 10.7 SP1 to improve the contrast ratio within the end user Web browser interface.
<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	In Officelinx 10.7 within the end user Web browser interface there is no issues when browser zoom is set to 200%.
<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	In Officelinx 10.7 is each text element is resized when the browser zoom level is adjusted.
<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 	Does Not Support	In Officelinx 10.7 only one mechanism is provided to access the web pages. Multiple options are not available.
<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	In Officelinx 10.7 within the end user Web browser interface headings and labels are provided.
<p>2.4.7 Focus Visible (Level AA)</p>	Supports	In Officelinx 10.7 within the end user Web browser

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		interface as the user navigates via the keyboard the focus indicator moves as well.
3.1.2 Language of Parts (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In OfficeLinx 10.7 within the end user Web browser interface the language displayed is controlled by the language specified in the Browser language settings.
3.2.3 Consistent Navigation (Level AA) 2017 Section 508 <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	In OfficeLinx 10.7 within the end user Web browser interface the location of the close, save, add buttons are consistent throughout the application in different pages.
3.2.4 Consistent Identification (Level AA) 2017 Section 508 <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	In OfficeLinx 10.7 within the end user Web browser interface the labeling and location of the close, save, add buttons are consistent throughout the application in different pages.
3.3.3 Error Suggestion (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) 	Supported with exceptions	In OfficeLinx 10.7 within the end user Web browser interface error suggestions are not provided. The user is informed of the error (entity that is not correct) but only some areas provide a suggestion.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	In OfficeLinx 10.7 within the end user Web browser interface error checking is done prior to saving the data and the change would not be accepted without a correction being done by the end user.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: The comments in this section reflect the TUI and Web Browser based end user interface for Officelinx release 10.7.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Officelinx 10.7 supports a TUI interface to leave and play voice messages. The user can also setup their mailbox (e.g. Greetings) through the TUI interface as well. Also the browser based end user interface can be used with a screen reader.
302.2 With Limited Vision	Supports	Officelinx 10.7 supports a TUI interface to leave and play voice messages. The user can also setup their mailbox (e.g. Greetings) through the TUI interface as well. Also the browser based end user interface can be used with a screen reader.
302.3 Without Perception of Color	Supports	Officelinx 10.7 supports a TUI interface to leave and play voice messages. The user can also setup their mailbox (e.g. Greetings) through the TUI interface as well. Also the browser based end user interface can be used as colors not relied on to convey information to the user.
302.4 Without Hearing	Supports with Exceptions	Full TTY compatibility is provided for all telephone-access functions, including the call-answer user interface, and auto-attendant functions. In addition, mailboxes are accessible via fully

Criteria	Conformance Level	Remarks and Explanations
		<p>featured graphical user interfaces, thereby further facilitating use by individuals with hearing impairments. Future release Officelinx 10.8 will support TTY on Mailbox logins.</p> <p>In addition transcription of voice messages is supported so users without hearing can read the transcription of the voice message through there email or through the end user web browser interface.</p>
302.5 With Limited Hearing	Supports with Exceptions	<p>Full TTY compatibility is provided for all telephone-access functions, including the call-answer user interface, and auto-attendant functions. In addition, mailboxes are accessible via fully featured graphical user interfaces, thereby further facilitating use by individuals with hearing impairments. Future release Officelinx 10.8 will support TTY on Mailbox logins.</p> <p>In addition transcription of voice messages is supported so users without hearing can read the transcription of the voice message through there email or through the end user web browser interface.</p>
302.6 Without Speech	Supports	<p>Officelinx 10.7 cannot receive messages from users without Speech. However, users without Speech can respond to received voice messages via text and can also access the auto attendant using DTMF keys.</p>
302.7 With Limited Manipulation	Supports	<p>Officelinx 10.7 supports a TUI interface to leave and play voice messages. The user can also setup their mailbox (e.g.</p>

Criteria	Conformance Level	Remarks and Explanations
		Greetings) through the TUI interface as well. Speech commands (speaking digits) can be used to navigate within the mailbox without using hands.
302.8 With Limited Reach and Strength	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Officelinx 10.7 can allow an administrator to provide a simplified TUI interface with limited commands to users with limited language, cognitive and learning abilities. Also the system uses system defaults when certain items are not setup (e.g. greetings) to still allow the system to be usable by users. The exception is that the end user Web Browser interface cannot be simplified.

Chapter 4: Hardware

Notes: The comments in this section reflect the TUI interface for Officelinx release 10.7.

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	Supports	In In Officelinx 10.7 the TUI (telephone user interface) can provide prompts on screen with a TTY enabled device or provide audio prompts depending on a setting in the Feature Group (COS)
402.2.2 Transactional Outputs	Supports	In Officelinx 10.7 provides audio prompts to respond to commands.
402.2.3 Speech Delivery Type and Coordination	Supports	In Officelinx 10.7 provides audio prompts through standard mechanisms such as Telephone handset.
402.2.4 User Control	Supports with Exceptions	In Officelinx 10.7 a keypress will interrupt playback but there is no mechanism to repeat prompts by the end user. Playback of voice messages can be paused but not system prompts.
402.2.5 Braille Instructions	Supported	In Officelinx 10.7 Braille instructions will be provided upon request.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Officelinx 10.7 does not have an audio transducer. The user would need to rely on volume controls on their phone device.
402.3.2 Non-private Listening	Not Applicable	Officelinx 10.7 does not have an audio transducer. The user would need to rely on volume controls on their phone device.
402.4 Characters on Display Screens	Not Applicable	Officelinx 10.7 does not control the font displayed on the TTY device.

Criteria	Conformance Level	Remarks and Explanations
402.5 Characters on Variable Message Signs	Not Applicable	Officelinx 10.7 does not integrate with message signs.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Officelinx 10.7 does not support Biometrics.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports with Exceptions	Officelinx 10.7 provides prompts to a TTY device with similar wording as the audio prompt for Leaving a message but does not support TUI login via TTY. This will be supported in the Officelinx 10.8 release.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports with Exceptions	Officelinx 10.7 provides audio prompts and TTY prompts serially one after another not simultaneously
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Officelinx 10.7 supports industry standard formats.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.
407.3.2 Alphabetic Keys	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.
407.3.3 Numeric Keys	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.
407.4 Key Repeat	Not Applicable	Officelinx 10.7 does not provide physical hardware. It is reliant on the user's device.

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	Does Not Support	Officelinx 10.7 does not provide a mechanism to delay input to a prompt.
407.6 Operation	Supports	Officelinx 10.7 supports input via DTMF keypad or via Speech.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Officelinx 10.7 does not require tickets, fare cards or keycards for operation.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.2 Side Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.2.2 Obstructed Side Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.3 Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.3.2 Obstructed Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
408.3 Flashing	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Supports	Officelinx 10.7 supports activating/deactivating a Message Waiting Indicator which can be visual or audio tone on the handset.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	Officelinx 10.7 TUI interface only requires input from a telephone. does not provide any color coding.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports with Exceptions	Officelinx 10.7 provides prompts to a TTY device with similar wording as the audio prompt for Leaving a message but does not support TUI login via TTY. This will be supported in the Officelinx 10.8 release.
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	Does Not Support	In Officelinx 10.7 there is no volume control within the application. The user would need to rely on volume controls on their phone device.
412.2.2 Volume Gain for Non-Wireline ICT	Does Not Support	In Officelinx 10.7 there is no volume control within the application. The user would need to rely on volume controls on their phone device.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Officelinx 10.7 TUI interface is a software only solution and does not provide wireless handsets
412.3.2 Wireline Handsets	Not Applicable	Officelinx 10.7 TUI interface is a software only solution and does not provide wireline handsets
412.4 Digital Encoding of Speech	Does Not Support	In Officelinx 10.7 there is no support for G.722 or Opus codec.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Supports	Officelinx 10.7 supports visual Caller ID

Criteria	Conformance Level	Remarks and Explanations
		and audio caller ID through a call screening feature.
412.7 Video Communication	Not Applicable	Officelinx 10.7 does not support video communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	With regard to provision of a non-acoustic connection point for TTYs, all end-user communication with Avaya Officelinx 10.7 is via standard telephone lines or via standard LAN or web connections.
412.8.2 Voice and Hearing Carry Over	Supports	With regard to intermixing speech and TTY use, nearly half of the people who use TTYs do so in a mixed-mode fashion, the most common being people who are hard of hearing but still able to speak clearly. These individuals often prefer to receive on their TTYs and then speak in response, a process commonly referred to as Voice Carry Over or VCO. For this reason, Avaya Officelinx 10.7 allows callers to select whether they wish to be prompted by voice or by TTY, and then, regardless of whether voice or TTY prompting is being used, users may leave a voice or TTY message. For example, even when the system is presenting menus in TTY format, users are able to leave a voice message.
412.8.3 Signal Compatibility	Supports	The only TTY protocol that the US Access Board presently requires in messaging systems is TIA/EIA 825,

Criteria	Conformance Level	Remarks and Explanations
		<p>commonly referred to as 45.45 baud Baudot signaling.</p> <p>NOTE: Avaya Officelinx 10.7 permits system administrators to choose from among different audio encoding algorithms. It may be necessary to select G.711 audio encoding, rather than G.729, in order to ensure reliable support for TTY messaging.</p>
412.8.4 Voice Mail and Other Messaging Systems	Supports with Exceptions	<p>Avaya Officelinx 10.7 is operable with TTYs in pure TTY mode or in a mixed TTY-and-voice mode, such as VCO (Voice Carry Over). Full TTY compatibility is provided for all telephone-access functions, including the call-answer user interface, and auto-attendant functions. In addition, mailboxes are accessible via fully featured graphical user interfaces, thereby further facilitating use by individuals with hearing impairments. Future release Officelinx 10.8 with support TTY on Mailbox logins.</p> <p>The Avaya Officelinx system permits mailboxes to be configured with different telephone user interface styles.</p> <p>NOTE: It has been our experience that most of the auto-attendant scripts that operate on Avaya platforms have been implemented by the managers of the systems, rather than by Avaya. For this reason, in many auto-attendant</p>

Criteria	Conformance Level	Remarks and Explanations
		applications, it will be the purchaser's responsibility to ensure conformance with this accessibility standard by providing Company greetings in TTY format.
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	Officelinx 10.7 does not support video communication.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Officelinx 10.7 does not support video communication.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Officelinx 10.7 does not support video communication.
414.1.2 Other ICT	Not Applicable	Officelinx 10.7 does not support video communication.
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	Officelinx 10.7 does not support video communication.
415.1.2 Audio Description Controls	Not Applicable	Officelinx 10.7 does not support video communication.

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		
502.2.2 No Disruption of Accessibility Features		
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information		
502.3.2 Modification of Object Information		
502.3.3 Row, Column, and Headers		
502.3.4 Values		

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values		
502.3.6 Label Relationships		
502.3.7 Hierarchical Relationships		
502.3.8 Text		
502.3.9 Modification of Text		
502.3.10 List of Actions		
502.3.11 Actions on Objects		
502.3.12 Focus Cursor		
502.3.13 Modification of Focus Cursor		
502.3.14 Event Notification		
502.4 Platform Accessibility Features		
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description 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		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Does not support	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does not support	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	
603.3 Accommodation of Communication Needs	Does not support	

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Include your company legal disclaimer here, if needed