

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Vantage™ K155 Device/R3.1.0.0

Product Description: Avaya Vantage™ K155 device is an Android™ device that provides telephony and conferencing functionality via builtin Unified Communication (UC) experience application. This device has an inbuilt, integrated camera to enable video communication. It has a 5-inch landscape touch screen as well as a full dial key pad.

Date: June 15, 2021

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Notes:

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
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Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Controls provide a text equivalent.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Pre-recorded audio or video is not used.
<u>1.2.2 Captions (Prerecorded)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<u>1.3.1 Info and Relationships</u> (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	Avaya Vantage™ devices use native platform features to convey info and relationship. Some boot up messages during start up that are not read by talk back.
<u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Avaya Vantage™ device is based on the Android™ operating system.
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Avaya Vantage™ device is based on the Android™ operating system. Avaya Vantage™ user documentation in the support.avaya.com does not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
<u>1.4.1 Use of Color</u> (Level A) 2017 Section 508	Supports	Avaya Vantage™ device is based on the Android™ operating system. It leverages the accessibility

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		features which provide additional means of conveying information.
<p><u>1.4.2 Audio Control</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	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<p><u>2.1.1 Keyboard</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Minor Exceptions	Avaya Vantage™ device is based on the Android™ operating system. An auxiliary keyboard provides capability as limited by the Android™ operating system. CTRL + ALT + P is used to bring Avaya Vantage built-in Unified Communications (UC) experience to the foreground. When user logs into the application the keyboard will navigate to hidden fields.
<p><u>2.1.2 No Keyboard Trap</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	No keyboard traps exist.
<p><u>2.2.1 Timing Adjustable</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Software upgrade message allows user to delay reboot. The message appears for 30 seconds and if no response the device is reboot and upgrade is completed. Upgrade message does not appear while in active call.</p> <p>In the same way, changing FIPS mode or SE Linux mode presents a message for 30 seconds and if no response the device is reboot and operation is completed.</p>
<p><u>2.2.2 Pause, Stop, Hide</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	<p>Animation, blinking or scrolling information is not used.</p> <p>"Sign In" button is rotated down and then up for 6 times and then stop for a few seconds.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</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	<p>There are no flashing or blinking text objects or other elements.</p> <p>When application icon in the Android application screen is in focus and its name is long, then it is rotated and then stop.</p>
<p><u>2.4.1 Bypass Blocks</u> (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	This is non-web-based software.
<p><u>2.4.2 Page Titled</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	Not applicable to hardware device.
<p><u>2.4.3 Focus Order</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	Not applicable to hardware device.
<p><u>2.4.4 Link Purpose (In Context)</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	Not applicable to hardware device.
<p><u>3.1.1 Language of Page</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	All UI elements are rendered in the selected supported language. The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system.
<p><u>3.2.1 On Focus</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	Focus does not change unexpectedly. The user must explicitly perform an action for the focus to change.
<p><u>3.2.2 On Input</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	Context changes require specific user input.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.1 Error Identification</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Input errors are identified and accompanied by a textual description.
<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	Labels are provided for UI elements. The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system.
<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) 	Not Applicable	Not applicable to hardware device.
<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) 	Not Applicable	The Avaya Vantage™ device provides standard OS user interface elements.

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	No multimedia presentations are used in this solution.
<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) 602.3 (Support Docs) 	Not Applicable	No multimedia presentations are used in this solution.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Supports with Exceptions	Not all text meets the minimum contrast requirement. Contrast settings are adjustable via the Android™ accessibility settings, where high contrast

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		text can be enabled
<p><u>1.4.4 Resize text</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Supports via Android™ native facility for text resizing. Text sizing is adjustable via the Android™ accessibility settings, where large text can be enabled.
<p><u>1.4.5 Images of Text</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Images of text are not used.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Not applicable to hardware device.
<p><u>2.4.6 Headings and Labels</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system
<p><u>2.4.7 Focus Visible</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system
<p><u>3.1.2 Language of Parts</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Not applicable to hardware device.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) 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	Not applicable to hardware device.
<p><u>3.2.4 Consistent Identification</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Not Applicable	Not applicable to hardware device.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
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) 	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) <ul style="list-style-type: none"> 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Legal commitments or financial transactions are not processed by the hardware device

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	<p>Avaya Vantage™ device works with talk back. There are some areas that are not supported like boot-up and status messages during startup. This was tested with Android Talk Back.</p> <p>An auxiliary keyboard provides capability as limited by the Android™ operating system. CTRL + ALT + P is used to bring Avaya Vantage built-in Unified Communications (UC) experience to the foreground.</p>
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports	<p>Avaya Vantage™ device is usable with the device reverse video option and with the device "Zoom" option, which provides full-screen magnification up to 500%. The application is completely functional using the Android™ accessibility feature for full color inversion. Additional assistive technology available via</p>

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		<p>Android™ accessibility (Talkback, Speak passwords, Select to Speak, Text-to-speech output, magnification, color pallet changes) enable usability.</p> <p>Avaya Vantage™ device supports font size and display size fields configuration which are used by applications that follows this configuration.</p>
<p>302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	Supports	<p>The Avaya Vantage™ device does not convey information using color only.</p> <p>Avaya Vantage™ device is usable in conjunction with the Negative Colors and ability to change the font size as part of the Android™ accessibility features (color pallet changes, color inversion).</p>
<p>302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Supports when Combined with Compatible Assistive Technology	<p>All information that is provided by Avaya Vantage™ device in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators. User hearing is not required for communication when the phone is operated in conjunction with a TTY device, configured in the manner outlined in the response to Criterion 412.8.1.</p> <p>In addition, the Avaya Vantage™ K155 device has a built in integrated camera, which can be leveraged for two-way non-speech communication if the other end of the communication also supports video transmit and receive.</p>
<p>302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	Supports	<p>Avaya Vantage™ device supports assistive hearing to the extent of the requirement. On top of support for 302.4, handsets for the device have an audio amplification function.</p> <p>The handsets have FCC-compliant primary inductive coils and conform to the amplification requirement specified by 47 CFR 68.317. All status information presented by the phone via auditory alerts is also presented visually.</p>
<p>302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	Supports	<p>Avaya Vantage™ device is operable without the use of speech. It can leverage the Android™ accessibility features to enable</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>usability, as well as TTY support.</p> <p>In addition, the Avaya Vantage™ K155 device has a built in integrated camera, attached via USB, which can be leveraged for two-way non-speech communication if the other end of the communication also supports video transmit and receive.</p> <p>Users without speech will use an alternative means of communication instead of the K155.</p>
<p>302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Supports	<p>Avaya Vantage™ K155 device supports a 5" touch screen. The touch screen area is sufficiently large for usability. There are no simultaneous actions required to operate the device.</p> <p>In addition, the device can leverage the Android™ accessibility features to enable usability. There is support within Android™ OS for limited motor control requirements.</p>
<p>302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Supports	All controls are operable with limited reach and strength.
<p>302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	Supports with Exceptions	This is supported to the extent that the Android™ OS permits

Chapter 4: Hardware

Notes: Assumption is that the Accessibility functions in the Vantage™ device are enabled. Following Android™ options are enabled

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. Speech output shall be provided for all information displayed on-screen.	Supports with Exceptions	Avaya Vantage™ device does not fully support users without vision. The support for assistive text-to-speech screen-reading adjuncts is inconsistent. Assistive technology does not completely mitigate all aspects of the products use of displayed information.
402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	Avaya Vantage™ device does not have transactional interactions.
402.2.3 Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Supports	Voice and speech on the device is easily accessible (integrated speaker, handset, headset, external speakers)
402.2.4 User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Supports with Exceptions	This is supported to the extent that the Android™ OS accessibility features permit. There is no option to stop or pause speech output of specific UI element in the middle. User can move using auxiliary keyboard navigation keys to another UI element or touch another UI element to hear its speech output (and stop speech output for the previous UI element). Android provides users an option to hear the whole UI elements on a screen. This can be done by pressing ALT+SPACE keys using an auxiliary keyboard to get "Global Context Menu" and then

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Criteria	Conformance Level	Remarks and Explanations
		choosing "Read from top" option. In such cases, there is an option to stop hearing speech output of the content of the screen by pressing any navigation key. There is an option to hear speech output of the last UI element again by choosing "Repeat last utterance". There is an option to resume speech output by choosing "Read from the next item".
<p>402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR Part 1191, Appendix D, Section 703.3.1.</p> <p>EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.</p>	Not Applicable	Avaya Vantage™ device is intended for personal use.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
<p>402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	Supports	The volume level can be adjusted up and down via tactilely volume buttons on the face of the Avaya Vantage™ device. All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. (For additional information, please refer to the 412.2 Remarks.)
<p>402.3.2 Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.</p>	Supports with Exceptions	The speakerphone that is built into the Avaya Vantage™ device base satisfies the 65 dB amplification requirement. The volume level can be adjusted up and down via tactilely volume buttons on the front of the Avaya Vantage™ device. A user-selectable feature setting can cause Avaya Vantage™ device to automatically reset the volume to the default level after every use when using handset and amplified handset profile is being chosen (when volume level is below 14, when volume level is 14-16 then volume level is always return to nominal at the end of the call). There is no such option when using speaker transducer.
<p>402.4 Characters on Display Screens. At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature,</p>	Supports	Avaya Vantage™ device can leverage Android™ accessibility features to zoom, change text size, font etc.

Criteria	Conformance Level	Remarks and Explanations
characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.		
402.5 Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	Variable message signs are not used
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General. Where provided, biometrics shall not be the only means for user identification or control. EXCEPTION: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.	Supports	Although biometric identification can be supported with the use of facial recognition applications on the devices, login mechanisms that do not require biometrics are provided such as typed login, proximity unlock with trusted device etc.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	In a properly configured network and Avaya Vantage™ device, the Avaya Vantage™ device supports this requirement. For example, for proper operation of TTY G.711 is required. TTY is not supported if Avaya Vantage™ device is using G.729 audio encoding.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Supports	This is supported to the extent that the Android™ OS accessibility features such as Talkback permit.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Supports	The Avaya Vantage™ device supports several different connection ports such as USB, RJ9, Ethernet, WiFi, BT
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or	Supports	The Avaya Vantage™ device leverages standard Android™ OS and its accessibility features to allow for contrast configuration. Keys and controls conform to this requirement.

Criteria	Conformance Level	Remarks and Explanations
symbols on a light background.		
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	Supports with Exceptions	The Avaya Vantage™ device has a full dial key pad, with the raised nub on key “5” for tactile discernibility. The device can also leverage standard Android™ OS and its accessibility features to allow for discernible tactilely, such as exploring by touch on the device touch screen, Talkback, double tapping etc. Physical Audio and Video mute buttons do not provide status information to assistive technology.
407.3.2 Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.	Supports	When an alphabetic keyboard is presented on the display of the Avaya Vantage™ device, the layout is qwerty based. In addition, auxiliary keyboard is supported via USB or Bluetooth connection.
407.3.3 Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).	Supports	When the keyboard is presented on the display of the Avaya Vantage™ device, the layout is standard based. In addition, auxiliary keyboard is supported via USB or Bluetooth connection.
407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not applicable	Keyboard with key repeat is not part of the Avaya Vantage™ device
407.5 Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not applicable	Timed response input is not required on the Avaya Vantage™ device as part of the device function. Any application installed may have its own requirements. Upgrade related messages have timeout of 30 seconds for user confirmation before proceeding. The messages do not appear when there is an active call. In the same way, FIPS mode / SE Linux mode change have timeout of 30 seconds for user confirmation before proceeding.
407.6 Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Supports	The buttons on Avaya Vantage™ device are operable with one hand and do not require tight grasping, pinching, or twisting of the wrist. The force required to activate the buttons is less than 5 lbs. (22.2N).
407.7 Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not applicable	No tickets, fare cards and keycards are provided as part of the Avaya Vantage™ device

Criteria	Conformance Level	Remarks and Explanations
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane. Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.1.1 Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.1.2 Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.2 Side Reach. Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.2.1 Unobstructed Side Reach. Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.2.2 Obstructed Side Reach. Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.3 Forward Reach. Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.3.1 Unobstructed Forward Reach. Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
407.8.3.2 Obstructed Forward Reach. Where the operable part	Not applicable	The Avaya Vantage™ device is easily relocated by

Criteria	Conformance Level	Remarks and Explanations
is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).		users to accommodate their height and reach requirements
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach. If the reach depth is less than 20 inches (510 mm), the operable part height shall be 48 inches (1220 mm) maximum. If the reach depth is 20 inches (510 mm) to 25 inches (635 mm), the operable part height shall be 44 inches (1120 mm) maximum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<p>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>EXCEPTIONS:</p> <p>1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT.</p> <p>2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.</p>	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their visibility requirements
<p>408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</p> <p>EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.</p>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	Supports with Exceptions	Please refer to the Avaya Vanatge builtin Unified Communication experience VPAT. The status of functions is indicated visually by text and icons that are displayed on a LCD screen, as well as by voicemail/alerting lamp. The status of functions of Avaya Vanatge builtin Unified Communication experience is not discernible by touch or sound. The status of hard key buttons (video mute, audio mute) of Avaya Vanatge builtin Unified Communication experience is not discernible by touch or sound.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Please refer to the Avaya Vantage builtin Unified Communication experience VPAT. The Avaya Vantage builtin Unified Communication experience does not convey information using color only.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	Please refer to the Avaya Vantage builtin Unified Communication experience VPAT. The Avaya Vantage builtin Unified Communication experience does not provide information using audio signals only.
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. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Supports Compliant	Avaya Vantage™ device provides a user-adjustable nominal-to-maximum amplitude range of 21 dB. The volume Gain is reset after an on-hook transition to minimize the likelihood of damage to individuals with normal hearing. Note that, unlike previous generations of Avaya phones, it is not necessary to replace the standard handset with an amplified handset in order to satisfy this requirement.
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Not applicable	The Avaya Vantage™ device is not a non-wireline device. It must be connected via wire, either PoE or power supply

Criteria	Conformance Level	Remarks and Explanations
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	Supports	
412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Does not support	All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. TIA-1083-B contains additional specs not covered in FCC section and Avaya Vantage™ devices have not tested this. Avaya Vantage™ devices were tested per FCC Part 68.
412.4 Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	Supports	The IETF RFC-6716 (OPUS) digital encoding technique is supported by Avaya Vantage™ Connect application running on Avaya Vantage™ devices.
412.5 Real-Time Text Functionality.	Reserved for future (RFC4103) – IP based replacement for TTY	Reserved for future
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Supports with exceptions	For users of TTY devices, this requirement is satisfied when Vantage™ devices are configured in the manner described in the response to 412.8.1. For users who cannot see displays, this requirement is satisfied by Avaya Vantage builtin Unified Communication experience.
412.7 Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Supports	The Avaya Vantage™ K155 device can support 1080p/30fps video for transmit and receive
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	Supports	The Avaya Vantage™ device has industry-standard RJ9 and 3.5mm connection points that support direct connections with compatible analog TTY devices. Note: When used in conjunction with a TTY device, the Avaya Vantage™ device must be configured for G.711 audio encoding.
412.8.2 Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	The Avaya Vantage™ device can transmit and receive all non-proprietary TTY protocols that are supported on the PSTN
412.8.3 Signal Compatibility. ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal	Supports	The Avaya Vantage™ device allows the microphone to be muted and unmuted appropriately for

Criteria	Conformance Level	Remarks and Explanations
protocols where the system interoperates with the Public Switched Telephone Network (PSTN).		conversations that include TTY and voice communication
412.8.4 Voice Mail and Other Messaging Systems. Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not applicable	The Avaya Vantage™ device is not a voice mail or IVR system
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not applicable	Any applications installed on the Avaya Vantage™ device providing synchronized audio and video would need to meet this requirement independently. No such functionality is provided by the device platform
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not applicable	Any applications installed on the Avaya Vantage™ device providing synchronized audio and video would need to meet this requirement independently. No such functionality is provided by the device platform
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners. Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	Not applicable	The Avaya Vantage™ device does not support or provide digital television tuners
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not applicable	
415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Supports with Exceptions	The Avaya Vantage™ device supports this requirement to the extent that is supported by the Android™ OS or appropriate application. Determination of a non-Avaya 3 rd party is the responsibility of the purchaser.

Chapter 5: Software

Notes:

Avaya Vantage™ K155 Device/3.1.0.0 VPAT

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. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Vantage™ device supports this requirement to the extent provided by the standard Android™ OS and its inbuilt accessibility features.
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Vantage™ device supports this requirement to the extent provided by the standard Android™ OS and its inbuilt accessibility features. The device does not disrupt these accessibility features
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Not Applicable	
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	
<p>502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces – Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>	Not Applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user	Supports	Avaya Vantage™ device supports this requirement to

Criteria	Conformance Level	Remarks and Explanations
preferences from platform settings for color, contrast, font type, font size, and focus cursor.		the extent provided by the standard Android™.
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternative user interface
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	Avaya Vantage™ device does not have pre-recorded multimedia.
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	Avaya Vantage™ device does not have pre-recorded multimedia.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
<p>504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p> <p>(NOTE: If the product is not an authoring tool, enter “not applicable”)</p>	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	Avaya Vantage™ device is not an authoring tool.
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	Avaya Vantage™ device is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	Avaya Vantage™ device is not an authoring tool.
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	Avaya Vantage™ device 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. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports with exceptions	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat “Read Out Loud” option, but the support for tables and images is often inadequate. Avaya Vantage™ documentation is not just in PDF format. Avaya Vantage™ docs are also on the Documentation Portal at https://documentation.avaya.com . All images have an alt tag, which should enable them to be recognized by screen readers for accessibility purposes.
602.4 Alternate Formats for Non-Electronic Support Documentation.	Supports	Will provide upon request.

Criteria	Conformance Level	Remarks and Explanations
Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Does Not Support	Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#clickto-chat .

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