

# Avaya Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Avaya Workplace for macOS 3.32

**Report Date:** February 13, 2023

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

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**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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

# 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.
- **Partially Supports:** 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
- 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><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports with Exceptions	Critical controls provide a text equivalent, however not all non-text elements provide text equivalents.
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Pre-recorded audio or video is not used.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable:	No pre-recorded multimedia presentations are used in this product.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	No pre-recorded multimedia presentations are used in this product.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Software: Supports	Avaya Workplace uses native platform features to convey info and relationship. Not all UI elements fully support screen reader software.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports	Correct sequences can be programmatically determined.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports	Multiple visual cues are provided to help the user interact with the user interface.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports with Exceptions	Most functions are executable from the keyboard with shortcuts.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p>	Software: Supports	No keyboard traps exist.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<u><a href="#">2.2.1 Timing Adjustable</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: 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.
<u><a href="#">2.2.2 Pause, Stop, Hide</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Animation, blinking or scrolling information is not used.
<u><a href="#">2.3.1 Three Flashes or Below Threshold</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	There are no flashing or blinking text objects or other elements.
<u><a href="#">2.4.1 Bypass Blocks</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Software: Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
<u><a href="#">2.4.2 Page Titled</a></u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Navigational elements and forms follow a logical order that makes sense to the user.
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Links have a title that makes it clear to the user the purpose and destination of that link.
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	All UI elements are rendered in the selected supported language.
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Context changes require specific user input.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Input errors are identified and accompanied by a textual description.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Labels are provided for UI elements.
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Avaya Workplace is a native app and does not use markup languages for presentation of the user interface.
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports with Exceptions	<p>Critical controls indicate state and function.</p> <p>Not all UI elements fully support screen reader software.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p>	Software: Not Applicable	No multimedia presentations are used in this solution.



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	No multimedia presentations are used in this solution.
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports with Exceptions	Not all text meets the minimum contrast requirement
<b><u>1.4.4 Resize text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Supports	Native OS feature be used to resize text with no loss of functionality.
<b><u>1.4.5 Images of Text</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Images of text are not used.
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports	Descriptive headings and Labels are used.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Supports with Exceptions	UI elements receive visible focus. Some off-screen/invisible elements are receiving focus.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Not required for non-Web application.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Software: Not Applicable	Not required for non-Web application.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Software: Not Applicable	Not required for non-Web application.

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.3.3 Error Suggestion</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Input error suggestions are not known and therefore cannot be provided.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Software: Not Applicable	Legal commitments or financial transactions are not processed.

## Revised Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Avaya Workplace for macOS does not fully support users without vision. Functions are operated via point-and click. Keyboard access is not fully supported. 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	Supported via OS magnification features.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
302.4 Without Hearing	Supports	<p>Computer Mode: The user interface of Avaya Equinox is operable without user hearing. Users can communicate using video calling or through the instant messaging function.</p> <p>When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication.</p> <p>Desk phone Mode: Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.</p>
302.5 With Limited Hearing	Supports	User hearing is not required to operate Avaya Equinox but may affect the user's ability to communicate with others through the product.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	User speech is not required for input, control, or operation.
302.7 With Limited Manipulation	Supports	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	Supports	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.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Avaya Workplace offers consistent navigation and operation.

## Chapter 4: [Hardware](#)

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Supports	Workplace is compatible with assistive technology include screen readers.
402.2.2 Transactional Outputs	Not Applicable	Transactional outputs are not provided.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace

Criteria	Conformance Level	Remarks and Explanations
		software would interfere with the conformance of an otherwise compliant device.
402.2.4 User Control	Not Applicable	Workplace does not natively provide speech output for applications functions.
402.2.5 Braille Instructions	Not Applicable	The Avaya Workplace speech-output function is intended for personal use.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
402.3.2 Non-private Listening	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
402.4 Characters on Display Screens	Supports	The graphical user interface presented by the Standard Mode is compatible with the screen enlargement capabilities provided by the Operating System. Text is presented in a sans serif font.
402.5 Characters on Variable Message Signs	Not Applicable	Variable message signs are not used.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics are not used
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the

Criteria	Conformance Level	Remarks and Explanations
		conformance of an otherwise compliant device.
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	The controls, keys, characters, and symbols presented by the Standard Mode contrast visually with the background.
<b><u>407.3 Input Controls</u></b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.3.2 Alphabetic Keys	Not Applicable	This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	Supports	The on-screen numeric keypad is arranged in a standard 12-key ascending layout. The alphabetic overlay on the numeric keys conforms to ITU-T Recommendation E.161.
407.4 Key Repeat	Not Applicable	This criterion applies to the physical hardware (e.g., the PC) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.5 Timed Response	Not Applicable	There are no timed responses
407.6 Operation	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2 Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC



Criteria	Conformance Level	Remarks and Explanations
		keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2.1 Unobstructed Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.2.2 Obstructed Side Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3 Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.2 Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the

Criteria	Conformance Level	Remarks and Explanations
		conformance of an otherwise compliant device.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	This criterion applies to the physical hardware (e.g., the telephone or PC display screen) being used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
408.3 Flashing	Supports	
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	Workplace presents status indicators visually and is compatible with screen readers.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Color is not used, by itself, to convey information.
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	All information that is provided by Standard Mode in an auditory manner, such as

Criteria	Conformance Level	Remarks and Explanations
		audible ringing to indicate that there is an incoming call, is accompanied by visual indicators.
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.3.2 Wireline Handsets	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.4 Digital Encoding of Speech	Supported	The IETF RFC-6716 (Opus) digital encoding technique is supported.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future

Criteria	Conformance Level	Remarks and Explanations
412.6 Caller ID	Supports	Workplace presents caller identification and similar telecommunications functions visually and is compatible with screen readers.
412.7 Video Communication	Supports	When not constrained by network bandwidth, support for video telecommunication of sufficient quality to support sign language is provided.
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	<p>This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.</p> <p>Please note the following guidance:</p> <p>The recommended way to satisfy this criterion with Workplace software is to operate in Desk phone Mode in conjunction with an Avaya SIP telephone. A TTY device can be connected to the phone's handset jack via an adapter such as the Konexx Konnector Model 70010TTY. For more information about this adapter, please visit <a href="http://www.konexx.com/office_konnector.htm">http://www.konexx.com/office_konnector.htm</a></p>
412.8.2 Voice and Hearing Carry Over	Not Applicable	This criterion applies to the physical hardware used in conjunction with Workplace software. No aspect of the Workplace software would interfere with the conformance of an otherwise compliant device.
412.8.3 Signal Compatibility	Supports	Workplace software supports several different audio encoding standards, not all

Criteria	Conformance Level	Remarks and Explanations
		of which are TTY-compatible. This criterion is satisfied when G.711 encoding is used.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	This criterion applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to Workplace software.
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time person-to-person two-way telecommunication. Workplace is not intended for use as a video “player.” The ability to decode closed caption data is not supported by, and is not applicable to, Workplace because support would require a fundamental alteration to the nature and purpose of the product. (If users require captioning as a supplement to video telecommunication, the Workplace text channel can be used for this purpose.)
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	This criterion applies to cabling and ancillary equipment. It does not apply to Workplace software.
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Workplace software is not a digital television tuner.
414.1.2 Other ICT	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time person-to-person two-way telecommunication. Audio descriptive processing is not supported by, and is not applicable to, Workplace because support would require a fundamental alteration to the nature and purpose of the product.
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The intended purpose of the Workplace video functionality is to support real-time

Criteria	Conformance Level	Remarks and Explanations
		person-to-person two-way telecommunication. Caption selection is not supported by, and is not applicable to, Workplace software because support would require a fundamental alteration to the nature and purpose of the product.
415.1.2 Audio Description Controls	Not Applicable	The intended purpose of Workplace is to support real-time person-to- person two-way telecommunication. There are no selectable programs.

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Avaya Workplace is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports with Exceptions	Avaya Workplace does not support 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 with Exceptions	The support for assistive text-to-speech screen-reading adjuncts is inconsistent.
502.3.2 Modification of Object Information	Supports with Exceptions	The state of some controls cannot be set using assistive technology.
502.3.3 Row, Column, and Headers	Not Applicable	Data tables are not used.
502.3.4 Values	Supports with Exceptions	Not all value elements can be accessed using assistive technology.
502.3.5 Modification of Values	Supports with Exceptions	Not all value elements can be accessed 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.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	Text can be set using assistive technology.
502.3.10 List of Actions	Supports with Exceptions	Not all actions can be executed using assistive technology.
502.3.11 Actions on Objects	Supports with Exceptions	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 do not grab application focus.
502.4 Platform Accessibility Features	Not Applicable	Avaya Workplace is not platform software.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Avaya Workplace does not support platform preference for application color, font type or high-contrast schemes.
503.3 Alternative User Interfaces	Not Applicable	There is no alternative user interface
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Avaya Workplace does not have pre-recorded multimedia.
503.4.2 Audio Description Controls	Not Applicable	Avaya Workplace does not have pre-recorded multimedia.
<b><u>504 Authoring Tools</u></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.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Avaya Workplace is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Avaya Workplace is not an authoring tool.
504.3 Prompts	Not Applicable	Avaya Workplace is not an authoring tool.
504.4 Templates	Not Applicable	Avaya 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
<b><u><a href="#">602 Support Documentation</a></u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
602.3 Electronic Support Documentation	See <u><a href="#">WCAG 2.x</a></u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Will provide upon request.
<b><u><a href="#">603 Support Services</a></u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation that explains how to use the accessibility and compatibility is provided.
603.3 Accommodation of Communication Needs	Does not Support	Avaya support services may be contacted via WebChat:  <a href="https://support.avaya.com/contact/#click-to-chat">https://support.avaya.com/contact/#click-to-chat</a>



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