

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya IX™ Workplace for Windows 3.8.x

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

Avaya IX Workplace for Windows, Version 3.8, supports two different user interface styles, Standard Mode and Hidden Mode. The Standard Mode presents information visually via a graphical user interface. User inputs are via a point-and-click device or via the PC keyboard. Hidden Mode is intended chiefly for users without vision. When operated in Hidden Mode, IX Workplace does not present a graphical user interface, and therefore does not require or interfere with assistive screen-reading adjuncts. Instead, information such as Caller ID and whether a call is on hold is presented by voice through the user's PC speakers. Common telecommunication functions, such as answering an incoming call or placing a call on hold, are operable via user-assigned "hot keys" on the user's PC keyboard. Control of these functions via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys.

In addition, Avaya IX Workplace software, Version 3.8, supports two different telecommunication styles, Deskphone Mode and Computer Mode. In Deskphone Mode, communication is via a separate physical device, such as a telephone or TTY, that is controlled by the IX Workplace software. In Computer Mode, the PC and IX Workplace act together as a single telecommunication endpoint. (For example, voice communication is sent and received via the sound system of the PC.)

For additional information about the use of Deskphone Mode in conjunction with an Avaya SIP telephone, please refer to the VPAT for Avaya J-100 Series SIP Telephones.

Date: March 11, 2020

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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
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

This section describes the Standard Mode of Avaya IX Workplace for Windows operation.

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports with Exceptions	Most controls provide a text equivalent, however not all non-text elements provide text equivalents. For example, the control to change user presence and call redirection features does not have a non-text equivalent.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.3.1 Info and Relationships (Level A)	Supports with Exceptions	Avaya IX Workplace for Windows uses native platform features to convey info and relationship. Not all UI elements fully support screen reader software.

Criteria	Conformance Level	Remarks and Explanations
		Elements not required for core calling functions such as list items do not provide support for screen reading.
1.3.2 Meaningful Sequence (Level A)	Supports	Correct sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
1.4.2 Audio Control (Level A)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
2.1.1 Keyboard (Level A)	Supports with Exceptions	Most functions for core calling features are executable from the keyboard with shortcuts. List views do not provide keyboard controls for actions. (see appendix A for list of supported keyboard shortcuts)
2.1.2 No Keyboard Trap (Level A)	Supports	No keyboard traps exist.
2.2.1 Timing Adjustable (Level A)	Supports	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefor time to answer a call can be adjusted.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Animation, blinking or scrolling information is not used.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	There are no flashing or blinking text objects or other elements.
2.4.1 Bypass Blocks (Level A)	Supports	Users can navigate directly to desired content – for example using mouse or keyboard to directly move to call history list from contact list.
2.4.2 Page Titled (Level A)	Not Applicable	Not required for non-Web application.
2.4.3 Focus Order (Level A)	Supports	Navigational elements and forms follow a logical order that makes sense to the user.
2.4.4 Link Purpose (In Context) (Level A)	Supports	Links have a title that makes it clear to the user the purpose and destination of that link.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A)	Supports	All UI elements are rendered in the selected supported language.
3.2.1 On Focus (Level A)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
3.2.2 On Input (Level A)	Supports	Context changes require specific user input.
3.3.1 Error Identification (Level A)	Supports	Input errors are identified and accompanied by a textual description.
3.3.2 Labels or Instructions (Level A)	Supports	Labels are provided for UI elements.
4.1.1 Parsing (Level A)	Not Applicable	Avaya IX Workplace is a native app and does not use markup languages for presentation of the user interface.
4.1.2 Name, Role, Value (Level A)	Supports with Exceptions	Critical controls indicate state and function. Not all UI elements fully support screen reader software. Elements not required for core calling functions such as list items do not provide support for screen reading.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	No multimedia presentations are used in this solution.
1.4.3 Contrast (Minimum) (Level AA)	Supports with Exceptions	Not all text meets the minimum contrast requirement
1.4.4 Resize text (Level AA)	Supports	Native OS feature are used to resize text with no loss of functionality.
1.4.5 Images of Text (Level AA)	Not Applicable	Images of text are not used.
2.4.5 Multiple Ways (Level AA)	Not Applicable	Not required for non-Web application.
2.4.6 Headings and Labels (Level AA)	Supports	Descriptive headings and Labels are used.
2.4.7 Focus Visible (Level AA)	Supports with Exceptions	UI elements receive visible focus. Some off-screen/invisible elements are receiving focus.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Not Applicable	Not required for non-Web application.
3.2.3 Consistent Navigation (Level AA)	Not Applicable	Not required for non-Web application.
3.2.4 Consistent Identification (Level AA)	Not Applicable	Not required for non-Web application.
3.3.3 Error Suggestion (Level AA)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Legal commitments or financial transactions are not processed.

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Chapter 3: Functional Performance Criteria (FPC)

NOTES:

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Hidden Mode: Supports with Exceptions</p>	<p>The status of many telecommunication functions, such as Caller ID and whether a call is on hold, can be presented by voice through the user's PC speakers. Some telecommunication functions that are less commonly used do not provide voiced status information.</p> <p>Users without vision are able to operate many telecommunication functions, such as placing a call on hold, by pressing user-assigned "hot keys" on the PC keyboard. In some cases, it is possible to use the numeric keypad to enter feature-specific activation and deactivation codes for the features that do not have "hot keys" assigned to them. See Appendix A for a list of keyboard shortcuts.</p>
	<p>Standard Mode: Supports with Exceptions</p>	<p>Primary telecommunication functions are operable via the keyboard. The support for assistive text-to-speech screen-reading software is inconsistent.</p>
<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.</p>	<p>Supports</p>	<p>The Avaya IX Workplace graphical user interface is compatible with the screen enlargement capabilities provided by the Microsoft Operating System.</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>	<p>Supports</p>	<p>Color is not used, by itself, to convey information.</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>	<p>Hidden Mode: Not Applicable</p>	<p>Hidden Mode requires user hearing because it is intended for use by people without vision.</p>

Criteria	Conformance Level	Remarks and Explanations
	Standard Mode: Supports	<p>User hearing is not required in order to operate IX Workplace software. Information that is conveyed audibly (e.g., alerts for incoming calls) is also conveyed visually.</p> <p>Text-based “Instant Messaging” is supported, as is the ability to use IX Workplace in conjunction with TTY devices. When not constrained by network bandwidth, support for video telecommunication of sufficient quality to support sign language is provided.</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>	Computer Mode: Supports	<p>Conformance with this criterion is dependent on the capabilities of the user’s personal computer and associated audio transducers. No aspect of IX Workplace software would interfere with the conformance of an otherwise compliant configuration.</p>
	Deskphone Mode: Supports	<p>Conformance with this criterion is dependent on the capabilities of the associated desktop telephone. No aspect of IX Workplace software would interfere with the conformance of an otherwise compliant device.</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>	Not Applicable	<p>User speech is not required for input, control, or operation.</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>There are no operations that require fine motor control or simultaneous manual operations.</p> <p>Note: Avaya IX Workplace allows users to operate many telecommunication functions, such as placing a call on hold, via user-assigned “hot keys” on the PC keyboard. Control via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys. See Appendix A for a list of keyboard shortcuts.</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	<p>All controls are operable with limited reach and strength.</p> <p>Note: Avaya IX Workplace allows users to operate many telecommunication functions, such as placing a call on hold, via user-assigned “hot keys” on the PC keyboard. Control via automatic speech recognition is achievable by mapping user-specified voice commands to the corresponding previously assigned hot keys. See Appendix A for a list of keyboard shortcuts.</p>
<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	<p>Support for users with limited cognitive, language, and learning abilities is subject to the users’ capabilities and prior experiences. Simple interfaces and buttons have been provided where possible.</p>

Chapter 4: Hardware

NOTES: Avaya IX Workplace for Windows, Version 3.8, supports two user interface styles, Standard Mode and Hidden Mode. In addition, two different configurations are supported, Deskphone Mode and Computer Mode. Please refer to the product description for a description of these modes.

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.	Standard Mode: Supports with Exceptions	When operated in Standard Mode, a user-selectable option allows most information to be presented vocally and visually at the same time. Note that this option does not utilize a text-to-speech screen-reading adjunct. (Although Standard Mode is usable in conjunction with assistive screen-reading adjuncts, the support for these adjuncts is inconsistent.)
	Hidden Mode: Supports with Exceptions	Hidden Mode is intended chiefly for users without vision. There is no graphical user interface. Most of the information that is displayed visually by the Standard Mode graphical user interface, such as Caller ID and whether a call is on hold, can be presented vocally by the sound system of the user's PC. Note that, because Hidden Mode has no graphical user interface, it does not draw "focus" away from, or interfere with, applications that utilize assistive screen readers.
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	Transactional outputs are not provided.

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Supports with Exceptions</p>	<p>The speech-output function of Avaya IX Workplace software allows users to repeat the previous output and manually stop an output mid-stream.</p> <p>In some cases, but not all, speech output stops automatically when a new operation is initiated. (For example, the speaking of Caller ID information terminates immediately if the call is answered prior to the all of the information being spoken.)</p>
<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>	<p>Not Applicable</p>	<p>The Avaya IX Workplace speech-output function is intended for personal use.</p>
<p>402.3 Volume</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<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>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<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>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>

Criteria	Conformance Level	Remarks and Explanations
<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, 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.</p>	<p>Standard Mode: Supports</p>	<p>The graphical user interface presented by the Standard Mode is compatible with the screen enlargement capabilities provided by the Microsoft Operating System. Text is presented in a sans serif font.</p>
	<p>Hidden Mode: Not Applicable</p>	<p>Hidden Mode does not have a graphical user interface.</p>
<p>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).</p>	<p>Not Applicable</p>	<p>Variable message signs are not used.</p>
<p>403 Biometrics</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>Biometrics are not used.</p>
<p>404 Preservation of Information Provided for Accessibility</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>405 Privacy</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>406 Standard Connections</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>407 Operable Parts</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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 symbols on a light background.</p>	<p>Standard Mode: Supports</p>	<p>The controls, keys, characters, and symbols presented by the Standard Mode contrast visually with the background.</p>
	<p>Hidden Mode: Not Applicable</p>	<p>Hidden Mode does not have a graphical user interface.</p>
<p>407.3 Input Controls</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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).</p>	<p>Standard Mode: Supports</p>	<p>The on-screen numeric keypad presented by the Standard Mode is arranged in a standard 12-key ascending layout. The alphabetic overlay on the numeric keys conforms to ITU-T Recommendation E.161.</p> <p>In addition to “point-and-click” key pressing, dialing via a physical device that has tactilely discernible keys (e.g., a telephone or PC keyboard) is supported.</p>
	<p>Hidden Mode: Not Applicable</p>	<p>Hidden Mode does not present an on-screen keypad. Dialing is via a separate physical device (e.g., a telephone or PC keyboard).</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the PC) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>There are no timed responses</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	
<p>407.8 Reach Height and Depth</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>407.8.3.2 Obstructed Forward Reach. Where the operable part 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).</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>

Criteria	Conformance Level	Remarks and Explanations
<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> <ol style="list-style-type: none"> 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. 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</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC keyboard) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>408 Display Screens</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware (e.g., the telephone or PC display screen) being used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<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>	<p>Supports</p>	
<p>409 Status Indicators</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	Standard Mode: Supports	Standard Mode presents status indicators visually and, as a user-selectable option, also by voice through the PC sound system.
	Hidden Mode: Not Applicable	Hidden Mode is intended chiefly for users without vision. Status indications are presented by voice through the PC sound system. The indications are deliberately not presented visually to ensure that there is no need for and no interference with assistive screen-reading adjuncts.
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	Color is not used, by itself, to convey information.
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	Standard Mode: Supports	All information that is provided by Standard Mode in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators.
	Hidden Mode: Not Applicable	Hidden Mode is intended chiefly for users without vision. No information is presented visually.
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.	Not Applicable	This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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)	Not Applicable	This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.
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).	Not Applicable	This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.
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).	Supported	The IETF RFC-6716 (Opus) digital encoding technique is supported.
412.5 Real-Time Text Functionality. [Reserved].	<i>Reserved for future</i>	<i>Reserved for future</i>
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Standard Mode: Supports	Standard Mode presents caller identification and similar telecommunications functions visually and, as a user-selectable option, also by voice through the PC sound system.
	Hidden Mode: Not Applicable	Hidden Mode is intended chiefly for users without vision. Caller identification and similar telecommunications information is presented by voice through the PC sound system.
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	When not constrained by network bandwidth, support for video telecommunication of sufficient quality to support sign language is provided.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX 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 IX Workplace software is to operate in Deskphone 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 http://www.konexx.com/office_konnector.htm</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to the physical hardware used in conjunction with IX Workplace software. No aspect of the IX Workplace software would interfere with the conformance of an otherwise compliant device.</p>
<p>412.8.3 Signal Compatibility. ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).</p>	<p>Supports</p>	<p>IX Workplace software supports several different audio encoding standards, not all of which are TTY-compatible. This criterion is satisfied when G.711 encoding is used.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This criterion applies to voice mail, auto-attendant, and interactive voice response systems. It does not apply to IX Workplace software.</p>
<p>413 Closed Caption Processing Technologies</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.</p>	<p>Not Applicable</p>	<p>The intended purpose of the IX Workplace video functionality is to support real-time person-to-person two-way telecommunication. IX 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, IX 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 IX Workplace text channel can be used for this purpose.)</p>
<p>413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.</p>	<p>Not Applicable</p>	<p>This criterion applies to cabling and ancillary equipment. It does not apply to IX Workplace software.</p>

Criteria	Conformance Level	Remarks and Explanations
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	IX Workplace software is not a digital television tuner.
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not Applicable	The intended purpose of the IX 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, IX Workplace because support would require a fundamental alteration to the nature and purpose of the product.
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	The intended purpose of the IX Workplace video functionality is to support real-time person-to-person two-way telecommunication. Caption selection is not supported by, and is not applicable to, IX Workplace software because support would require a fundamental alteration to the nature and purpose of the product.
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.	Not Applicable	The intended purpose of IX 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 2.0 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	Not Applicable	Avaya IX Workplace is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports with Exceptions	Avaya IX Workplace does not support high-contrast schemes.
502.3 Accessibility Services	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	Microphone and Speaker Volume Slides provide level values.
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.
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	Not all 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

Criteria	Conformance Level	Remarks and Explanations
		incoming calls do not grab application focus.
502.4 Platform Accessibility Features	Not Applicable	Avaya IX Workplace is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Avaya IX 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
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Avaya IX Workplace does not have pre-recorded multimedia.
503.4.2 Audio Description Controls	Not Applicable	Avaya IX Workplace does not have pre-recorded multimedia.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Avaya IX Workplace is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Avaya IX Workplace is not an authoring tool.
504.3 Prompts	Not Applicable	Avaya IX Workplace is not an authoring tool.
504.4 Templates	Not Applicable	Avaya IX Workplace is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
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
<p>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.</p>	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<p>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).</p>	Does Not Support	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.
<p>602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
<p>603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Supports	Documentation that explains how to use the accessibility and compatibility is provided.

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Does Not Support</p>	<p>Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#click-to-chat</p>

Appendix A: Keyboard Shortcuts

The following functions can be assigned to a configurable keyboard shortcut and those can be marked as global to operate when the application is not in focus.

- Answer Incoming Call
- Ignore Incoming Call
- Mute / Unmute Microphone
- End Current Call
- Hold / Unhold Current Call
- Transfer Current Call
- Transfer Current Call to Last Held Call
- Merge Current Call with Last Held Call
- Redial
- Dial from Clipboard
- Check App Status
- Check Voice Mail Status
- Check Incoming Call Feature Status
- Read Current Call Appearance
- Narrator On / Off
- Stop Reading
- Repeat Last Phrase
- Toggle Hidden Mode On / Off
- Show Hide Application Dashboard
- Call Voicemail

The following functions are assigned to preset keyboard shortcuts and are available when the application has focus.

- Open Dialpad
- Select Top of Mind Dashboard
- Navigate to Favorites
- Navigate to Contacts

- Navigate to History
- Navigate to Messages
- Navigate to Meetings
- Search

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