

Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya IP DECT SC

Product Description: Single cell IP/DECT base station. Network connected to Avaya Aura, IP Office or any other 3rd party SIP PBX. Wireless (DECT) connected to Avaya B169 conference phone.

Date: March 2019

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Notes:

Evaluation Methods Used: Testing is based on general product knowledge. WCAG compliance was validated by manual testing with the assistance of tools WAVE, SiteImprove Accessibility Checker and screenreaders (NVDA and Windows Eyes).

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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports w/ minor exception	The Avaya logo is missing alt text
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No Pre-recorded audio-only or video-only content is being used
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No Pre-recorded video content is being used
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No Pre-recorded video content is being used
<p><u>1.3.1 Info and Relationships</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports w/exceptions	<ul style="list-style-type: none"> • Some form labels are not associated with the fields they are labeling • Some Headings are missing • Table markup is used for marking up data tables, including row and column headers
<p><u>1.3.2 Meaningful Sequence</u> (Level A) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to:</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Instructions provided do not refer to things solely based on their sensory characteristics such as shape and size
<p><u>1.4.1 Use of Color</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	Information conveyed by color has a contrast ratio of at least 3:1
<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	No automatically playing audio is used
<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	Keyboard Access is provided
<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
<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	Time limits used are part of a real-time event (such as database connections), or an essential activity.
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A) 2017 Section 508</p>	Supports	there is no moving, blinking or scrolling content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	No portion of the screen flickers or flashes with a frequency between 2 Hz and 55 Hz
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	A ‘Skip to Main Content’ link is not currently provided
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Pages have a meaningful title specified in the TITLE element
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Logical movement through the focusable components using only the keyboard, in an order that follows a meaningful sequence.
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The text of links and their surrounding content is sufficient to describe their purpose
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	The lang attribute is missing each page

Criteria	Conformance Level	Remarks and Explanations
<u>3.2.1 On Focus</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	When an element receives focus, it does not result in a substantial change to the page, an additional change of keyboard focus, or the spawning of a pop-up window.
<u>3.2.2 On Input</u> (Level A) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Changes in the value of user interface components does not result in a substantial change to the page, an additional change of keyboard focus, or the spawning of a pop-up window
<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	When input errors are detected, they are described to the user in text, including identifying the item where the error occurred
<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 with Exceptions	Labels or instructions are not always provided when the product requires user input
<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) 	Supports with Exceptions	Pages show validation errors when tested with an HTML validation tool.
<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) 	Supports	HTML controls have a programmatically associated name, derived from the appropriate HTML elements and attributes

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</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	No live audio content in video is being used
<p><u>1.2.5 Audio Description (Prerecorded)</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	No pre-recorded video is being used solution.
<p><u>1.4.3 Contrast (Minimum)</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	Text and images of text have a contrast ratio of at least 4.5:1.
<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	Text can be resized up to 200% without loss of content or functionality
<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) 	Supports	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 	Supports	Pages can be found using the provided "search" function
<p><u>2.4.6 Headings and Labels</u> (Level AA) 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports with Exceptions	Headings are not used

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<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	Visual indication of the location of the focus
<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) 	Supports	Language does not change in the application.
<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 	Supports	Pages that are grouped together into sets with a common navigation mechanism utilize that navigation mechanism in the same fashion, with navigation elements appearing in the same relative order each time
<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) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Images and controls are used and identified consistently throughout the product.
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <ul style="list-style-type: none"> 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Where suggestions for fixing an input error are known, they are provided to the user.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</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	

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Application works with Screen reader. All data in the application will be accessible as text.
302.2 With Limited Vision	Supports	Users with low vision an use magnification programs and Zoom capability
302.3 Without Perception of Color	Supports	Color not used as the only means of conveying color
302.4 Without Hearing	Supports	Audio is not used
302.5 With Limited Hearing	Supports	Audio is not used
302.6 Without Speech	Supports	No Speech used
302.7 With Limited Manipulation	Supports	Avaya Analytics™ supports all mouse or keyboard settings applied at the operating system level.
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes:

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	Not Applicable	IP DECT SC doesn't include any screen.
402.2.2 Transactional Outputs	Not Applicable	No transactional outputs
402.2.3 Speech Delivery Type and Coordination	Not Applicable	No speech output supported.
402.2.4 User Control.	Not Applicable	No speech output supported.
402.2.5 Braille Instructions	Not Applicable	No speech output supported.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	No audio/listening supported.
402.3.2 Non-private Listening	Not Applicable	No audio/listening supported.
402.4 Characters on Display Screens	Not Applicable	IP DECT SC doesn't include any screen.
402.5 Characters on Variable Message Signs	Not Applicable	IP DECT SC doesn't include any screen.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics not supported.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	No operable parts
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	No input controls, only web interface.
407.3.2 Alphabetic Keys	Not Applicable	No input controls, only web interface.

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	Not Applicable	No input controls, only web interface.
407.4 Key Repeat	Not Applicable	No input controls, only web interface.
407.5 Timed Response	Not Applicable	No input controls, only web interface.
407.6 Operation	Not Applicable	No input controls, only web interface.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	No input controls, only web interface.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	No operable parts.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	No operable parts.
407.8.1.2 Vertical Plane for Forward Reach be 30 inches (760 mm) long minimum.	Not Applicable	No operable parts.
407.8.2 Side Reach	Not Applicable	No operable parts.
407.8.2.1 Unobstructed Side Reach	Not Applicable	No operable parts.
407.8.2.2 Obstructed Side Reach	Not Applicable	No operable parts.
407.8.3 Forward Reach	Not Applicable	No operable parts.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	No operable parts.
407.8.3.2 Obstructed Forward Reach	Not Applicable	No operable parts.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	No operable parts.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	No operable parts.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	No display, only web interface for admin.
408.3 Flashing	Not Applicable	No display, only web interface for admin.
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	IP DECT SC includes one status LED for only visual indication.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	No color coding.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	No audible signals.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	IP DECT SC is not a phone.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech (incorporated by reference, see 702.8.1).	Supports	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	IP DECT SC doesn't support caller ID.
412.7 Video Communication	Not Applicable	IP DECT SC doesn't support video.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	TTY not supported.
412.8.2 Voice and Hearing Carry Over	Not Applicable	TTY not supported.
412.8.3 Signal Compatibility	Not Applicable	TTY not supported.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	TTY not supported.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Closed caption not supported.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Closed caption not supported.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	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	Not Applicable	Captions not supported.
415.1.2 Audio Description Controls	Not Applicable	Audio description controls not supported.

Chapter 5: Software

Notes: This section is indicated as Not Applicable since Avaya IP DECT SC is not considered platform software.

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	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
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	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

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	Supports	Documentation is available in accessible electronic format.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Documentation is available in accessible electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features.	Does Not Support	Help does not provide information on the accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Communication for product sales and support information is provided in multiple media channels through the

Criteria	Conformance Level	Remarks and Explanations
		Avaya website.