

Avaya Aura® Utility Services 7.0

Voluntary Product Accessibility Template (VPAT)

Avaya Aura Utility Services is a collection of tools and applications that support IP telephony in an enterprise. The administrative interfaces for Avaya Aura Utility Services are browser-based. The statements in this document refer only to the screens that are commonly accessed by system administrators, using Microsoft Internet Explorer, Version 8 or above, or Mozilla Firefox, Version 18 or above.

Support Levels

Support Level	Description
Supports	Avaya Aura Utility Services fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Aura Utility Services does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Aura Utility Services provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Aura Utility Services fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Aura Utility Services does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Avaya Aura Utility Services is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Does not support
Section 1194.22 Web-based Intranet and Internet Information and Applications	Does not support
Section 1194.23 Telecommunications Products	Not applicable
Section 1194.24 Video and Multi-media Products	Not applicable
Section 1194.25 Self-Contained, Closed Products	Not applicable
Section 1194.26 Desktop and Portable Computers	Not applicable
Section 1194.31 Functional Performance Criteria	Does not support
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Does Not Support	<p>Some functions require a mouse and cannot be executed via the keyboard. Not all functions provide text feedback when executed.</p> <p>Note also that on some pages, there is an automatic screen refresh every ten seconds. If a user accesses a function on this screen by “tabbing” to it, and then fails to execute the function prior to the automatic refresh, the function that had been selected by the user will no longer have focus.</p>
<p>1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supports	<p>The Utility Services interfaces do not disrupt or disable the accessibility features of operating systems, nor do they disrupt or disable the features or settings of other software applications.</p>
<p>1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</p>	Supports with Exceptions	<p>On some pages, there is an automatic screen refresh every ten seconds. If a user accesses a function on this screen by “tabbing” to it, and then fails to execute the function prior to the automatic refresh, the function that had been selected by the user will no longer have focus.</p>
<p>1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	Supports with Exceptions	<p>Some of the Utility Services pages, such as those for Phone Firmware updates, have images that do not comply.</p>
<p>1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	Supports	<p>The meaning of bitmap images that appear more than once is consistent.</p>

<p>1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports with Minor Exceptions</p>	<p>One of the Utility Services pages presents graphs in which text is not accessible to assistive technology because it is embedded within images. (All of the information that is presented in this manner may be exported into a spreadsheet as text only.)</p>
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Utility Services does not override the contrast, color, or individual display attributes that are selectable via the operating system preferences or via the browser preferences.</p> <p>(Note: The operating system and browser preference settings apply only to text and not to images, such as the graphs that are presented by Utility Services.)</p>
<p>1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports with Exceptions</p>	<p>The Utility Services web pages use an animated progress indicator. This mode of presentation cannot be disabled by the user.</p>
<p>1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>In all cases where color is used for conveying information, it is accompanied by a change in the image that is discernible without color vision.</p>
<p>1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	
<p>1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Does Not Support</p>	

§ 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	The icons in the Phone Settings Editors do not have underlying text tags.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	In all cases where color is used for conveying information, it is accompanied by a change in the image that is discernible without color vision.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not support	
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
1194.22(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
1194.22(g) Row and column headers shall be identified for data tables.	Supports	
1194.22(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	There are no data tables that have two or more logical levels of row or column headers.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	The pages do not use frames.
1194.22(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does Not Support	There are no functionally equivalent text-only pages.

<p>1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Does Not Support</p>	
<p>1194.22(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>The pages do not require that an applet, plug-in or other application be present on the client system to interpret page content.</p>
<p>1194.22(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Does Not Support</p>	
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Does Not Support</p>	
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Does Not Support</p>	<p>On some pages, there is an automatic screen refresh every ten seconds. If a user accesses a function on this screen by “tabbing” to it, and then fails to execute the function prior to the automatic refresh, the function that had been selected by the user will no longer have focus.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Does Not Support	Some functions require a mouse and cannot be executed via the keyboard. Not all functions provide text feedback when executed. One of the Utility Services pages presents graphs in which text is not accessible to assistive technology because it is embedded within images. The Utility Services web pages use an animated progress indicator that cannot be disabled by the user. The data entry forms presented by Utility Services cannot be completed by users without vision.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Text and images can be made larger via the web browser settings.
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	All information conveyed by the Utility Services interfaces is presented visually.
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required in order to operate Utility Services.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports when combined with compatible assistive technology.	Use of a mouse is required to access certain functions. Depending on the nature of the user's motor control, reach, or strength limitations, specialized assistive software may be required.

§ 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Avaya's point-of-contact for accessibility-related issues: Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis@avaya.com

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