Avaya Aura® AS 5300 R3.0 Administrative Interfaces

Voluntary Product Accessibility Template (VPAT)

The Avaya AS 5300 R3.0 has three different administrative interfaces, all of which are described in this document:

- SSH – Secure shell is used for installation, upgrade, administration and maintenance of the platform server, the database and the AS 5300 Element Manager (EM). Once the platform, database and EM are installed, SSH is then used sporadically during maintenance of the AS 5300. It is used heavily during installation and upgrade, but after that is typically only used for backup/restore and other maintenance activities. For SSH compliancy, see the "SSH" columns in sections 1194.21, 1194.31 and 1192.41.

- EM Console – A graphical Java thin client, which interacts with the server side Element Manager network element. The EM Console is used to configure, manage and monitor the various network elements within the AS 5300 system. The EM Console is used extensively when initially setting up the system, after that the EM Console is typically used on a daily basis to monitor the system for alarms and logs. For EM Console compliancy, see the "EM Console" columns in sections 1194.21, 1194.31 and 1192.41.

- Provisioning Client – A web browser based thin client used for provisioning and managing subscriber, translation and routing data. The Provisioning Client is used extensively both during installation of the system and throughout the use of the system. For Provisioning Client compliancy, see the "Provisioning Client" columns in sections 1194.21, 1194.22, 1194.31 and 1192.41. Tests performed for accessibility were done using Microsoft Internet Explorer 8.

Note: The terminals and terminal emulation software commonly used to administer these interfaces are not Avaya products. The statements in this document assume that the AS 5300 administrative interfaces will be accessed via software and endpoints that comply with the applicable Section 508 requirements.

Compliance Summary

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

Support Levels

Support Level	Description
Supports	The AS 5300 administrative interface fully meets the letter and intent of the criterion.
Supports with exceptions / minor exceptions	The AS 5300 administrative interface 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	The AS 5300 administrative interface provides an alternate way to meet the intent of the criterion.
Supports when combined with compatible assistive technology	The AS 5300 administrative interface fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does not support	The AS 5300 administrative interface 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 the AS 5300 administrative interface is required to meet the criterion.

1194.21 Software Applications and Operating Systems

Criteria	Support Levels			Remarks and Explanations		
	SSH	EM Console	Provisioning Client	SSH	EM Console	Provisioning Client
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.	Supports	Does not support	Does not support	All SSH command line interface functions are executable from the keyboard. A mouse is not required for SSH. All functions provide a text response when executed.	The EM console cannot be operated solely from the keyboard. Both a keyboard and mouse are required to use the EM Console. EM Console functions do not provide a textual feedback when executed.	The Provisioning Client uses a standard web browser as its display interface. Most of the controls are not accessible by keyboard only. There is no textual feedback when commands are executed via the Provisioning Client.
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.	Supports	Supports	Supports	SSH does not disrupt or disable the accessibility features of other products or of the operating system.	The EM Console does not disrupt or disable the accessibility features of other products or of the operating system.	The Provisioning Client does not disrupt or disable the accessibility features of other products or of the operating system.

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.	Supports	Supports with exceptions	Supports with exceptions	SSH always places the text-entry cursor at the end of the last line presented on the screen.	The EM Console focus changes are programmatically provided as required. The accessibility tool Window's Magnifier correctly identifies the focus change, however, the accessibility tools Windows Narrator and JAWS do not show the proper focus changes for this application.	The Provisioning Client focus changes are programmatically provided as required. The accessibility tool Window's Magnifier correctly identifies the focus change, however, the accessibility tools Windows Narrator and JAWS do not show the proper focus changes for this application.
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.	Not applicable	Does not support	Not applicable	The SSH Interface has no non-text visual elements.	The EM Console does not provide the appropriate accessibility text information for all images.	The Provisioning Client does not use images to represent program elements
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.	Not applicable	Supports	Not applicable	SSH has no non-text visual elements.	The EM Console uses bitmap images to identify controls, status and other programmatic elements in a consistent manner.	The Provisioning Client does not use bitmap images to identify controls, status indicators or other programmatic elements.

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.	Supports	Supports with exceptions	Supports	All information presented by the SSH CLI is ASCII-encoded text. The input location for user-entered text is always after the last line of the presented text.	The EM Console uses operating system functions for all text display. However, in testing, not all accessibility tools were able to discern the caret location, text content and text attributes. Windows Magnifier worked properly with the EM Console, whereas Windows Narrator and JAWs did not.	The Provisioning Client uses standard web browsers as the interface, so support is determined by the web browser used on the client computer and the web browser is considered a Non-Avaya product.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Does not support	Supports	The SSH CLI does not override user selected contrast and color selections or other individual display attributes.	The EM Console does not preserve the OS color settings.	The Provisioning Client does not change contrast, color selection or other individual display attributes.
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.	Not applicable	Not applicable	Not applicable	The SSH CLI has no animation.	The EM Console has no animation.	The Provisioning Client has no animation.
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.	Supports	Does not support	Not applicable	The SSH CLI can use color coding, but it is not the only means of conveying information, indicating an action, prompting a response or distinguishing a visual element.	The EM Console does not provide a means to convey all information in the application with both color coding and text. For instance, a triangle with a color to indicate alarm severity may have a color change, but remains a triangle.	The Provisioning Client does not use color coding to convey information, indicate an action or prompt a response.
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.	Not applicable	Not applicable	Not applicable	The SSH CLI does not permit users to adjust the color and contrast.	The EM Console does not allow users to adjust the color or contrast.	The Provisioning Client does not allow users to adjust the color or contrast.

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.	Supports	Supports	Supports	The SSH CLI has no flashing or blinking objects.	The EM Console has no flashing or blinking objects.	The Provisioning Client has no flashing or blinking objects.
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.	Not applicable	Supports	Does not support	The SSH CLI has no electronic forms.	All entry fields within the EM Console do provide a label next to the entry fields.	The Provisioning Client does not provide directions and cues for forms within the application.

1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Support Levels			Remarks and Explanations		
	SSH	EM Console	Provisioning Client	SSH	EM Console	Provisioning Client
1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not applicable	Not applicable	Does Not Support			The Provisioning Client does not make extensive use of images. However, when images and other non-text elements are used, the appropriate text equivalents are not provided in the majority of the elements.
1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Not applicable	Not applicable			The Provisioning Client does not make use of audio and/or video presentations.
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.	Not applicable	Not applicable	Supports			The Provisioning Client does not use color as the sole method to represent information to the user.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not applicable	Not applicable	Does not support			The Provisioning Client requires the use of style sheets for full readability.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Not applicable	Not applicable			The Provisioning Client does not contain image maps.
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	Not applicable	Not applicable			The Provisioning Client does not contain image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Not applicable	Not applicable	Does not support			The Provisioning Client does not identify rows and column headers for any data tables.

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	Not applicable	Not applicable			The Provisioning Client does not utilize complex data tables.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not applicable	Not applicable	Supports			The Provisioning Client provides a title for all frames, which facilitate identification and navigation.
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.	Not applicable	Not applicable	Supports			The Provisioning Client uses a standard web browser as its display interface and does not include any functionality that would cause the browser to flicker outside of the standard frequencies.
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 this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	Not applicable	Does not support			The Provisioning Client does not provide an alternate text-only web page.
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.	Not applicable	Not applicable	Does not support			The Provisioning Client uses scripting languages to dynamically display new form controls and alerts in response to user actions. However, the location nor even the existence of this new content is not properly conveyed to assistive technology users. The Provisioning Client will dynamically display an alert icon and message link at the top of the current inline frame if user actions warrant it. However, assistive technology users are not made aware of the alert's appearance in an accessible manner, which could lead to avoidable errors and confusion. Further, when subsequent user action or changed circumstances render the alert scenario no longer relevant, the alert is not dynamically removed from the page, which could also create confusion.

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).	Not applicable	Not applicable	Not applicable			The Provisioning Client does not require use of additional applets or plug-ins for operation.
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.	Not applicable	Not applicable	Does not support			The Provisioning Client does not provide directions and cues for forms within the application.
1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.	Not applicable	Not applicable	Does not support			The Provisioning Client does not allow navigation links to be skipped for any part of the interface.
1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	Not applicable	Does not support			The Provisioning Client uses a time- based session expiration that offers no warning or option to extend the session.

1194.31 Functional Performance Criteria

Criteria	Support Levels			Remarks and Explanations		
	SSH	EM Console	Provisioning Client	SSH	EM Console	Provisioning Client
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.	Supports	Does not support	Does Not Support	SSH commands are executable from the keyboard. There are no point-and-click operations. All functions provide a text response when executed. Support for assistive text-to-speech screen-reading adjuncts is dependent on the user's physical terminal or terminal emulation software.	The EM Console does not provide an non-visual mode of operation. At least some sight is required to operate the EM Console. Depending on the amount of visual impairment, the EM Console may be usable by visually impaired individuals.	The Provisioning Client uses a standard web browser as its interface. There are no specific non-visual modes of operation for the Provisioning Client.
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	Supports	Supports	Conformance with this requirement is dependent on the user's physical terminal or terminal emulation software.	The EM Console can be operated by those individuals with less than 20/70 visual acuity using a screen magnifier accessibility tool. Test conducted with Microsoft Windows Magnifier.	The Provisioning Client can be operated by those individuals with less than 20/70 visual acuity using a screen magnifier accessibility tool. Test conducted with Microsoft Windows Magnifier.

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	Supports	Supports	SSH does not require user hearing for operation or information retrieval.	The EM Console does not require user hearing for operation or information retrieval.	The Provisioning Client does not require user hearing for operation or information retrieval.
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.	Supports	Supports	Supports	SSH does not require user hearing for operation or information retrieval.	The EM Console does not require user hearing for operation or information retrieval.	The Provisioning Client does not require user hearing for operation or information retrieval.
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	Supports	Supports	SSH does not require user speech for operation or information retrieval.	The EM Console does not require user speech for operation or information retrieval.	The Provisioning Client does not require user speech for operation or information retrieval.
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	Supports	Supports	Conformance with this requirement is dependent on the user's physical terminal or terminal emulation software.	The EM Console does require a mouse to operate. However operating system accessibility tools can be used on the client computer to allow those with fine motor skill deficiencies to operate the application.	The Provisioning Client is accessed via standard web browsers. Standard web browsers and the underlying operating system have accessibility options to allow those with fine motor skill deficiencies to operate the application.

1194.41 Information, Documentation and Support

Criteria	Support Levels			Remarks and Explanations		
	SSH	EM Console	Provisioning Client	SSH	EM Console	Provisioning Client
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-at-avaya.com		

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