

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Avaya Vantage™ K175 Device/R3.0.0.0

**Product Description:** Avaya Vantage™ K175 device is an Android™ device that provides telephony and conferencing functionality via built-in Unified Communications (UC) experience. This device has an inbuilt, integrated camera to enable video communication. It has an 8-inch portrait touch screen and no dial key pad.

**Date:** Sep 23, 2020

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## Notes:

**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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> / No) Level AA ( <b>Yes</b> / No) Level AAA (Yes / <b>No</b> )

<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	<b>(Yes / No)</b>

## 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:

- 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><b><u>1.1.1 Non-text Content</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	<p>Critical controls provide a text equivalent, however not all non-text elements provide text equivalents. Not all UI elements fully support screen reader software.</p> <p>For example, "Logging in status message" is not read by talkback (when there is no platform login screen).</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Pre-recorded audio or video is not used.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No pre-recorded multimedia presentations are used in this product.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	Avaya Vantage™ devices use native platform features to convey info and relationship. Some boot up messages during start up that are not read by talk back.
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya Vantage™ device is based on the Android™ operating system.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Avaya Vantage™ device is based on the Android™ operating system.</p> <p>Avaya Vantage™ user documentation in the support.avaya.com does not rely solely on sensory</p>

Criteria	Conformance Level	Remarks and Explanations
		characteristics of components such as shape, size, visual location, orientation, or sound.
<b><u>1.4.1 Use of Color</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Avaya Vantage™ device is based on the Android™ operating system. It leverages the accessibility features which provide additional means of conveying information.
<b><u>1.4.2 Audio Control</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
<b><u>2.1.1 Keyboard</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Minor Exceptions	Avaya Vantage™ device is based on the Android™ operating system. An auxiliary keyboard provides capability as limited by the Android™ operating system. CTRL + ALT + P is used to bring Avaya Vantage built-in Unified Communications (UC) experience to the foreground. When user logs into the application the keyboard will navigate to hidden fields.
<b><u>2.1.2 No Keyboard Trap</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard traps exist.
<b><u>2.2.1 Timing Adjustable</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	Software upgrade message allows user to delay reboot. The message appears for 30 seconds and if no response te device is reboot and upgrade is completed. Upgrade message does not appear while in active call.
<b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Animation, blinking or scrolling information is not used.  "Sign In" button is rotated down and then up for 6

Criteria	Conformance Level	Remarks and Explanations
		times and then stop for a few seconds.
<b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There are no flashing or blinking text objects or other elements.
<b><u>2.4.1 Bypass Blocks</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	This is non-web-based software.
<b><u>2.4.2 Page Titled</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable to hardware device.
<b><u>2.4.3 Focus Order</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable to hardware device.
<b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable to hardware device.
<b><u>3.1.1 Language of Page</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All UI elements are rendered in the selected supported language. The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system.
<b><u>3.2.1 On Focus</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.
<b><u>3.2.2 On Input</u></b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	Context changes require specific user input.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>3.3.1 Error Identification</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Input errors are identified and accompanied by a textual description.
<b>3.3.2 Labels or Instructions</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Labels are provided for UI elements. The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system.
<b>4.1.1 Parsing</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable to hardware device.
<b>4.1.2 Name, Role, Value</b> (Level A) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	The Avaya Vantage™ device provides standard OS user interface elements.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No multimedia presentations are used in this solution.

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with Exceptions	Not all text meets the minimum contrast requirement. Contrast settings are adjustable via the Android™ accessibility settings, where high contrast text can be enabled.
<b><u>1.4.4 Resize text</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Supports via Android native facility for text resizing. Text sizing is adjustable via the Android™ accessibility settings, where large text can be enabled.
<b><u>1.4.5 Images of Text</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Images of text are not used.
<b><u>2.4.5 Multiple Ways</u></b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	Not applicable to hardware device.
<b><u>2.4.6 Headings and Labels</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system
<b><u>2.4.7 Focus Visible</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The Avaya Vantage™ device support for this requirement is to the extent supported by the Android™ operating system
<b><u>3.1.2 Language of Parts</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Not applicable to hardware device.
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Not Applicable	Not applicable to hardware device.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b>3.2.4 Consistent Identification</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	Not applicable to hardware device.
<b>3.3.3 Error Suggestion</b> (Level AA) <ul style="list-style-type: none"> <li>2017 Section 508               <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> </li> </ul>	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Legal commitments or financial transactions are not processed by the hardware device

## 2017 Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	Avaya Vantage™ device works with talk back. There are some areas that are not supported like boot-up, login and status messages during startup. This was tested with Android Talk Back.  An auxiliary keyboard provides capability as limited by the Android™ operating system. CTRL + ALT + P is

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Criteria	Conformance Level	Remarks and Explanations
		used to bring Avaya Vantage built-in Unified Communications (UC) experience to the foreground.
<p><b>302.2 With Limited Vision.</b> 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>	Supports	<p>Avaya Vantage™ device is usable with the device reverse video option and with the device “Zoom” option, which provides full-screen magnification up to 500%. The application is completely functional using the Android™ accessibility feature for full color inversion. Additional assistive technology available via Android™ accessibility (Talkback, Speak passwords, Select to Speak, Text-to-speech output, magnification, color pallet changes) enable usability.</p> <p>Avaya Vantage™ supports font size and display size fields configuration which are used by applications that follows this configuration.</p>
<p><b>302.3 Without Perception of Color.</b> 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>	Supports	<p>The Avaya Vantage™ device does not convey information using color only.</p> <p>Avaya Vantage™ device is usable in conjunction with the Negative Colors and ability to change the font size as part of the Android™ accessibility features (color pallet changes, color inversion).</p>
<p><b>302.4 Without Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Supports when Combined with Compatible Assistive Technology	<p>All information that is provided by Avaya Vantage™ device in an auditory manner, such as audible ringing to indicate that there is an incoming call, is accompanied by visual indicators. User hearing is not required for communication when the phone is operated in conjunction with a TTY device, configured in the manner outlined in the response to Criterion 412.8.1.</p> <p>In addition, the Avaya Vantage™ K175 device has a built in integrated camera, which can be leveraged for two-way non-speech communication if the other end of</p>

Criteria	Conformance Level	Remarks and Explanations
		the communication also supports video transmit and receive.
<p><b>302.5 With Limited Hearing.</b> 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>	Supports	<p>Avaya Vantage™ device supports assistive hearing to the extent of the requirement. On top of support for 302.4, handsets for the device have an audio amplification function.</p> <p>The handsets have FCC-compliant primary inductive coils and conform to the amplification requirement specified by 47 CFR 68.317. All status information presented by the Avaya Vantage™ device via auditory alerts is also presented visually.</p>
<p><b>302.6 Without Speech.</b> 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>	Supports	<p>Avaya Vantage™ device is operable without the use of speech. It can leverage the Android™ accessibility features to enable usability, as well as TTY support.</p> <p>In addition, the Avaya Vantage™ K175 device has a built in integrated camera, which can be leveraged for two-way non-speech communication if the other end of the communication also supports video transmit and receive.</p> <p>Users without speech will use an alternative means of communication instead of the K175.</p>
<p><b>302.7 With Limited Manipulation.</b> 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>Avaya Vantage™ K175 device supports an 8" touch screen. The touch screen area is sufficiently large for usability. There are no simultaneous actions required to operate the device.</p> <p>In addition, the device can leverage the Android™ accessibility features to enable usability. There is support within Android™ OS for limited motor control requirements.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>302.8 With Limited Reach and Strength.</b> 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.	Supports	All controls are operable with limited reach and strength.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	This is supported to the extent that the Android™ OS permits

## Chapter 4: Hardware

Notes: Assumption is that the Accessibility functions in the Vantage™ device are enabled. Following Android™ options are enabled

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2.1 Information Displayed On-Screen.</b> Speech output shall be provided for all information displayed on-screen.	Supports with Exceptions	Avaya Vantage™ device does not fully support users without vision. The support for assistive text-to-speech screen-reading adjuncts is inconsistent. Assistive technology does not completely mitigate all aspects of the products use of displayed information.
<b>402.2.2 Transactional Outputs.</b> Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	Avaya Vantage™ device does not have transactional interactions.
<b>402.2.3 Speech Delivery Type and Coordination.</b> 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.	Supports	Voice and speech on the device is easily accessible (integrated speaker, handset, headset, external speakers)
<b>402.2.4 User Control.</b> 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.	Supports with Exceptions	This is supported to the extent that the Android™ OS accessibility features permit.  There is no option to stop or pause speech output of specific UI element in the middle. User can move using auxiliary keyboard navigation keys to another UI element or touch another UI element to hear its speech output (and stop speech output for the previous UI element).  Android provides users an option to hear the whole UI

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Criteria	Conformance Level	Remarks and Explanations
		elements on a screen. This can be done by pressing ALT+SPACE keys using an auxiliary keyboard to get "Global Context Menu" and then choosing "Read from top" option. In such cases, there is an option to stop hearing speech output of the content of the screen by pressing any navigation key. There is an option to hear speech output of the last UI element again by choosing "Repeat last utterance". There is an option to resume speech output by choosing "Read from the next item".
<p><b>402.2.5 Braille Instructions.</b> 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>	Not Applicable	Avaya Vantage™ device is intended for personal use.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
<p><b>402.3.1 Private Listening.</b> 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>	Supports	The volume level can be adjusted up and down via tactilely volume buttons on the bottom right of the back of the Avaya Vantage™ device. All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. (For additional information, please refer to the 412.2 Remarks.)
<p><b>402.3.2 Non-private Listening.</b> 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>	Supports with Exceptions	The speakerphone that is built into the Avaya Vantage™ device base satisfies the 65 dB amplification requirement. The volume level can be adjusted up and down via tactilely volume buttons on the back of the Avaya Vantage™ device. A user-selectable feature setting can cause Avaya Vantage™ device to automatically reset the volume to the default level after every use when using handset and amplified handset profile is being chosen. There is no such option when using speaker transducer.
<p><b>402.4 Characters on Display Screens.</b> At least one mode of characters displayed on the screen shall be in a sans serif font.</p>	Supports	Avaya Vantage™ device can leverage Android™ accessibility features to zoom, change text size, font etc.

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Criteria	Conformance Level	Remarks and Explanations
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.		
<b>402.5 Characters on Variable Message Signs.</b> 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).	Not Applicable	Variable message signs are not used
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
<b>403.1 General.</b> 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.	Supports	Although biometric identification can be supported with the use of facial recognition applications on the devices, login mechanisms that do not require biometrics are provided such as typed login, proximity unlock with trusted device etc.
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
<b>404.1 General.</b> ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	In a properly configured network and Avaya Vantage™ device, the Avaya Vantage™ device supports this requirement. For example, for proper operation of TTY G.711 is required. TTY is not supported if Avaya Vantage™ device is using G.729 audio encoding.
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
<b>405.1 General.</b> 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.	Supports	This is supported to the extent that the Android™ OS accessibility features such as Talkback permit.
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
<b>406.1 General.</b> 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.	Supports	The Avaya Vantage™ device supports several different connection ports such as USB, RJ9, Ethernet, WiFi, BT.
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
<b>407.2 Contrast.</b> Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall	Supports	The Avaya Vantage™ device leverages standard Android™ OS and its accessibility features to allow for

Criteria	Conformance Level	Remarks and Explanations
contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.		contrast configuration. Keys and controls conform to this requirement.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
<b>407.3.1 Tactilely Discernible.</b> Input controls shall be operable by touch and tactilely discernible without activation.	Supports with Exceptions	The Avaya Vantage™ device leverages standard Android™ OS and its accessibility features to allow for discernible tactilely, such as exploring by touch on the device touch screen, Talkback, double tapping etc.
<b>407.3.2 Alphabetic Keys.</b> 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.	Supports	When an alphabetic keyboard is presented on the display of the Avaya Vantage™ device, the layout is qwerty based. In addition, auxiliary keyboard is supported via USB or Bluetooth connection.
<b>407.3.3 Numeric Keys.</b> 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).	Supports	When the keyboard is presented on the display of the Avaya Vantage™ device, the layout is standard based. In addition, auxiliary keyboard is supported via USB or Bluetooth connection.
<b>407.4 Key Repeat.</b> 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.	Not applicable	Keyboard with key repeat is not part of the Avaya Vantage™ device
<b>407.5 Timed Response.</b> 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.	Not applicable	Timed response input is not required on the Avaya Vantage™ device as part of the device function. Any application installed may have its own requirements. Upgrade related messages have timeout of 30 seconds for user confirmation before proceeding. The messages do not appear when there is an active call.
<b>407.6 Operation.</b> 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.	Supports	
<b>407.7 Tickets, Fare Cards, and Keycards.</b> 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.	Not applicable	No tickets, fare cards and keycards are provided as part of the Avaya Vantage™ device
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>407.8.1 Vertical Reference Plane.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.1.1 Vertical Plane for Side Reach.</b> Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.1.2 Vertical Plane for Forward Reach.</b> Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.2 Side Reach.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.2.1 Unobstructed Side Reach.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.2.2 Obstructed Side Reach.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.3 Forward Reach.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.3.1 Unobstructed Forward Reach.</b> 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.	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>407.8.3.2 Obstructed Forward Reach.</b> 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	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements



Criteria	Conformance Level	Remarks and Explanations
conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).		
<p><b>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach.</b> 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>	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<p><b>407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach.</b> 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> <p>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.</p> <p>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	The Avaya Vantage™ device is easily relocated by users to accommodate their height and reach requirements
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
<p><b>408.2 Visibility.</b> 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>	Not applicable	The Avaya Vantage™ device is easily relocated by users to accommodate their visibility requirements
<p><b>408.3 Flashing.</b> 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>	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
<b>409.1 General.</b> Where provided, status indicators shall be discernible visually and by touch or sound.	Supports with Exceptions	Please refer to the Avaya Vantage builtin Unified Communication experience VPAT. The status of functions is indicated visually by text and icons that are displayed on a LCD screen, as well as by voicemail/alerting lamp. The status of functions of is not discernible by touch or sound.
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
<b>410.1 General.</b> 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	Please refer to the Avaya Vantage builtin Unified Communication experience VPAT. The Avaya Vantage builtin Unified Communication experience does not convey information using color only.
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
<b>411.1 General.</b> Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	Please refer to the Avaya Vantage builtin Unified Communication experience VPAT. The Avaya Vantage builtin Unified Communication experience does not provide information using audio signals only.
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2.1 Volume Gain for Wireline Telephones.</b> Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Supports	Avaya Vantage™ device provides a user-adjustable nominal-to-maximum amplitude range of 21 dB. The volume Gain is reset after an on-hook transition to minimize the likelihood of damage to individuals with normal hearing. Note that, unlike previous generations of Avaya phones, it is not necessary to replace the standard handset with an amplified handset in order to satisfy this requirement.
<b>412.2.2 Volume Gain for Non-Wireline ICT.</b> A method for increasing volume shall be provided for non-wireline ICT.	Not applicable	The Avaya Vantage™ device is not a non-wireline device. It must be connected via wire, either PoE or power supply
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<b>412.3.1 Wireless Handsets.</b> ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	Supports	
<b>412.3.2 Wireline Handsets.</b> ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Does not support	All Avaya handsets have FCC-compliant primary inductive coils, permitting the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. TIA-1083-B contains additional specs not covered in FCC section and Avaya Vantage™ devices have not tested this. Avaya Vantage™ devices were tested per FCC Part 68.
<b>412.4 Digital Encoding of Speech.</b> 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).	Supports	The IETF RFC-6716 (OPUS) digital encoding technique is supported by the Avaya Vantage builtin Unified Communication experience.
<b>412.5 Real-Time Text Functionality.</b>	Reserved for future (RFC4103) – IP based replacement for TTY	Reserved for future
<b>412.6 Caller ID.</b> Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Supports with exceptions	For users of TTY devices, this requirement is satisfied when Vantage™ devices are configured in the manner described in the response to 412.8.1 For users who cannot see displays, this requirement is satisfied by Avaya Vantage builtin Unified Communication experience.
<b>412.7 Video Communication.</b> Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Supports	The Avaya Vantage™ K175 device can support 1080p/30fps video for transmit and receive
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
<b>412.8.1 TTY Connectability.</b> ICT shall include a standard non-acoustic connection point for TTYs.	Supports	The Avaya Vantage™ device has industry-standard RJ9 and 3.5mm connection points that support direct connections with compatible analog TTY devices. Note: When used in conjunction with a TTY device, the Avaya Vantage™ device must be configured for G.711 audio encoding.
<b>412.8.2 Voice and Hearing Carry Over.</b> ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports	The Avaya Vantage™ device can transmit and receive all non-proprietary TTY protocols that are supported on the PSTN

Criteria	Conformance Level	Remarks and Explanations
<b>412.8.3 Signal Compatibility.</b> 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).	Supports	The Avaya Vantage™ device allows the microphone to be muted and unmuted appropriately for conversations that include TTY and voice communication
<b>412.8.4 Voice Mail and Other Messaging Systems.</b> Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not applicable	The Avaya Vantage™ device is not a voice mail or IVR system
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>413.1.1 Decoding and Display of Closed Captions.</b> Players and displays shall decode closed caption data and support display of captions.	Not applicable	Any applications installed on the Avaya Vantage™ device providing synchronized audio and video would need to meet this requirement independently. No such functionality is provided by the device platform
<b>413.1.2 Pass-Through of Closed Caption Data.</b> Cabling and ancillary equipment shall pass through caption data.	Not applicable	Any applications installed on the Avaya Vantage™ device providing synchronized audio and video would need to meet this requirement independently. No such functionality is provided by the device platform
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
<b>414.1.1 Digital Television Tuners.</b> 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	The Avaya Vantage™ device does not support or provide digital television tuners
<b>414.1.2 Other ICT.</b> ICT other than digital television tuners shall provide audio description processing.	Not applicable	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
<b>415.1.1 Caption Controls.</b> Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not applicable	
<b>415.1.2 Audio Description Controls.</b> Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Supports with Exceptions	The Avaya Vantage™ device supports this requirement to the extent that is supported by the Android™ OS or appropriate application. Determination of a non-Avaya 3 <sup>rd</sup> party is the responsibility of the purchaser.

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope</b> – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
<b>502.2.1 User Control of Accessibility Features.</b> Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Vantage™ device supports this requirement to the extent provided by the standard Android™ OS and its inbuilt accessibility features.
<b>502.2.2 No Disruption of Accessibility Features.</b> Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Vantage™ device supports this requirement to the extent provided by the standard Android™ OS and its inbuilt accessibility features. The device does not disrupt these accessibility features
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
<b>502.3.1 Object Information.</b> The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Not Applicable	
<b>502.3.2 Modification of Object Information.</b> States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	
<b>502.3.3 Row, Column, and Headers.</b> If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	
<b>502.3.4 Values.</b> Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	
<b>502.3.5 Modification of Values.</b> Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	
<b>502.3.6 Label Relationships.</b> Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	
<b>502.3.7 Hierarchical Relationships.</b> Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<b>502.3.8 Text.</b> The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	
<b>502.3.9 Modification of Text.</b> Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	
<b>502.3.10 List of Actions.</b> A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	
<b>502.3.11 Actions on Objects.</b> Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	
<b>502.3.12 Focus Cursor.</b> Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	
<b>502.3.13 Modification of Focus Cursor.</b> Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	
<b>502.3.14 Event Notification.</b> Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	
<p><b>502.4 Platform Accessibility Features.</b> Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <ul style="list-style-type: none"> <li>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</li> <li>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</li> <li>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</li> <li>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</li> <li>E. Section 10.6.8 Synchronize audio equivalents for visual events;</li> </ul>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>		
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
<b>503.2 User Preferences.</b> Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports	Avaya Vantage™ device supports this requirement to the extent provided by the standard Android™.
<b>503.3 Alternative User Interfaces.</b> Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternative user interface
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
<b>503.4.1 Caption Controls.</b> Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	Avaya Vantage™ device does not have pre-recorded multimedia.
<b>503.4.2 Audio Description Controls.</b> Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	Avaya Vantage™ device does not have pre-recorded multimedia.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<p><b>504.2 Content Creation or Editing.</b> Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p> <p>(NOTE: If the product is not an authoring tool, enter “not applicable”)</p>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion.</b> Authoring tools shall, when converting content from one format to another or saving content in multiple	Not Applicable	Avaya Vantage™ device is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.		
<b>504.2.2 PDF Export.</b> Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	Avaya Vantage™ device is not an authoring tool.
<b>504.3 Prompts.</b> Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	Avaya Vantage™ device is not an authoring tool.
<b>504.4 Templates.</b> Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	Avaya Vantage™ device is not an authoring tool.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> 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.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<b>602.3 Electronic Support Documentation.</b> 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,	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

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Criteria	Conformance Level	Remarks and Explanations
see 702.10.1).		inadequate.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
<b>603.2 Information on Accessibility and Compatibility Features.</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request
<b>603.3 Accommodation of Communication Needs.</b> 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.	Does Not Support	Avaya support services may be contacted via WebChat: <a href="https://support.avaya.com/contact/#clickto-chat">https://support.avaya.com/contact/#clickto-chat</a> .

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