Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: Avaya Vantage^{TM} builtin Unified Communication Experience/R3.0.0.0

Product Description: Avaya Vantage^{TM} builtin Unified Communication Experience is the communication application for the Avaya Vantage^{TM} device, offering telephony, and conferencing functionality when connected to an Avaya Aura^{TM} system, Avaya IP Office or OpenSIP.

Date: Oct 04, 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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (**Yes** / No)
	Level AA (**Yes** / No)
	Level AAA (Yes / **No**)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(**Yes** / No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Critical controls provide a text equivalent, however not all non-text elements provide text equivalents. Not all UI elements fully support screen reader software.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No pre-recorded multimedia presentations are used in this product.
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ Expansion application use native platform features to convey info and relationship. Not all UI elements fully support screen reader software.
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Correct sequences can be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: • 501 (Web)(Software)	Supports	Multiple visual cues are provided to help the user

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		interact with the user interface.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Controls are provided to enable a user to mute, hold calls and adjust volume of audio.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	When a device is configured with an auxiliary keyboard, Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application functions are executable from that keyboard. However, hidden fields are available to assistive technology (while they should not). The result of performing a function is not always discerned textually.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No keyboard traps exist.
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Most features do not require timed responses. Answering an incoming call is one exception and the number of rings and therefore time to answer a call can be adjusted. While there is an active call and user press on 3 dots for more Call Features, then this screen is presented for 10 seconds. User need to choose one option from this menu before screen is automatically closed.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software)	Supports	Animation, blinking or scrolling information is not

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		used.
2.3.1 Three Flashes or Below Threshold (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	There are no flashing or blinking text objects or other elements.
2.4.1 Bypass Blocks (Level A) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Users can navigate directly to desired content – for example to directly move to call history list from contact list.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not required for non-Web application.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Navigational elements and forms follow a logical order that makes sense to the user. However, there are are exceptions such as hidden fields which are also available to assistive technology (while they should not).
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Links have a title that makes it clear to the user the purpose and destination of that link.
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All UI elements are rendered in the selected supported language.
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	In general, focus does not change unexpectedly. The user must explicitly perform an action for focus to change. However, there a very few cases where on focus is changed without user action.

Criteria	Conformance Level	Remarks and Explanations

3.2.2 On Input (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Context changes require specific user input.

3.3.1 Error Identification (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Input errors are identified and accompanied by a textual description.

3.3.2 Labels or Instructions (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports with Exceptions	Labels are provided for UI elements. There are a few cases where text for UI elements is not provided to assistive technology (e.g. Talkback).

4.1.1 Parsing (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are native applications and do not use markup languages for presentation of the user interface.

4.1.2 Name, Role, Value (Level A)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not applicable	Standard operating system components are used.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not Applicable	No multimedia presentations are used in this solution.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No multimedia presentations are used in this solution.
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	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
1.4.4 Resize text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Supports via Android™ native facility for text resizing. Text sizing is adjustable via the Android™ accessibility settings, where large text can be enabled. Not all UI elements font of Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application is resizeable.
1.4.5 Images of Text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Images of text are not used.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Not required for non-Web application.
2.4.6 Headings and Labels (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Descriptive headings and Labels are used.
2.4.7 Focus Visible (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Focus is clearly indicated.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Not required for non-Web application.
3.2.3 Consistent Navigation (Level AA) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Not required for non-Web application.
3.2.4 Consistent Identification (Level AA) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	Not required for non-Web application.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Input error suggestions are not known and therefore cannot be provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Legal commitments or financial transactions are not processed.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Access to Android™ Accessibility functions is assumed since these are a part of the standard Android™ OS that the Avaya Vantage™ device includes

Criteria	Conformance Level	Remarks and Explanations

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application do 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.
302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are 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
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are 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). Information is not coveyed using color only.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports when Combined with Compatible Assistive Technology	All information that is provided by Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application 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

Criteria	Conformance Level	Remarks and Explanations
		manner outlined in the response to Criterion 412.8.1. 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.
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application run on the Avaya Vantage™ device which can support assistive hearing to the extent of the requirement. No aspect of Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application will interfere with the conformance of the conformant Avaya Vantage™ device.
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are operable without the use of speech. It can leverage the Android™ accessibility features to enable usability, as well as the TTY support of the Avaya Vantage™ devices, which is where this application runs. 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.
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application run on the Avaya Vantage™ devices (Avaya Vantage™ K175 and Avaya Vantage™ K155), all of which support touch screen. The touch screen

Criteria	Conformance Level	Remarks and Explanations
		area is sufficiently large for dialing, and incoming calls can be answered by lifting the optional handset. Some areas of the application may require fine motor control, when the touch targets are smaller. This does not impact application operation. There are no simultaneous actions required to operate the application. In addition, the application can leverage the Android™ accessibility features to enable usability. There is support within Android™ OS for limited motor control requirements.
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	All controls are operable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	This is supported to the extent that the Android™ OS permits

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application run on the Avaya Vantage™ devices which support Android™ accessibility features and does not disrupt these features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.3 Row, Column, and Headers. 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	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not

Criteria	Conformance Level	Remarks and Explanations
		platform software.
502.3.6 Label Relationships. 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	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.7 Hierarchical Relationships. 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	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor. 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	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.3.14 Event Notification. 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	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
502.4 Platform Accessibility Features. 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: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports	
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility	Not Applicable	There is no alternative user interface

Criteria	Conformance Level	Remarks and Explanations
services.		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. 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™ builtin Unified Communication experience and Avaya Vantage™ expansion application do not have pre-recorded multimedia.
503.4.2 Audio Description Controls. 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™ builtin Unified Communication experience and Avaya Vantage™ expansion application do not have pre-recorded multimedia.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing. 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. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not an authoring tool.
504.2.2 PDF Export. 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™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not an authoring tool.
504.3 Prompts. 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™ builtin Unified Communication experience and Avaya Vantage™ expansion application are not an authoring tool.
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success	Not Applicable	Avaya Vantage™ builtin Unified Communication experience and Avaya

Criteria	Conformance Level	Remarks and Explanations
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.		Vantage™ expansion application are not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Does Not Support	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat "Read Out Loud" option, but the support for tables and images is often inadequate.
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. 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
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Does Not Support	Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#clickto-chat.

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