Avaya Aura® Communication Manager 10.1.2 Voluntary Product Accessibility (VPAT®)

Version 2.2
January 2023

Avaya Accessibility Conformance Report

VPAT® Version 2.2 – January 2023

Name of Product/Version: Avaya Aura® Communication Manager 10.1.2

Product Description:

The statements in this document apply to all versions of Avaya Aura Communication Manager 10.1.2 software.

The responses to this report refer to the Avaya Aura Communication Manager 10.1.2 administrative interfaces. In many cases, these interfaces will be located in spaces frequented only by service personnel for infrequent maintenance, repair, or occasional monitoring of equipment, and therefore may qualify for exemption under E202.5 ICT Functions Located in Maintenance or Monitoring Spaces

Exception.

Avaya Aura Communication Manager (CM) 10.1.2 software is administered using the following three tools or methods:

1. A text-only interface, also called a text user interface (TUI), and referred to in Avaya documentation as the System Access Terminal (SAT). The SAT interface pre-dates the Section 508 rules by several years and is a non-web based interface that uses simple text positioning and fields to manage information and configuration. Although over one hundred fifty different configuration screens are accessible via the SAT tool, it is Avaya's experience that the vast majority of operations performed by administrators are in a category commonly referred to as "MAC" tasks: Moves, Adds, and Changes. This report documents the SAT interface conformance using MAC operations.

2. A native CM browser-based graphical interface which is named System Management Interface (SMI). Generally, the SMI browser interface is only used by Avaya personnel and business partners to support initial installation, upgrades, and security features. Examples of some of the SMI screens are:

    a) Download Files
    b) Trusted Certs
    c) Server Access.
    d) Server/Application Certs.
    e) Certificate Signing Request

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)   Page **2** of **22**

These are infrequent operations that are typically performed by expert individuals. Therefore the SMI browser interface is not included in this conformance statement.

3. System Manager which is used to manage many of the Avaya Aura™ solution components, including Communication Manager. System Manager 10.1.2 conformance is documented in a separate VPAT.

The SAT configuration screens may be grouped into two categories:

1. Common Weekly Administration (may be handled by a less skilled administrator using common MAC operations)

   a) Station form
   b) Agent form (Contact Center)
   c) VDN (Contact Center)
2. More Complex Administration (handled by high skilled administrator at installation and updated annually or less often)

   a. Dial Plan form
   b. Trunk form
   c. Media Gateway configuration
   d. Announcements/Paging
   e. System Parameters

Unless otherwise noted, these statements of conformance are limited to MAC operations performed via the SAT tool. Avaya does not certify that the conformance statements are valid for all of the screens that may be presented by the SAT tool. Service personnel and system administrators who require the support of assistive technologies may be unable to perform the initial physical installation, system setup and upgrades, and some of the less frequent or more complex administrative tasks.

Date: Jan, 2023

Contact information: IMSMCC@avaya.com

Notes:

Evaluation Methods Used: General Product Knowledge and Manual Evaluations

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)** Level AA (**Yes**) Level AAA (Yes)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on April 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on April 22, 2018	(*Yes*)

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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no non-text content in the product.
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	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
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	There is no time based media in the product that is audio-only,video-only,audio-video,audio and/or video combined with interaction.
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Information on the SAT screen is presented in an organized manner such that structure and relationships are clearly presented and conveyed through text or positioning of text.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

1.3.2 Meaningful Sequence (Level A)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Information on the SAT is presented in a structured relationship where the sequence is always preserved.

1.3.3 Sensory Characteristics (Level A)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	There is no information presented on the SAT that is only based on shape, size,orientation or location.

1.4.1 Use of Color (Level A)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not applicable	The SAT does not use color.

1.4.2 Audio Control (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.11 (Web)
   • 10.2.11 (non-web document)
   • 11.2.1.11 (Software)
   • 11.2.2.11 (Closed Software) – Does not apply
   • 11.6.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	Product does not have Audio.

2.1.1 Keyboard (Level A) Also applies to:	Supports	The SAT supports keyboard navigation and all functionality of the content is operable through a

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The SAT supports keyboard navigation and The focus can be moved to a component of the page using a keyboard interface, and focus can be moved away from that component using only a keyboard interface.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply	Supports	There is no operation in the CM SAT that requires user to respond within a specific time.

Criteria	Conformance Level	Remarks and Explanations
11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For moving, blinking or scrolling information that starts automatically, lasts more than five seconds, and is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential. For any auto-updating information that starts automatically and is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the auto-updating is part of an activity where it is essential.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software)	Supports	Nothing on the SAT flashes for 3 times or more a second.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 11.2.2.20 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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	The SAT is a simple text-only terminal interface and is not a web based product and does not use web content
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.21 (Web) 10.2.21 (non-web document) 11.2.1.21 (Software) - Does not apply 11.2.2.21 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The pages on the SAT have page titles that describe the topic or purpose.
2.4.3 Focus Order (Level A) Also applies to:	Supports	Related services are grouped under a common page or

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
    • 9.2.22 (Web)
    • 10.2.22 (non-web document)
    • 11.2.1.22 (Software)
    • 11.2.2.22 (Closed Software) – Does not apply
    • 11.6.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
		menu and a sequential navigation order is maintained across all menu items to provide continuity.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.23 (Web)
    • 10.2.23 (non-web document)
    • 11.2.1.23 (Software)
    • 11.2.2.23 (Closed Software) – Does not apply
    • 11.6.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
2017 Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not applicable	Links are not used.

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.27 (Web)
    • 10.2.27 (non-web document)
    • 11.2.1.27 (Software)
    • 11.2.2.27 (Closed Software)
	Does not support	The SAT does not use multiple languages.

Criteria	Conformance Level	Remarks and Explanations
11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	When any component, text, or field receives focus, it does not initiate a change of context
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software)	Supports	Changing the setting of any user interface component does not automatically cause a change of context

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Textual help is provided. Menus of possible selections are provided.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria	Not applicale	Content does not use markup languages.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicale	The simple TUI interace of this product does not use web based technologies and does not have the ability to provide notification of changes to user agents nor assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not use audio or video content.

Criteria	Conformance Level	Remarks and Explanations

Also applies to:
EN 301 549 Criteria
   • 9.2.5 (Web)
   • 10.2.5 (non-web document)
   • 11.2.1.5 (Software)
   • 11.2.2.5 (Closed Software) – Does not apply
   • 11.6.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)		

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.6 (Web)
   • 10.2.6 (non-web document)
   • 11.2.1.6 (Software)
   • 11.2.2.6 (Closed Software) – Does not apply
   • 11.6.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not Applicable	The product does not use audio or video content.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.2.12 (Web)
   • 10.2.12 (non-web document)
   • 11.2.1.12 (Software)
	Not applicable	Presentation of the SAT screen is dependent on the physical terminal interface. CM software does not control this capability.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Presentation of the SAT screen is dependent on the physical terminal interface. CM software does not control this capability.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Supports	The product does not use text images

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	The SAT is a simple text-only terminal interface and is not a web based product and does not use web content
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose
2.4.7 Focus Visible (Level AA) Also applies to:	Supports	Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not have multiple languages.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply	Not applicable	The SAT is a simple text-only terminal interface and is not a web based product and does not use web content.

Criteria	Conformance Level	Remarks and Explanations
• 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	The SAT is a simple text-only terminal interface and is not a web based product and does not use web content
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Supports	When an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exceptions	Supports with assistive technology, e.g text to speech
302.2 With Limited Vision	Supports with exceptions	Supports with assistive technology, e.g. enlarged font, magnifying capability, enhanced contrast, etc.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	SAT does not use color to organize or differentiate text.
302.4 Without Hearing	Supports	SAT does not require or use audible user interaction.
302.5 With Limited Hearing	Supports	SAT does not require or use audible user interaction.
302.6 Without Speech	Supports	SAT does not require user speech interaction.
302.7 With Limited Manipulation	Supports	Supports with assistive technology, e.g. specialized keyboards and manipulation devices such as a mouth stick or head wand.
302.8 With Limited Reach and Strength	Supports	Supports with assistive technology, e.g. specialized keyboards and manipulation devices such as a mouth stick or head wand.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Simple changes, such as adding names and telephone numbers, can be accomplished with limited cognitive and learning ability. More complex tasks require a corresponding higher degree of abilities.

Chapter 4: Hardware

Notes: Not applicable. CM is a software-only product. Avaya proprietary hardware components controlled by CM are documented in their respective VPATs.

Chapter 5: Software

Notes: Not applicable. CM is a software-only product that does not natively support nor enhance assistive technologies

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	Not applicable	CM does not list accessability features
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	CM documentation is available in PDF/Word format in addition to online help which can be downloaded and printed.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	CM does not list accessability features.
603.3 Accommodation of Communication Needs	Supports	Customers can contact the CPE team for any support required on the product through Mail, Phone or raising a problem report.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed