Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: IP-DECT solution (IPBS1/IPBS2/IPBL1) Version 11.10.3 for Avaya Wireless Handset 3700 Series Release 4.7.6

Report Date: December 2023

Product Description: IP based cordless telephony and messaging system

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Notes: This assessment was made relative to the Web interface provided by the product and not the LEDs available on the box

Evaluation Methods Used: Conformance claims in this document have been validated using manual testing by the offeror. JAWS, ANDI, Axe, Contrast Analyzer. Keyboard and focus testing along with other manual testing and code inspection.

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	**Level A (Yes)**

Standard/Guideline	Included In Report
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 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.
- **Partially Supports**: 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
- 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: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Non-text-based controls provide a text equivalent. Buttons have accessible labels and have been tested with screen reading technology like JAWS. Partially Supports was given for this requirement due to the following reason: • Forms are missing programmatically associated labels. • Two images of the Avaya logo are missing text alternatives
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised 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) Also applies to: Revised 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) Also applies to: Revised 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

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Avaya IP-DECT Base Station uses information and relationships. Tables are properly programmed for use with assistive technology. Extensive testing was completed using the tools mentioned on the cover of this document. • A Partially supports conformance level was provided because headings are not provided.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Correct sequences can be programmatically determined. The sequence of controls in the application was tested using keyboard navigation as well as screen reading technology like JAWS.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided for understanding and operating content so not rely on sensory characteristics such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Avaya IP-DECT Base Station does not use color alone to convey information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Audo is not used.

Criteria	Conformance Level	Remarks and Explanations

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Keyboard accessibility was extensively tested, and all user interface elements are accessible using the keyboard.

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	No keyboard traps exist. This was tested with keyboard testing.

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Timed Responses are not required

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Animation, blinking or scrolling information is not used.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised 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) Also applies to: Revised Section 508	Does Not Support	A skip navigation method is not provided.

Criteria	Conformance Level	Remarks and Explanations
• 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		
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	Page title is not provided as unique.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Navigational elements and forms follow a logical order that makes sense to the user. The focus order was tested extensively using keyboard navigation. • A Partially supports conformance level was provided because the focus is not placed on the first item in the page as the user selects the left navigation menu.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Linked text is unique and was tested with JAWS and the Links list feature
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	The language attribute is not provided in the HTML.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Supports	Focus does not change unexpectedly. The user must explicitly perform an action for focus to change.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: Revised 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Input errors are identified and accompanied by a textual description. This requirement was tested with a screen reader to ensure that all errors are read to users of assistive technology.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels are provided for UI elements.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supported	There are some html errors, but they do not impact accessibility.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Standard HTML components are used.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	No multimedia presentations are used in this solution.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text meets the minimum contrast requirement. This was tested using the Color Contrast Analyzer.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Browser features are used to resize text with no loss of functionality.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	Images of text are not used.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.4.5 Multiple Ways (Level AA) Also applies to: Revised 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	Does Not Support	There are not multiple ways to navigate through the application.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	UI elements receive visible focus. This requirement is also tested at the same time keyboard testing is done.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Only one language is used in the application at time.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised 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	Navigation is consistent
3.2.4 Consistent Identification (Level AA)	Supports	Identification is consistent

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised 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		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Error messages are provided to users. • A Partially supports conformance level was provided because The messages themselves do not have read automatically to users of assistive technology.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	Legal commitments or financial transactions are not processed.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Supports	Avaya IP-DECT Base Station does not fully support people who use screen readers mainly due to the missing labels. This application is accessible using NVDA or JAWS.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Avaya IP-DECT Base Station is compatible with the screen enlargement. It does not fully support people who use screen reading mainly due to the missing labels.
302.3 Without Perception of Color	Supports	People who are color blind can use this application as color is not used, by itself, to convey information.
302.4 Without Hearing	Supports	User hearing is not required to operate Avaya AES software.
302.5 With Limited Hearing	Supports	User hearing is not required to operate Avaya AES software.
302.6 Without Speech	Supports	User speech is not required for input, control, or operation.
302.7 With Limited Manipulation	Supports	There are no operations that require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	All controls are operable with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Simple interface buttons have been provided where possible.

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	Does not Support	Documentation that explains accessibility is not yet available.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Provided upon request or available through Avaya's documentation website
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Partners provide end user support in most cases.
603.3 Accommodation of Communication Needs	Supports	Avaya support services may be contacted via WebChat.

Legal Disclaimer (Avaya)

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