Avaya Accessibility Conformance Report

VPAT® Version 2.1

Name of Product/Version: Officelinx 10.7

Product Description: Avaya Officelinx is a unified messaging and real-time communications platform designed to provide team engagement tools for the cloud-based worker. Officelinx provides the ability to store messages in a variety of environments, including local stores, on premises email environments and cloud based email environments, including Office 365 email environments. It is Windows based and runs in a VMware environment.

For end users, both a browser-based interface and a TUI (Telephone User Interface) are supported. The conformance of the browser interface is described in the Chapter 2 responses. The conformance of the TUI is described in the Chapter 4 responses.

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Notes:

Evaluation Methods Used: Manual evaluation.

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 (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**	In Officelinx 10.7 each element within the end user Web browser interface provides a tool tip description for each field.
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**	Officelinx 10.7 does not provide any audio-only or video only prerecorded content.
1.2.2 Captions (Prerecorded) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Officelinx 10.7 does not provide any video only prerecorded content.
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**	Officelinx 10.7 does not provide any video only prerecorded content.
1.3.1 Info and Relationships (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation..

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation.
1.3.3 Sensory Characteristics (Level A) Also applies to: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 each element within the end user Web browser interface provides textual information and is not reliant on shapes.
1.4.1 Use of Color (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 each element within the end user Web browser interface provides textual information and is not reliant on color.
1.4.2 Audio Control (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 the user has the ability to pause the audio of a message or greeting.
2.1.1 Keyboard (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	In Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation. One area where it is not supported is Message Playback. This plans to be addressed in a future release Officelinx 10.8. As an alternave Message Playback is available through the TUI which provides equal access to the information.
2.1.2 No Keyboard Trap (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 each element within the end user Web browser interface is accessible via keyboard navigation and there no elemets that are not accessible.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	In Officelinx 10.7 there is no mechanism to extend the timeout for the end user Web browser interface. There are idle time outs that cannot be extended by the user.
2.2.2 Pause, Stop, Hide (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Officelinx 10.7 does not provide any moving, blinking or scrolling information within the end user Web browser interface.
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**	In Officelinx 10.7 no element within the end user Web browser interface provides any flashing.
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	**Does Not Support**	In Officelinx 10.7 there is no mechanism to skip sections of the interface via keyboard without mouse control.
2.4.2 Page Titled (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface each web page provides a title.
2.4.3 Focus Order (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface the focus for each web page is consistent each time the page is accessed.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface each link has a field name for it.
3.1.1 Language of Page (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface the language displayed for the web page is controlled by the language settings within the browser.
3.2.1 On Focus (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface the change in focus does not update the field.
3.2.2 On Input (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface when a user makes an update to the field they the update is made and will be saved only when user does an explicit save.
3.3.1 Error Identification (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface when a user makes an error an error message is displayed in separate browser window and the update is note made.
3.3.2 Labels or Instructions (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 each element within the end user Web browser interface provides a tool tip description for each field which can provide a description of the field.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	Officelinx 10.7 has validated the parsing of the html provided.
4.1.2 Name, Role, Value (Level A) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface there is only usage of standard controls.

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**	Officelinx 10.7 does not provide any video content.
1.2.5 Audio Description (Prerecorded) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	Officelinx 10.7 does not provide any video content.
1.4.3 Contrast (Minimum) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exceptions**	In Officelinx 10.7 the contrast ratio is less than the recommendation. Changes will be made in Officelinx 10.7 SP1 to improve the contrast ratio within the end user Web browser interface.
1.4.4 Resize text (Level AA) 2017 Section 508 • 501 (Web)(Software)	**Supports**	In Officelinx 10.7 within the end user Web browser interface there is no issues when browser zoom is set to 200%.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.5 Images of Text (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 is each text element is resized when the browser zoom level is adjusted.
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	**Does Not Support**	In Officelinx 10.7 only one mechanism is provided to access the web pages. Multiple options are not available.
2.4.6 Headings and Labels (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface headings and labels are provided.
2.4.7 Focus Visible (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface as the user navigates via the keyboard the focus indicator moves as well.
3.1.2 Language of Parts (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface the language displayed is controlled by the language specified in the Browser language settings.
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	**Supports**	In Officelinx 10.7 within the end user Web browser interface the location of the close, save, add buttons are consistent throughout the application in different pages.
3.2.4 Consistent Identification (Level AA)	**Supports**	In Officelinx 10.7 within the end user Web browser

Criteria	Conformance Level	Remarks and Explanations
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		interface the labeling and location of the close, save, add buttons are consistent throughout the application in different pages.
3.3.3 Error Suggestion (Level AA) • 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supported with exceptions**	In Officelinx 10.7 within the end user Web browser interface error suggestions are not provided. The user is informed of the error (entity that is not correct) but only some areas provide a suggestion.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	In Officelinx 10.7 within the end user Web browser interface error checking is done prior to saving the data and the change would not be accepted without a correction being done by the end user.

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Chapter 3: Functional Performance Criteria (FPC)

Notes: The responses in this section apply to the Officelinx browser interface and to the Officelinx telephone user interface.

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.	**Browser Interface: Supports**	The browser interface is operable without vision when accessed in conjunction with a compatible text-to-speech screen-reading adjunct.
	Telephone User Interface: Supports	No information is presented visually by the telephone user interface.
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.	**Browser Interface: Supports**	The browser interface is operable with limited vision when accessed in conjunction with a compatible screen-magnification adjunct.
	Telephone User Interface: Supports	No information is presented visually by the telephone user interface.
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.	**Browser Interface: Supports**	When color is used to convey information, it is accompanied by text that is readable without user perception of color.
	Telephone User Interface: Supports	No information is presented visually by the telephone user interface.
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.	**Browser Interface: Supports**	The browser interface is operable without user hearing. In addition, speech-to-text transcription of voice messages is supported. The text can be displayed visually by the browser interface or delivered to the user via email.

Criteria	Conformance Level	Remarks and Explanations
	Telephone User Interface: Supports	Full TTY compatibility is provided for all telephone-access functions, including the call-answer user interface and auto-attendant functions. In addition, Voice Carry Over functionality (in which the user receives via TTY and responds by voice) and Hearing Carry Over functionality (in which the user receives via voice and responds by TTY) are supported. Speech-to-text transcription of voice messages is supported. The text can be delivered to the user via email.
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.	Browser Interface: Supports	The browser interface is operable without user hearing. In addition, speech-to-text transcription of voice messages is supported. The text can be displayed visually by the browser interface or delivered to the user via email. It is expected that people who require additional audio amplification will use a physical device, such as a PC, that can satisfy the amplification requirement.
	Telephone User Interface: Supports	Full TTY compatibility is provided for all telephone-access functions. In addition, Voice Carry Over (in which the user receives via TTY and responds by voice) and Hearing Carry Over (in which the user receives via voice and responds by TTY) are supported. Speech-to-text transcription of voice messages is supported. The text can be delivered to the user via email. It is expected that people who require additional audio amplification will use a physical device, such as a standard Avaya telephone, that can satisfy the amplification requirement.
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.	Browser Interface: Supports	User speech is not needed in order to operate the browser interface. NOTE: Officelinx is an audio communication application. It is expected that people who are unable to speak will use a text application, such as email, to create and transmit messages.

Criteria	Conformance Level	Remarks and Explanations
	Telephone User Interface: Supports	User speech is not needed in order to operate the telephone user interface. All control and operation functions are accessible via DTMF "touch tone" commands. With regard to the creation and transmission of messages by people who are unable to speak, Hearing Carry Over functionality (in which the user receives by voice and responds by TTY) is supported.
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.	**Browser Interface: Supports**	The browser interface is compatible with the physical devices, such as special-purpose keyboards, and the assistive software commonly used by people with limited fine motor control. There are no simultaneous manual operations. All functions are accessible from a keyboard. (It is not necessary to use a mouse.)
	Telephone User Interface: Supports	It is expected that the telephone user interface will be accessed via a telephone that is operable without fine motor control. There are no simultaneous manual operations.
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.	**Not Applicable**	This requirement applies to the physical devices, such as a PC or a telephone, that are used to communicate with the Officelinx application.
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.	**Browser Interface: Supports with Exceptions**	The browser interface presents information and options in an understandable, easy-to-use format. There is no ability to modify the standard format nor is a simplified version of the browser interface available as an option.
	Telephone User Interface: Supports with Exceptions	The system administrator may enable a simplified interface in which a limited subset of options is presented to the user. The playback of messages may be paused by the user, but not the presentation of prompts or menus.

Chapter 4: Hardware

Notes: The responses in this section apply to the Officelinx telephone user interface.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.	**Not Applicable**	The Officelinx telephone user interface does not present information visually.
402.2.2 Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	**Not Applicable**	There are no transactional outputs.
402.2.3 Speech Delivery Type and Coordination. 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**	Speech output is delivered via the user's telephone. The speech is recorded human or digitized human voice, or synthesized. The telephone user interface does not have a visual display.
402.2.4 User Control. 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**	A keypress can interrupt the playback of voice messages. The presentation of system prompts and menus cannot be paused. There is no ability to repeat the presentation of prompts and menus.
402.2.5 Braille Instructions. 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. EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.	**Not Applicable**	The Officelinx telephone user interface is exempt because it is intended for personal use.
402.3 Volume	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.3.1 Private Listening. 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.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
402.3.2 Non-private Listening. 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.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
402.4 Characters on Display Screens. At least one mode of characters displayed on the screen shall be in a sans serif font. 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.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
402.5 Characters on Variable Message Signs. 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**	The Officelinx telephone user interface does not have a "variable message sign" function.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General. 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.	**Not Applicable**	The Officelinx telephone user interface does not have any biometric functions.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	**Supports**	Officelinx supports the G.711 and G.729 audio encoding standards. This requirement is supported only when G.711 audio encoding is used.

Criteria	Conformance Level	Remarks and Explanations
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General. 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**	All communication between Officelinx and the user is via personal telephones. No information is displayed visually.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General. 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**	All communication between Officelinx and the user is via personal telephones.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
407.3.2 Alphabetic Keys. 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.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
407.3.3 Numeric Keys. 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).	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.

Criteria	Conformance Level	Remarks and Explanations
407.4 Key Repeat. 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**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
407.5 Timed Response. 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.	**Does Not Support**	Officelinx does not provide an alert prior to hitting a "time-out" period, not does it provide users with an ability to indicate that more time is needed.
407.6 Operation. 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.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
407.7 Tickets, Fare Cards, and Keycards. 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**	The Officelinx telephone user interface does not have a "tickets, fare cards, and keycards" function.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.1.1 Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	**Not Applicable**	The telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.1.2 Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	**Not Applicable**	The telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.2 Side Reach. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.2.2 Obstructed Side Reach. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.3 Forward Reach. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.3.1 Unobstructed Forward Reach. 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 telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.3.2 Obstructed Forward Reach. 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 conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	**Not Applicable**	The telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach. 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.	**Not Applicable**	The telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. 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. EXCEPTIONS: 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. 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.	**Not Applicable**	The telephone used in conjunction with Officelinx can be positioned wherever necessary to accommodate the user's needs.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility. 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.	**Not Applicable**	The Officelinx telephone user interface does not present information visually.
408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. 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.	**Not Applicable**	The Officelinx telephone user interface does not present information visually.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	**Not Applicable**	The Officelinx telephone user interface does not present information visually. (NOTE: Officelinx is able to activate and deactivate a "Message Waiting Indicator" on the user's telephone. Compliance with this requirement is the responsibility of the telephone.)

Criteria	Conformance Level	Remarks and Explanations
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General. 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.	**Not Applicable**	The Officelinx telephone user interface does not present information visually.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General. 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**	In most cases, because the Officelinx telephone user interface is audio-only, provision of non-audio signals and cues is not feasible. The exception is that, when the Officelinx TTY option is enabled and accessed in conjunction with a TTY device, all signals and cues are presented visually on the display of the TTY.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	**Not Applicable**	This requirement applies to the telephones used in conjunction with the Officelinx telephone user interface.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1)	**Not Applicable**	This requirement applies to the telephone handsets used in conjunction with the Officelinx telephone user interface.

Criteria	Conformance Level	Remarks and Explanations
412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	**Not Applicable**	This requirement applies to the telephone handsets used in conjunction with the Officelinx telephone user interface.
412.4 Digital Encoding of Speech. 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).	**Does Not Support**	Officelinx does not support the G.722.2 or RFC 6717 audio encoding standards. The only supported codecs are G.711 and G.729.
412.5 Real-Time Text Functionality. [Reserved]	Reserved for future	Reserved for future
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	**Supports with Exceptions**	The Officelinx telephone user interface provides caller ID information audibly but not visually. (NOTE: This information is provided visually by the Officelinx browser interface.)
412.7 Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	**Supports**	This requirement applies to the telephones and TTY connection points used in conjunction with the Officelinx telephone user interface. The Officelinx telephone user interface TTY option is fully compatible with industry-standard TTY devices (i.e., those that conform to the EIA/TIA 825a standard) that are connected to the network via an industry-standard method.

Criteria	Conformance Level	Remarks and Explanations
412.8.2 Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	**Supports**	Voice Carry Over (in which the user receives via TTY and responds by voice) and Hearing Carry Over (in which the user receives via voice and responds by TTY) are supported. For example, regardless of whether they are bring prompted by voice or by TTY, users may leave a voice or TTY message.
412.8.3 Signal Compatibility. 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 only TTY protocol that the US Access Board presently requires in messaging systems is TIA/EIA 825a, commonly referred to as 45.45 baud Baudot signaling. NOTE: Officelinx permits system administrators to choose from among different audio encoding algorithms. G.711 audio encoding must be selected in order to ensure reliable support for TTY messaging.
412.8.4 Voice Mail and Other Messaging Systems. Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	**Supports with Exceptions**	The Officelinx telephone user interface is operable with TTYs in a pure TTY mode or in a mixed TTY-and-voice mode, such as VCO (Voice Carry Over) and HCO (Hearing Carry Over). Full TTY compatibility is provided for all telephone-access functions, including the call-answer user interface and auto-attendant functions. NOTE: Most of the auto-attendant scripts that operate on Avaya platforms have been implemented by the managers of the systems, rather than by Avaya. For this reason, in many auto-attendant applications, it will be the purchaser's responsibility to ensure conformance with this requirement.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners. 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 Officelinx telephone user interface does not support video communication.
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.
415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	**Not Applicable**	The Officelinx telephone user interface does not support video communication.

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.		
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility 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.		
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.		
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.		
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.		

Criteria	Conformance Level	Remarks and Explanations
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.		
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.		
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.		
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.		
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.		
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.		
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.		
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.		
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.		

Criteria	Conformance Level	Remarks and Explanations
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.		
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.		
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.		
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 services.		
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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.		
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.		
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.		
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).		

Criteria	Conformance Level	Remarks and Explanations
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.		
504.4 Templates. 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.		

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.		
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).	See WCAG 2.0 section	See information in WCAG section
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.		

Criteria	Conformance Level	Remarks and Explanations
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.		
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.		

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