Avaya Elite Multichannel R6.5
Voluntary Product Accessibility Template (VPAT)

The Avaya Elite Multichannel (EMC) agent desktop can be operated in three different configurations, described below.   The EMC agent desktop graphical user interface is the same in all three.

Computer Configuration with Avaya one-X® Communicator

In this configuration, there is no separate, physical telephone. Instead, the PC, EMC agent desktop, and Avaya one-X Communicator act as the telephone. Voice is received and sent over the sound system of the PC, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the PC.

Computer Configuration with Avaya one-X® Agent

In this configuration, there is no separate, physical telephone. Instead, the PC, EMC agent desktop, and Avaya one-X Agent act as the telephone. Voice is received and sent over the sound system of the PC, typically by a microphone-equipped USB or Bluetooth headset, or by a microphone-equipped headset attached directly to the sound card of the PC.

Telephone Configuration

In this configuration, the agent utilizes a physical telephone – analog, digital, or IP – for communication. The telephone can be connected directly to the Communication Manager (Desk Phone Mode), or any phone connected to the PSTN (Telecommuter Mode). The telephone's control functions, such as dialing, placing a call on hold, transferring the call, and so on, are controlled and operated via the EMC agent desktop user interface.

Support Levels

Support Level	Description
Supports	Elite Multichannel fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Elite Multichannel does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Elite Multichannel provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Elite Multichannel fully meets the letter and intent of the criterion when used in combination with Compatible AT.
Does Not Support	Elite Multichannel does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Elite Multichannel is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	**Supports with Exceptions**
Section 1194.22 Web-based Intranet and Internet Information and Applications	**Not Applicable**
Section 1194.23 Telecommunications Products	**Supports with Exceptions**
Section 1194.24 Video and Multi-media Products	**Not Applicable**
Section 1194.25 Self-Contained, Closed Products	**Not Applicable**
Section 1194.26 Desktop and Portable Computers	**Not Applicable**
Section 1194.31 Functional Performance Criteria	**Supports with Exceptions**
Section 1194.41 Information, Documentation and Support	**Supports**

§ 1194.21 Software Applications and Operating Systems

Criteria	Support Levels	Remarks and Explanations
1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Does not support	Some Elite Multichannel functions are executable from a keyboard, but not all. When a function is executed, Elite Multichannel does not provide text feedback. ***Unable to accommodate in this R6.5 as is a big change and this one is a short release.***
1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Elite Multichannel does not disrupt or disable the activated features of other products.
1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.	Supports	Elite Multichannel supports programmatic focus tracking and visual identification of the currently focused element.

1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports when combined with compatible assistive technologies	The assistive technology must support the accessibility features of the Windows Presentation Foundation (WPF) Platform.
1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	All bitmap images in Elite Multichannel are utilized in a consistent fashion throughout the application.
1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports when combined with compatible assistive technologies	The assistive technology must support the accessibility features of the Windows Presentation Foundation (WPF) Platform.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	Elite Multichannel uses a fixed color scheme that is independent from the Windows color settings. *Again is a big change and this one is a short release, so will not be possible this release.*
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	Elite Multichannel does not use animation to display information.
1194.21(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Color coding is not used as the sole method of conveying information.
1194.21(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not applicable	Elite Multichannel does not permit a user to adjust color and contrast settings.
1194.21(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Elite Multichannel does not utilize flashing or blinking elements.
1194.21(l) When electronic forms are used, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports when combined with compatible assistive technologies	The assistive technology must support the accessibility features of the Windows Presentation Foundation (WPF) Platform.

§ 1194.23 Telecommunications Products

Criteria	Support Levels	Remarks and Explanations
1194.23(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Computer Configuration with Avaya one-X Communicator: Does not support Computer Configuration with Avaya one-X Agent: Supports Telephone Configuration: Supports	Computer Configuration with Avaya one-X Communicator: Not supported. Computer Configuration with Avaya one-X Agent : Avaya one-X Agent includes a "soft TTY" function that satisfies this requirement. Telephone Configuration: Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.
1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Computer Configuration with Avaya one-X Communicator: Does not support Computer Configuration with Avaya one-X Agent: Supports with minor exceptions Telephone Configuration: Supports	Computer Configuration with Avaya one-X Communicator: Not supported. Computer Configuration with Avaya one-X Agent: The Avaya one-X Agent 2.5 "soft TTY" function supports the United States standard 45.45 baud Baudot protocol. Other protocols are not supported. Telephone Configuration: Supports when used in conjunction with TTY devices that are compatible with the desired protocol. (Note that, in order to support the reliable transmission and receipt of some non-Baudot protocols, such as 300 baud ASCII, 1200 baud ASCII, TurboCode® and CapTel®, the associated telephone extension may need to be custom-configured on the associated Avaya Communication Manager switch.)
1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	Elite Multichannel does not interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response systems.
1194.23(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not applicable	Elite Multichannel does not interfere with the operation or compliance of voice mail, auto-attendant, or interactive voice response systems.

1194.23(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	For users of TTYs: Supports For users who cannot see displays: Supports when combined with compatible assistive technologies	For users of TTYs: Caller identification and similar telecommunication functions are displayed visually by the Elite Multichannel graphical user interface. For users who cannot see displays: The assistive technology must support the accessibility features of the Windows Presentation Foundation (WPF) Platform.
1194.23(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Supports	Computer Configuration with Avaya one-X Communicator or with Avaya one-X Agent: Gain is adjustable via the PC sound card settings. Telephone Configuration: Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Elite Multichannel. Avaya model 9600 and 96x1 series telephones comply with this requirements when configured with an optional Model S1K5 variable amplified handset.
1194.23(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Supports	Computer Configuration with Avaya one-X Communicator or with Avaya one-X Agent: In order to satisfy this requirement, each user must have their preferred volume setting stored in their personal Windows profile. This will cause the application to start with the individual user's configured setting. Telephone Configuration: Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Elite Multichannel. Avaya model 9600 and 96x1 series telephones comply with this requirements when configured with an optional Model S1K5 variable amplified handset.
1194.23(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	Computer Configuration with Avaya one-X Communicator or with Avaya one-X Agent: Compliance with this requirement is the responsibility of the headset that is used in conjunction with the Avaya solution. Telephone Configuration: Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Avaya solution. All Avaya handsets comply with FCC part 68 requirements for hearing aid compatibility.

1194.23(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	<u>Computer Configuration with Avaya one-X Communicator or with Avaya one-X Agent</u>: Compliance with this requirement is the responsibility of the headset that is used in conjunction with the Avaya solution. <u>Telephone Configuration</u>: Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Avaya solution. All Avaya handsets comply with FCC Part 68 requirements for hearing aid compatibility.
1194.23(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	<u>Computer Configuration with one-X Communicator</u>: Does not support <u>Computer Configuration with Avaya one-X Agent</u>: Supports with minor exceptions <u>Telephone Configuration</u>: Supports	<u>Computer Configuration with Avaya one-X Communicator</u>: Not supported. <u>Computer Configuration with Avaya one-X Agent</u>: The Avaya one-X Agent 2.5 "soft TTY" function supports the United States standard 45.45 baud Baudot protocol. Other protocols are not supported. <u>Telephone Configuration</u>: Supports when used in conjunction with TTY devices that are compatible with the desired protocol. (Note that, in order to support the reliable transmission and receipt of some non-Baudot protocols, such as 300 baud ASCII, 1200 baud ASCII, TurboCode® and CapTel®, the associated telephone extension may need to be custom-configured on the associated Avaya Communication Manager switch.)
1194.23(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable	Elite Multichannel does not interfere with the conformance of the physical devices with which it may be used.
1194.23(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not applicable	Elite Multichannel does not interfere with the conformance of the physical devices with which it may be used.
1194.23(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Supports	Elite Multichannel supports the key repeat behavior specified by the Windows OS settings.

1194.23(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	For users of TTYs: Supports For users who cannot see displays: Supports when combined with compatible assistive technologies	For users of TTYs: The status of all locking or toggle controls or keys is displayed visually by the Elite Multichannel graphical user interface. For users who cannot see displays: The assistive technology must support the accessibility features of the Windows Presentation Foundation (WPF) Platform.

§ 1194.31 Functional Performance Criteria

Criteria	*Support Levels*	*Remarks and Explanations*
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Does not support	Some Elite Multichannel functions are executable from a keyboard, but not all. When a function is executed, Elite Multichannel does not provide text feedback. For many other criteria, support is provided only when the user's assistive technology supports the accessibility features of the Windows Presentation Foundation (WPF) Platform. ***Is a huge work and this being a short release, will not be possible this release.***
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports with Exceptions	The color scheme and fonts used in Elite Multichannel are fixed and cannot be changed. However, Elite Multichannel does work correctly with low vision assistive technologies that support the Windows Presentation Foundation (WPF) Platform. ***Is a big change and so not possible this release.***
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Computer Configuration with Avaya one-X Communicator: Does not support Computer Configuration with Avaya one-X Agent: Supports Telephone Configuration: Supports	Computer Configuration with Avaya one-X Communicator: Not supported. Computer Configuration with Avaya one-X Agent : Avaya one-X Agent includes a "soft TTY" function that satisfies this requirement. Telephone Configuration: Supports when used in conjunction with a VCO-capable TTY such as the Avaya Model 8840.

1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	<u>Computer Configuration with Avaya one-X Communicator or with Avaya one-X Agent</u>: Gain is adjustable via the PC sound card settings. If individual users store their preferred volume setting in their personal Windows profile, this will cause the application to start with the individual user's configured setting. <u>Telephone Configuration</u>: Compliance with this requirement is the responsibility of the physical telephone that is used in conjunction with Elite Multichannel. Avaya model 9600 and 96x1 series telephones comply with this requirements when configured with an optional model S1K5 variable amplified handset. Note: All Avaya handsets comply with FCC part 68 requirements for hearing aid compatibility.
1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	There are no Elite Multichannel functions that are accessible solely by user speech.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Elite Multichannel supports the assistive technologies and Windows OS settings used by people with limited reach and strength.

§ 1194.41 Information, Documentation and Support

Criteria	*Support Levels*	*Remarks and Explanations*
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Avaya's point-of-contact for accessibility-related issues: https://support.avaya.com/support

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