

Avaya Equinox™ Attendant R5.0

(Windows Desktop Platforms)

Voluntary Product Accessibility Template (VPAT)

Avaya Equinox™ Attendant is a SIP-based switch-board application (aka soft console) that lets users access Avaya Aura Voice and Unified Communications features. Core features of the application include attendant queues, call preview & cherry picking, rich presence, phone book, directory synchronization, enterprise contacts and call history.

On Desktop Platforms such as Microsoft Windows® 10 and 8.1, the application operates in two different modes defined below.

This Computer Mode

In *This Computer Mode*, there is no separate, physical telephone. Instead, the PC and *Avaya Equinox™ Attendant* together act as the telecommunication endpoint. 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.

Desk Phone Mode

In *Desk Phone Mode*, voice communication is via a physical telephone that is controlled by *Avaya Equinox™ Attendant*. The telephone is connected directly to a Communication Manager system, thereby allowing many functions (such as Hold and Resume) to be initiated from the telephone or from *Avaya Equinox™ Attendant* (shared control).

The statements in this document apply only to computers that are running the Windows 10 or 8.1 operating systems.

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Support Levels

Support Level	Description
Supports	Avaya Equinox™ Attendant fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Avaya Equinox™ Attendant does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Avaya Equinox™ Attendant provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Avaya Equinox™ Attendant fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Avaya Equinox™ Attendant 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 Avaya Equinox™ Attendant software 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

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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.	Supports with Exceptions/Minor Exceptions	Most functions are executable from the keyboard with shortcuts. The result of performing a function is not presented textually.
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	<i>Avaya Equinox™ Attendant</i> does not disrupt or disable activated features of other products that are identified as accessibility features, nor does it disrupt or disable activated features of operating systems. (Note that the desired adjustments may not be supported by the <i>Avaya Equinox™ Attendant</i> user interface.)
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	A well-defined on-screen indication of the current focus is provided. The focus is programmatically exposed to assistive technology.
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 with Exceptions/Minor Exceptions	Most of non-textual user interface elements have underlying text tags.
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	
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	

1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Changes in OS display settings are reflected appropriately in the application.
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	<i>Avaya Equinox™ Attendant</i> does not use animation.
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	All cases in which color is used to convey information are accompanied by changes in the image that are discernible without color vision.
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	<i>Avaya Equinox™ Attendant</i> does not permit users to select color and contrast settings that are independent of those specified via the operating system.
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	There are no flashing or blinking text objects or other 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.	Does not support	<i>Avaya Equinox™ Attendant</i> does not provide sufficient direction and cues for a person who is dependent on assistive technology to complete and submit forms.

§ 1194.23 Telecommunications Products

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>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.</p>	<p>Computer Mode: Does not support</p> <p>Deskphone Mode: Supports</p>	<p><u>This Computer Mode:</u> Avaya Equinox™ Attendant does not have a built-in TTY interface.</p> <p><u>Desk Phone Mode:</u> Supports when used in conjunction with a VCO-capable TTY.</p>
<p>1194.23(b) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Computer Mode: Does not support</p> <p>Deskphone Mode: Supports</p>	<p><u>This Computer Mode:</u> Avaya Equinox™ Attendant does not have a built-in TTY interface.</p> <p><u>Desk Phone Mode:</u> Supports when used in conjunction with a VCO-capable TTY.</p>
<p>1194.23(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Not Applicable</p>	<p>This requirement applies to voice mail, auto-attendant, and interactive voice response telecommunications systems.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to voice mail, auto-attendant, and interactive voice response telecommunications systems.</p>
<p>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.</p>	<p>Computer Mode: Does not support</p> <p>Deskphone Mode: Supports with Exceptions</p>	<p><u>This Computer Mode:</u> Caller identification and similar functions are not available for users of TTYs because Computer Mode does not support TTY communication. Caller identification and similar functions are not available for users who cannot see displays.</p> <p><u>Desk Phone Mode:</u> Caller identification and similar functions are available for users of TTYs when Avaya Equinox™ Attendant is used in conjunction with an analog TTY device. Caller identification and similar functions are not available for users who cannot see displays.</p>

<p>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.</p>	<p>Supports</p>	<p><u>This Computer Mode:</u> The amplitude level is adjustable via the host computer's operating system and via settings presented by the <i>Avaya Equinox™ Attendant</i> software.</p> <p><u>Desk Phone Mode:</u> When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.</p>
<p>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.</p>	<p>Supports</p>	<p><u>This Computer Mode:</u> The amplitude level is reset when the current user logs out of the computer.</p> <p><u>Desk Phone Mode:</u> When used in conjunction with an Avaya 9600-series or 96X1-series desktop telephone, this requirement is satisfied when the phone is configured with an Avaya Model S1K5 variable amplified handset.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the physical device that is running <i>Avaya Equinox™ Attendant</i>. No aspect of the application will interfere with the conformance of an otherwise conformant device.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the physical device that is running <i>Avaya Equinox™ Attendant</i>. No aspect of the application will interfere with the conformance of an otherwise conformant device.</p>
<p>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.</p>	<p>Supports with Exceptions</p>	<p><u>This Computer Mode:</u> In this mode, <i>Avaya Equinox™ Attendant</i> is a voice-only endpoint. All industry-standard audio codecs and signaling protocols are supported. Non-voice protocols, such as those required for TTY communication, are not supported.</p> <p><u>Desk Phone Mode:</u> Supports when used in conjunction with a compatible telecommunication device</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the user's keyboard and not to the <i>Avaya Equinox™ Attendant</i> software.</p>

<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to the physical device that is running <i>Avaya Equinox™ Attendant</i>. No aspect of the application will interfere with the conformance of an otherwise conformant device.</p>
<p>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.</p>	<p>Supports</p>	<p>Key repeat can be configured using Microsoft Windows preferences.</p>
<p>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.</p>	<p>Supports with Exceptions</p>	<p>The status of locking or toggle controls in the application is visually discernible, but not discernible through touch or sound.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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	<p><i>Avaya Equinox™ Attendant</i> functions are operated via point-and click. Keyboard access is not fully supported.</p> <p>The support for assistive text-to-speech screen-reading adjuncts is inconsistent.</p>
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	
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.	<p>Computer Mode: Supports with Exceptions</p> <p>Deskphone Mode: Supports</p>	<p><u>This Computer Mode:</u> The user interface of <i>Avaya Equinox™ Attendant</i> is operable without user hearing. Users can communicate using video calling or through the instant messaging function.</p> <p>When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication.</p> <p><u>Desk Phone Mode:</u> Supports when used in conjunction with a VCO-capable TTY</p>
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	<p>User hearing is not required to operate <i>Avaya Equinox™ Attendant</i>, but may affect the user's ability to communicate with others through the product.</p> <p>For more information, please refer to the responses for 1194.23(f), 1194.23(g), 1194.23(h), and 1194.23(i).</p>
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.	<p>Computer Mode: Supports with Exceptions</p> <p>Deskphone Mode: Supports</p>	<p><u>This Computer Mode:</u> The user interface of <i>Avaya Equinox™ Attendant</i> is operable without user speech. Users can communicate using video calling or through the instant messaging function.</p> <p>When not constrained by network bandwidth or quality of service limitations, the application is usable for sign language communication.</p> <p><u>Desk Phone Mode:</u> Supports when used in conjunction with an HCO-capable TTY.</p>

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.	Not Applicable	Support for users with limited fine motor control, reach, or strength is dependent on the physical device that is running <i>Avaya Equinox™ Attendant</i> on the auxiliary device (e.g., the conductive stylus) being used. No aspect of the application will interfere with the conformance of an otherwise conformant configuration.
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§ 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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	Contact Avaya Support for accessibility-related issues.

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