

# Avaya Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

**Name of Product/Version:** Avaya IP Office Cloud End-User Self-Administration/  
R11.0.5.0

**Product Description:** IP Office Cloud Web Manager End-User Self-Administration is a browser-based administrative interface for IP Office systems. This document describes the self-administration component of Web Manager that may be accessed by end-users to modify some of their configuration settings. Please note that the statements are applicable to the Mozilla Firefox and Google Chrome browsers, and might not be accurate if Self-Administration is accessed via other browsers.

The statements in this document apply to both Avaya Cloud and Avaya Powered By IP Office Containerized installations

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**Notes:**

**Evaluation Methods Used:** Conformance claims in this document have been validated using manual testing.

## **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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A ( <b>Yes</b> / No) Level AA ( <b>Yes</b> / No)

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	Level AAA (Yes / <b>No</b> )
<p><a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017</p> <p><a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018</p>	(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-Supports 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
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<b>All non-text content that is presented to the user has a text alternative</b>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Self-Administration provides a way for download of recordings but Prerecorded audio only or video only recordings are needed for functioning of application
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Self-Administration provides a way for download of recordings but Prerecorded audio only or video only recordings are needed for functioning of application
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Self-Administration provides a way for download of recordings but Prerecorded audio only or video only recordings are needed for functioning of application
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Information displayed visually is available programmatically

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Sequence of information presented in meaningful order
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions provided for understanding and operating content is not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Non color method for making the information available visually is provided
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Mechanism to pause or stop the audio is provided
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All functionality of the content is Supports through a keyboard
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Users are not getting trapped using keyboard
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	Supports	User can adjust the time limit

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No moving information provided
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	No content provided that flashes more than three times
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Shortcut keyboard support is provided to bypass blocks
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Page title provided
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Users can navigate sequentially through content
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	Link text described its purpose in application with needing additional context
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Supports	Lang attribute provided

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No change of context initiated when any component receive focus
<p><b>3.2.2 On Input</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No change of context done by changing any user setting.
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	In case any error, user is intimated about the item in error
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Providing clean and unambiguous label to user for entering the data
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Markup used are complete, properly nested. No duplicate attribute is used. IDs are unique across the application
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Provided role, state, and value information on all user interface components

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No live audio content
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Self-Administration provides a way for download of recordings but Prerecorded audio only or video only recordings are needed for functioning of application
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports with exceptions	In some places contrast may not be sufficient enough
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized up to 200% with loss of content or functionality
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No visual representation of data is used
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Multiple ways are available to locate the information

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels described the purpose.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Keyboard focus is available for the currently selected element
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Meta tag added for language
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent Navigation provided
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent identification provided across the web application
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Proper Error suggestion like identify input errors implemented
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supports	Confirmation stages are added to reduce risk of users



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		

## 2017 Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>302.1 Without Vision.</b> Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports	Pages can be used with assistive technologies
<b>302.2 With Limited Vision.</b> 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.	Supports	Functionality is provided to magnify the font-size
<b>302.3 Without Perception of Color.</b> 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.	Supports	Alternative indicator mostly text is provided when color is used to enhance the visibility of important information
<b>302.4 Without Hearing.</b> Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	The user interface is operable without user hearing.
<b>302.5 With Limited Hearing.</b> 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.	Supports with exception	User can modify the volume of auditory content
<b>302.6 Without Speech.</b> Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Not applicable	Speech is not required for doing operation on web application
<b>302.7 With Limited Manipulation.</b> 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.	Supports	Assistive technology Supports for navigation. Self admin application can be navigated with keystrokes and does not required fine motor controls.
<b>302.8 With Limited Reach and Strength.</b> 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.	Supports	Assistive technology Supports for navigation. Self admin application can be

Criteria	Conformance Level	Remarks and Explanations
		navigated with keystrokes and does not required fine motor controls.
<b>302.9 With Limited Language, Cognitive, and Learning Abilities.</b> ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Not applicable	No content added in self admin for triggering photosensitive seizures.

## Chapter 4: Hardware

Notes: This section is not applicable to “Avaya IP Office Cloud End-User Self-Administration/ R11.0.5.0” as it’s a software only application.

## Chapter 5: Software

Notes: 502 and 503 will not be applicable as this is a web only application

Criteria	Conformance Level	Remarks and Explanations
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
<p><b>504.2 Content Creation or Editing.</b> 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 Supports features and, as applicable, to file formats Supports by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p> <p>(NOTE: If the product is not an authoring tool, enter “not applicable”)</p>	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<p><b>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion.</b> 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 Supports by the destination format.</p>	Not Applicable	Avaya IP Office Cloud End-User Self-Administration device is not an authoring tool.
<p><b>504.2.2 PDF Export.</b> 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 142891:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	Avaya IP Office Cloud End-User Self-Administration device is not an authoring tool.

<b>504.3 Prompts.</b> 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 Supports features and, as applicable, to file formats Supports by the	Not Applicable	Avaya IP Office Cloud End-User Self-Administration device is not an authoring tool.
<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
authoring tool.		
<b>504.4 Templates.</b> 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 Supports features and, as applicable, to file formats Supports by the authoring tool.	Not Applicable	Avaya IP Office Cloud End-User Self-Administration is not an authoring tool.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
<b>602.2 Accessibility and Compatibility Features.</b> 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.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<b>602.3 Electronic Support Documentation.</b> 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).	Does Not Support	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible via the Adobe Acrobat “Read Out Loud” option, but the support for tables and images is often inadequate.
<b>602.4 Alternate Formats for Non-Electronic Support Documentation.</b> Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Will provide upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required

<b>603.2 Information on Accessibility and Compatibility Features.</b> ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Does Not Support	Documentation that explains how to use the accessibility and compatibility features will be provided upon request
<b>603.3 Accommodation of Communication Needs.</b> Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate	Does Not Support	Avaya support services may be contacted via WebChat: <a href="https://support.avaya.com/contact/#clickto-chat">https://support.avaya.com/contact/#clickto-chat</a> .
<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
the communication needs of individuals with disabilities.		

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