

Avaya Accessibility Conformance Report

VPAT® Version 2.1

**Name of Product/Version: Avaya IP Office Cloud
Telecommunications Functions 11.0.5.0**

Product Description:

Avaya IP Office Cloud (Containers) is an all in one hosted PBX solution designed to meet the communications challenges facing small and medium sized businesses. For further information please refer to:

<https://support.avaya.com/products/P1712/powered-by-avaya-ip-office-containerized/3.0.x>

Date: July 30, 2019

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Notes:

The statements in this document apply to the functionality offered by the containerised Platform.

Evaluation Methods Used:

Testing is based on general product knowledge

Applicable Standards/Guidelines:

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
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.

2017 Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p> <p>The specific packet type required to support TTY devices are available as an administrative option with the IP Office core software. This option may be selected on a per subscriber basis.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. The administrative interfaces are described in the VPATS for those products. (IP Office Cloud does not support the G.722.2 or OPUS wide band audio codecs, but it does support G.722 wide band codec).</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>

Chapter 4: Hardware

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	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
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	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
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.	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
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.	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p> <p>EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.</p>	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
<p>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.</p>	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
<p>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.</p>	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
<p>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.</p>	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.

Criteria	Conformance Level	Remarks and Explanations
<p>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).</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>403 Biometrics</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>403.1 General. Where provided, biometrics shall not be the only means for user identification or control.</p> <p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>404 Preservation of Information Provided for Accessibility</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Supports</p>	<p>The platform supports several different audio encoding standards, that may be selected on a per subscriber basis. It may be necessary to select a specific standard in order to comply with this requirement. For example, support for TTY communication may be unreliable if G.711 audio encoding is not employed.</p>
<p>405 Privacy</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>406 Standard Connections</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
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	This requirement applies to the physical device that is running the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant industry standard nonproprietary connection points and formats.
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.

Criteria	Conformance Level	Remarks and Explanations
<p>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).</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones. The administrative interfaces are described in the VPATS for those products.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This is not applicable to IP Office. IP Office software is not intended for use with tickets, farecards or keycards.</p>
<p>407.8 Reach Height and Depth</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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).</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>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.</p> <p>EXCEPTIONS:</p> <ol style="list-style-type: none"> 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. 	<p>Not Applicable</p>	<p>This requirement is not applicable to IP Office software. This requirement applies to the location of the physical device that is running the software.</p>
<p>408 Display Screens</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</p> <p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>409 Status Indicators</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>410 Color Coding</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>411 Audible Signals</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>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</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>412 ICT with Two-Way Voice Communication</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>

Criteria	Conformance Level	Remarks and Explanations
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.
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 user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.
412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.
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	G.722.2 and IETF RFC-6716 (OPUS) are not among the audio encoding techniques supported. (The G.722 wide band codec is supported.)
412.5 Real-Time Text Functionality. [Reserved].	<i>Reserved for future</i>	<i>Reserved for future</i>
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Not Applicable	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>412.8 Legacy TTY Support</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.</p>	<p>Supports</p>	<p>When used in conjunction with the Flying Voice analog adapter IP Office satisfies this requirement.</p>
<p>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.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>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).</p>	<p>Supports</p>	<p>The platform supports several different audio encoding standards, that may be selected on a per subscriber basis. It may be necessary to select a specific standard in order to comply with this requirement. For example, support for TTY communication may be unreliable if G.711 audio encoding is not employed.</p>
<p>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.</p>	<p>Does Not Support</p>	<p>The IP Office Cloud voicemail system does not support TTY messaging.</p>
<p>413 Closed Caption Processing Technologies</p>	<p>Heading cell – no response required</p>	<p>Heading cell – no response required</p>
<p>413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>
<p>413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.</p>	<p>Not Applicable</p>	<p>This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.</p>

Criteria	Conformance Level	Remarks and Explanations
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	This requirement applies to televisions not to IP Office software.
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not Applicable	This requirement applies to televisions not to IP Office software.
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	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.
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	This requirement applies to user facing end points, it does not apply to the IP Office core software. There is nothing in the IP Office core that will interfere with otherwise compliant end points. e.g. telephones.

Chapter 5: Software

NOTES: Chapter 5 is not applicable. The compliance of the administrative interfaces is described in the VPAT for those products. The Avaya IP Office Cloud (Containers) platform is comparable to a hardware device. The levels of support provided by the platform, including those that are software-controlled, are detailed in the Chapter 4 responses.

Chapter 6: Support Documentation and Services

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
<p>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.</p>	Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
<p>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).</p>	Supports with exceptions	Most Avaya electronic support documentation is available as PDFs. The basic text in these documents is accessible, but the support for tables and images is often inadequate.
<p>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.</p>	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
<p>603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.</p>	Supports with exceptions	Support services are available through Ava web chat, email and phone.

Criteria	Conformance Level	Remarks and Explanations
<p>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.</p>	<p>Supports with exceptions</p>	<p>Avaya support services may be contacted via WebChat: https://support.avaya.com/contact/#click-to-chat</p>

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