AVAYA

Avaya Accessibility Conformance Report

Revised Section 508 Edition

(Avaya ACR Version 2 .0)

Name of Product/Version: Avaya Video Conferencing Terminal C Series V1.1 (including C190\C130\C170)

Report Date: November, 2024

Product Description: Avaya Video Conference Terminal C series is a 4K HD video conference terminal, supporting 4K screen capture and 4K screen output, the maximum encoding capacity to support dual 4K30.

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Notes:

Three different modes of operation and control are available. They can be used individually or simultaneously, and the user can choose one way to control them.

- IR remote control: The user holds the IR remote control in combination with the on-screen GUI menu buttons.

- Browser-based WEB access: In this environment, the user needs to use a PC to log in to the terminal's WEB interface on a browser and perform the corresponding control according to the menu buttons presented on the WEB interface. Most browsers can access the WEB interface of the terminal normally, and it is recommended to use Google Browser to access the WEB interface of the terminal.

- Based on the control panel control: The control panel and the terminal to establish links to support wireless network access, wired network access and direct connection in three forms, the user can be controlled according to the UI menu buttons on the control panel to carry out the corresponding control. It supports previewing the terminal screen and PTZ control on the control panel.

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

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 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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.
- **Partially Supports**: 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 2.2 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.2 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) • Adding alt text to images (describe images). • Non-text content requires attributes. • Describing charts and graphs.	Partially Supports	The sign in/show password buttons/images are missing alt text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) • Transcripts of audio content. • Captions for video content.	Not Applicable	Pre-recorded audio or video is not used.
1.2.2 Captions (Prerecorded) (Level A) • Captions provided for video content.	Not Applicable	Pre-recorded audio or video is not used.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) • Transcripts for video that describes key visual elements.	Not Applicable	Pre-recorded audio or video is not used.
1.3.1 Info and Relationships (Level A) • Semantic structure is used to designate headings (<h1>), regions/landmarks, lists (, , and <dl>). Ensure that semantic markup is used appropriately. • Data in tables and data cells are associated with their row and column headers. Data table captions, if present, are associated to data tables. • Controls are associated with form input elements. Related form components are grouped with fieldset/legend.	Does Not Support	The application does not expose information and relationships using heading or group labels.
1.3.2 Meaningful Sequence (Level A) • Screen reading and navigation order must be logical and intuitive.	Supports	The page presentation is orderly and sorted according to time and name.
1.3.3 Sensory Characteristics (Level A) • For instructions, do not rely on shape, size or physical location when giving directions (i.e. "click the blue circle in the top right").	Supports	Instructions do not rely on sensory characteristics.
1.4.1 Use of Color (Level A) • Color alone must never be used as the sole method of conveying information.	Supports	Color Alone is not used to convey meaning.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) • Provided a means to pause, play, stop, mute, and adjust volume for video that plays automatically and lasts more than 3 seconds.	Supports	USB recording file supports playing and suspension
2.1.1 Keyboard (Level A) • All components are useable with the keyboard alone. A mouse is not required.	Partially Supports	Some components require the help of a mouse
2.1.2 No Keyboard Trap (Level A) • Ensure focus can move to/from all interactive UI components using the keyboard without becoming stuck.	Does Not Support	The application is not accessible using keyboard navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 only) • Keyboard shortcuts must not interfere with other input methods. Only use shortcuts that include a key combination (i.e. CRTL + M).	Supports	There are no keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) • Use time limits only when necessary and provide options to turn off / adjust the time limit.	Not Applicable	No timing function is required
2.2.2 Pause, Stop, Hide (Level A) • Moving content must be controllable. Users can stop/pause/hide any media that plays automatically and is longer than 5 sec.	Supports	There is no moving content.
2.3.1 Three Flashes or Below Threshold (Level A) • Never use content that flashes >3 times per second.	Supports	There is no flashing content.
2.4.1 Bypass Blocks (Level A) • Links to skip content are accessible to all, where visual and screen reader users both can use them too.	Does Not Support	There is no mechanism to skip retentive content.
2.4.2 Page Titled (Level A) • Provide a descriptive title for each page or view.	Does Not Support	Page titles are not provided
2.4.3 Focus Order (Level A) • Use a logical focus order of UI components so people can easily understand and use them. If they cannot tell where it went, it's wrong.	Does Not Support	The focus order is not possible from the keyboard.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) • The text for all links must describe where it goes to.	Supports	Linked text is descriptive
2.5.1 Pointer Gestures (Level A 2.1 only) • All tasks can be completed using simple gestures (i.e. single or double tap).	Partially Supports	The captioning function requires text input
2.5.2 Pointer Cancellation (Level A 2.1 only) • Components must only activate on the release of the mouse button or the lifting a finger.	Supports	The action can be canceled when the user moves their mouse or finger to somewhere else and release with no effect.
2.5.3 Label in Name (Level A 2.1 only) • For UI components that include images of text, the label must include the text that is presented visually.	Does Not Support	The buttons with images of text do not have accessible labels that match.
2.5.4 Motion Actuation (Level A 2.1 only) • Tasks that rely on device motion are customizable and accessible.	Not Applicable	This feature is not required.
3.1.1 Language of Page (Level A) • Language attributes are identified, and the attribute must match the content on the page.	Supports	Support switching language and identification language attributes.
3.2.1 On Focus (Level A) • Avoid triggering changes when any component receives keyboard focus.	Does Not Support	Keyboard focus and action is not supported.
3.2.2 On Input (Level A) • Ensure that changing the settings of any UI component has predictable effects unless you notify the user.	Supports	Changing of the setting is predictable.
3.2.6 Consistent Help (Level A 2.2 only) • When a help feature appears on multiple pages, it is provided in a consistent location.	Not Applicable	This feature is not required.
3.3.1 Error Identification (Level A) • Identify and describe input errors for users. Make sure that errors appear in text. Do not use color or visual cues alone to highlight errors.	Does Not Support	Input errors are identified and accompanied by a textual description. However, the error messages are not read to screen reader users.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A) • Always provide visible labels to form fields and controls.	Supports	Visible labels are provided.
3.3.7 Redundant Entry (Level A 2.2 only) User information once given is auto populated or selectable in future fields requiring it.	Partially Supports	Some functions support automatic completion
4.1.2 Name, Role, Value (Level A) • The name and role of all components must be understood by the assistive technologies. Use native HTML elements wherever possible. USE WAI-ARIA attributes for custom component widgets. Screen readers must know what it is in order to present it accurately to the user.	Does Not Support	The roles are not consistently provided for buttons in the application.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) • Provide synchronized captions.	Not Applicable	No live caption functionality in real time video communication is available
1.2.5 Audio Description (Prerecorded) (Level AA) • For video that is not decorative, provide an audio description of the key content.	Not Applicable	No prerecorded content
1.3.4 Orientation (Level AA 2.1 only) • Applications are not restricted to either portrait or landscape orientation, it can change where necessary (i.e. responsive).	Supports	Application is responsive.
1.3.5 Identify Input Purpose (Level AA 2.1 only) • Form fields that collect data (name, password, address, etc.) must support the auto complete attribute.	Not Applicable	This feature is not required
1.4.3 Contrast (Minimum) (Level AA) • Text and backgrounds must have a contrast ratio of at least 4.5:1. When using large text (e.g. >= 18pt) then 3:1 is allowable.	Supports	The current text and background contrast are greater than 4.5: 1
1.4.4 Resize text (Level AA) • The application is readable and functional when page is zoomed to 200% (scrolling allowed).	Supports	When the page is zoomed in and in the rolling scenario, the application is readable and available
1.4.5 Images of Text (Level AA) • Images of text should not be used when live text is possible.	Supports	Images of text are not used.
1.4.10 Reflow (Level AA 2.1 only) • Visual layouts are flexible and adapt to a person's preferred setup. Design content that is visible/usable from 380-1280 pixels.	Not Applicable	This feature is not required
1.4.11 Non-text Contrast (Level AA 2.1 only) • For UI components (e.g. buttons, icons, charts, etc.), use a contrast ration of at least 3:1, including changes for focus and hover states, etc.	Supports	UI contrast is greater than 3: 1

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) • Ensure users can increase text spacing and still read / use everything on the screen.	Not Applicable	This feature is not required
1.4.13 Content on Hover or Focus (Level AA 2.1 only) • Content and functions that rely on gestures/motion/focused state must include other means of access (i.e. esc to exit).	Supports	The additional content remains visible until pointer hover or focus is removed, the user dismisses it, or the content is no longer valid/applicable
2.4.5 Multiple Ways (Level AA) • There must always be more than one way to find content on a site or application.	Not Applicable	This requirement is not applicable to the application
2.4.6 Headings and Labels (Level AA) • The label must make a field's purpose clear. • Headings accurately describe what is contained in the next section.	Supports	The labels for fields are clear.
2.4.7 Focus Visible (Level AA) • UI components have a visible focus outline/marker.	Partially Supports	A visual focus is provided but only on mouse hover, not using the keyboard.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) • When a user interface component receives keyboard focus, the component is not entirely hidden by other content.	Does Not Support	Keyboard focus is not provided.
2.5.7 Dragging Movements (Level AA 2.2 only) • All functionality that uses a dragging movement can be achieved by a single pointer without dragging.	Supports	There are no dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) • The size of the target for pointer inputs is at least 24 x 24 CSS pixels.	Supports	The target size is greater than 24*24 CSS pixels
3.1.2 Language of Parts (Level AA) • If the language on a page changes, it is called out in the code (i.e. text added in another language must include a label saying so).	Not Applicable	The language does not change with in the application
3.2.3 Consistent Navigation (Level AA) • Position menus and standard controls consistently.	Does Not Support	There is not keyboard navigation

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) • Identify components consistently. Icons and images that are frequently used and provide the same function must be provided with the same alternative text.	Supports	Component with the same function are consistently used in the application.
3.3.3 Error Suggestion (Level AA) • Suggest corrections when users make mistakes. Don't make them guess what the problem is.	Supports	There are errors pop-up windows
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) • Check, confirm and allow any changes to be undone before allowing users to make those changes permanent.	Not Applicable	This requirement is not applicable.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) • There must be an authentication path that does not require tasks such as: memorizing a password, transcribing codes or words, or solving a puzzle.	Not Applicable	This feature is not required
4.1.3 Status Messages (Level AA 2.1 only) • Make sure that all messages indicating success or failure are read out by a screen reader.	Does Not Support	All messages are not read by a screen reader.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Does Not Support	The web application is not fully accessible to users who are blind. The keys on the handheld remote control are identifiable by touch. Except for the volume control keys, users without vision may be unable to discern the effects of the key presses.
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.	Partially Supports	The web application is not fully accessible to users with limited vision. The keys on the handheld remote control are identifiable by touch.
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.	Partially Supports	The web application does not require user perception of color. The microphone array uses a bi-color LED to indicate mute status.
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.	Supports	User hearing is not required in order to operate the application. The quality of the video transmission is sufficient to support sign language communication.
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.	Supports	User hearing is not required in order to operate the application.

Criteria	Conformance Level	Remarks and Explanations
		During telecommunication sessions, the amplitude of the received audio can be adjusted to support users with limited hearing.
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.	Supports	User speech is not required in order to operate the application. The quality of the video transmission is sufficient to support sign language communication.
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.	Does Not Support	Keyboard access is not supported. Users must use a mouse to operate the web software.
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Not Applicable	This requirement applies to non-Avaya physical devices, such as desktop computers, that may be used in conjunction with the web application.
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	Control through the icon of the UI interface.

Chapter 4: Hardware

Notes: The Chapter 4 responses apply to the Avaya hardware components of the Avaya Room System C100 Series: the handheld remote-control unit and the Model C130, C170 and C190 video conferencing units. The responses do not apply to non-Avaya components of a typical system configuration, such as the high-definition television.

Please note that many C100 functions are operable via the handheld remote-control unit and via the browser-based interface. Depending on the nature of a user's disability and on the functions being controlled, some users may find that one of these methods is more convenient than the other.

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

Criteria	Conformance Level	Remarks and Explanations
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.	Does Not Support	
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	
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.	Does Not Support	
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.	Does Not Support	
402.2.5 Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR Part 1191, Appendix D, Section 703.3.1. EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.	Does Not Support	
402.3 Volume	Heading cell – No Response Required	Heading cell – no response required
402.3.1 Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Private listening can be Supported with devices that are not included with the C100 package.
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 65dB. A function shall be provided to automatically reset the volume to the default level after every use.	Partially Supports	Incremental volume control and the 65dB amplitude requirement are supported. Automatic post-use reset of the volume is not supported.
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	Supports	The text is presented on the TV screen in a sans serif font with high contrast.

Criteria	Conformance Level	Remarks and Explanations
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.		
402.5 Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not applicable	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General. Where provided, biometrics shall not be the only means for user identification or control. EXCEPTION: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.	Not applicable	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Not applicable	This product is not intended for use by individuals. It is intended for use by a group of people in a conference room.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Supports	Industry standard data connections, such as USB and RCA jacks, are supported.
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.	Supports	The only component of the C100 that this applies to is the handheld controller where the requirements are met.

Criteria	Conformance Level	Remarks and Explanations
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.	Supports	Input controls are operable by touch and tactilely discernible without activation.
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	A Qwerty keyboard is not included.
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).	Supports	The numeric keys on the handheld remote are arranged in a 3X4 descending grid. There is a raised nub on the "5" key.
407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not applicable	
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.	Not applicable	There are no cases in which a response is required within a certain of time.
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.	Supports	The handheld remote is easy to operate with one hand.
407.7 Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane. Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not applicable	
407.8.1.1 Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.1.2 Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not applicable	
407.8.2 Side Reach. Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not applicable	
407.8.2.1 Unobstructed Side Reach. Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not applicable	
407.8.2.2 Obstructed Side Reach. Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.	Not applicable	
407.8.3 Forward Reach. Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not applicable	
407.8.3.1 Unobstructed Forward Reach. Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not applicable	
407.8.3.2 Obstructed Forward Reach. Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	Not applicable	
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	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
the reach depth is 20 inches (510 mm) to 25 inches (635 mm), the operable part height shall be 44 inches (1120 mm) maximum.		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions. EXCEPTIONS: 1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT. 2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685 mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.	Not applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not applicable	
408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in per second. EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.	Not applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	Partially Supports	Status indications are presented visually but not by touch or sound. (The browser-based interface can present the information by sound.)
410 Color Coding	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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.	Does not support	The microphone uses a bi-color LED to indicate mute status
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.	Supports	In all cases in which audio signals are presented (such as to indicate that there is an incoming call) this is also a visual indication.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Supports	Volume setting controls are provided.
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	
412.3.2 Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	Not applicable	
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	The G722.1 codec is supported.
412.5 Real-Time Text Functionality. [Reserved].	Reserved for future	
412.6 Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Partially Supports	Caller ID is visible but not audible.

Criteria	Conformance Level	Remarks and Explanations
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.	Supports	Up to 4k@30fps video resolution is supported
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	Not applicable	This product is not intended for use by individuals. It is intended for use by a group of people in a conference room.
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.	Not applicable	This product is not intended for use by individuals. It is intended for use by a group of people in a conference room.
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).	Not applicable	This product is not intended for use by individuals. It is intended for use by a group of people in a conference room.
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.	Not applicable	This product is not intended for use by individuals. It is intended for use by a group of people in a conference room.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not applicable	This requirement applies to the TV that is used with the C100.
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not applicable	This requirement applies to the TV that is used with the C100.
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 the TV that is used with the C100.
414.1.2 Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not applicable	This requirement applies to the TV that is used with the C100.

Criteria	Conformance Level	Remarks and Explanations
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 the TV that is used with the C100.
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 the TV that is used with the C100.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not applicable	
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	Software does not impact platform information.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	The object role, state(s), properties, boundary, name, and description are programmatically determinable.
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	The states and properties are configurable programmatically and with assistive technology.
502.3.3 Row, Column, and Headers. The states and properties are configurable programmatically and with assistive technology.	Supports	All states and properties are configurable programmatically and with assistive technology.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	Current values and ranges are programmatically determinable.
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	User configurable values can be set programmatically and with assistive technology.
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	All labels and relationships are programmatically determinable.
502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	All hierarchical relationships are programmatically determinable.
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	This is supported through directly importing configuration data.
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	This is supported through directly importing configuration data.
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	All action lists are determinable.
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Supports	All actionable items are reachable using assistive technology.
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	Focus tracking is supported.
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	User configurable focus, text insertion point, and selection attributes are able to be set programmatically and with assistive technology.
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports	There are pop-up notifications when the state changes.

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes. B. Section 9.3.4 Provide adjustment of delay before key acceptance. C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance. D. Section 10.6.7 Allow users to choose visual alternative for audio output. E. Section 10.6.8 Synchronize audio equivalents for visual events. F. Section 10.6.9 Provide speech output services. G. Section 10.7.1 Display any captions provided.	Not applicable	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Not applicable	
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Supports	
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Supports	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code. (NOTE: If the product is not an authoring tool, enter "not applicable")	Not applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not applicable	
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not applicable	
504.3 Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not applicable	
504.4 Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not applicable	

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Partially Supports	Documentation that explains how to use the accessibility and compatibility features will be provided upon request.
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).	Partially Supports	Most Avaya electronic support documentation is available as PDFs. If additional assistance is needed, please contact Avaya support services via WebChat at https://support.avaya.com/contact/#click-to-chat Or send email to accessibility@avaya.com
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.	Supports	Will provide upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Partially Supports	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request, Avaya provides technical support to the partners. For products and systems sold directly by Avaya, support is available via WebChat: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com

Criteria	Conformance Level	Remarks and Explanations
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.	Supports	Support services for Avaya products and systems that are sold by business partners are managed by the partners. Upon request from a partner, Avaya accessibility specialists will communicate directly with individuals with disabilities. For products and systems sold directly by Avaya, communication between the user and an Avaya accessibility specialist may be initiated via WebChat: https://support.avaya.com/contact/#click-to-chat And via email: accessibility@avaya.com

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