

ATTACHMENT 3

Policy-Driven Adoption for Accessibility

ATTACHMENT 3

Policy-Driven Adoption for Accessibility

This document includes the Voluntary Product Accessibility Templates (VPATs), or links to them, for the following Manufacturers:

- APC by Schneider Electric (American Power Conversion) – Please see included Exception
- AudioCodes – Included
- Avaya – Please visit the following website:
<https://www.avaya.com/us-government-solutions/capabilities/accessibility/>
- AVST (Applied Voice & Speech Technologies) – Included
- Calabrio – Included
- Calero – Included
- CT Integrations – Included
- Enghouse Interactive – Included
- Jabra – Included
- Mutare – Not Applicable. Screen-reader application associated with desktop device can be used.
- NEC – Please visit the following website:
<https://www.necam.com/Support/Customer/doc.cfm?t=Section508>
- NICE/Uptivity – Included
- Plantronics – Please see the *Supporting Accessibility* section at the following website:
<https://www.plantronics.com/us/en/solutions/public-sector/federal-government>
- Polycom – Please visit the following website:
<http://www.polycom.com/products-services/resources/product-accessibility.html>
- RedSky – Please see included Exception
- RSI (Resource Software International) – Included

- Spectralink – Not Available. Spectralink products do not inherently support accessibility. The Spectralink PIVOT devices provide an Android-based platform, allowing installation of Android Package Kits or apps that may allow the phone to have certain accessibility features. Spectralink devices not operating on the Android platform do not provide specific accessibility features.
- TASKE – Not Applicable. Screen-reader application associated with desktop device can be used.
- Verint – Included
- West Safety Services, Inc. – Included

Copies of the VPATs start on the next page.

APC by Schneider Electric (American Power Conversion)

Section 508 Compliance

APC by Schneider Electric understands that our government customers must act in accordance to Section 508 of the United States Rehabilitation Act. APC is committed to develop innovative products and services which will provide accessibility for all customers, including those with disabilities.

APC Hardware Products

APC believes that the majority of the products manufactured by APC are exempt from Section 508 of the United States (U.S) Rehabilitation Act (f) 1973 (the Section 508), because they are “located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment”. FAR 39.204(d) and 36 CFR 1194.3(f).

APC Software Products

APC currently offers end-user software products which may be subject to Section 508. Because APC software is designed for the purpose of monitoring and controlling APC hardware products and is based on industry standard operating systems, we are in the process of reviewing software products to determine conformance with the Section 508.

Questions about Section 508 Compliance for APC products?

Contact Us:

[1.800.788.5414 \(tel:18007885414\)](tel:18007885414)

[govteam@apc.com \(mailto:govteam@apc.com\)](mailto:govteam@apc.com)

AudioCodes

Voluntary Product Accessibility Template

Version 1.2

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerors will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: May 24, 2013

Name of Product: Interaction Workspace 8.1.4

Summary Table		
Voluntary Product Accessibility Template		
<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Generally Compliant to applicable requirements	
Section 1194.22 Web-based Internet Information and Applications	Not Applicable to IP Phones	
Section 1194.23 Telecommunications Products	Generally Compliant to applicable requirements	Exceptions Noted

Voluntary Product Accessibility Template

Version 1.2

The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerors will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: May 24, 2013

Name of Product: AudioCodes Mediant™ Session Border Controllers (SBCs) and Media Gateway Products (MGWs)

Summary Table		
Voluntary Product Accessibility Template		
<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		Not applicable for AudioCodes SBCs and Gateways. See

		Note 1 below.
Section 1194.22 Web-based Internet Information and Applications	Generally Compliant to applicable requirements	Exceptions Noted. Also see Note 2
Section 1194.23 Telecommunications Products	Generally Compliant to applicable requirements	Exceptions Noted
Section 1194.31 Functional Performance Criteria	Generally Compliant to applicable requirements	Exceptions Noted
Section 1194.41 Information, Documentation and Support	Generally Compliant to applicable requirements	Exceptions Noted

[Return to the top of the page.../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](#)

Note 1: The following table is not applicable for AudioCodes SBCs and MGWs. This is because these products are appliances which do not provide user access to their operating system (desktop, OS CLI or any other OS interface) and don't contain any on-board display and keyboard. Instead these products are using a Web Graphical User Interface, and an Application Command Line Interface (which are covered on Section 1194.22) for configuration and monitoring.

Section 1194.21 Software Applications and Operating Systems – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		NA. See Note 1
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any		NA. See Note 1

<p>operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>		
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>		<p>NA. See Note 1</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>		<p>NA. See Note 1</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>		<p>NA. See Note 1</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>		<p>NA. See Note 1</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>		<p>NA. See Note 1</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>		<p>NA. See Note 1</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual</p>		<p>NA. See Note 1</p>

element.		
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		NA. See Note 1
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		NA. See Note 1
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		NA. See Note 1

[Return to the top of the page..././cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](#)

Note 2: AudioCodes SBCs and MGWs main user interface options are a Web GUI and an Application Command Line Interface (CLI). Both options provide full control over device configuration and status. The CLI is textual and is fully compatible with assistive technology such as screen readers.

Section 1194.22 Web-based Internet information and applications – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	Partial comply. Available on most images and non-text items
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Comply. No multimedia presentations are available on the Web GUI. Multimedia is

		understood as video or flash parts
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	Comply. GUI uses icons to denote different status. So color is not necessary.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Not comply. A style sheet is required for meaningful GUI display of information
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Partial Comply
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Not comply
(g) Row and column headers shall be identified for data tables.	Not Applicable	Comply. GUI uses formly JS library for forms and jqgrid (jQuery) library for tables
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	Comply
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Partial comply. GUI uses different IDs for frames (DIVs and iFrames)
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Comply. GUI doesn't use any flickering items.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the	Not Applicable	Partial comply. AudioCodes Command Line Interface provides a complete accessible solution and

text-only page shall be updated whenever the primary page changes.		alternative to the Web GUI
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	Partial Comply. GUI uses AngularJS as frontend framework. AngularJS supports semantic content creation
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	AudioCodes SBC/MGW web interface does not require any browser plugins or applets.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Comply. GUI uses Formly js library for forms which addresses accessibility.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	Comply. There are no repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Comply. The only place where timed response is taking place is on session timeout. There is an alert that notifies that the session is about to expire

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. ../../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

**Section 1194.23 Telecommunications Products –
Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p>TTY detection and switch to Voice Band Data (VBD)</p>	<p>Comply. AudioCodes SBCs and MGWs support the transport of TTY. The SBC/MGW detects TTY signal and then enters a VBD mode which uses G.711 and lets the TTY information pass transparently. When no transcoding is applied, and assuming both end of the call use G711, TTY still passes without a problem</p>
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		<p>Comply</p>
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		<p>Not applicable. The SBCs/MGWs do not carry out these functions.</p>
<p>(d) Voice mail, messaging, auto-</p>		<p>Not applicable.</p>

<p>attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		<p>See above</p>
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		<p>SBCs and MGWs are intermediary network nodes and take care of passing caller id from one end to another. It is the endpoint's task to assist users who cannot see the display</p>
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Supported</p>	<p>Comply</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Generally Support applicable requirements</p>	<p>Not relevant for SBC/MGW because there is no volume slider that the user can set during the call as in the IP phone case</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		<p>Not applicable</p>
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening</p>	<p>Generally Support applicable requirements</p>	<p>Comply</p>

devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Generally Support applicable requirements	Comply
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Generally Support applicable requirements	Not applicable
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Generally Support applicable requirements	Not applicable
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Key Repeat is not supported	Not applicable
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or	Partial comply, alpha numeric entry mode (Abc, ABC, abc, 123) is visually discernible, but not through touch or sound.	Not applicable

sound.

[Return to the top of the page. ../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.31 Functional Performance Criteria – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported	Comply. Command Line Interface can be used with Assistive Technology for support of people who are blind.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used		Comply. Command Line Interface can be used through Assistive Technology

<p>by people who are visually impaired shall be provided.</p>		
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>		<p>Comply. Via Web GUI or CLI</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>		<p>Comply. Audio information is not required for the use of the SBC and MGW</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>		<p>Comply. Speech is not required for the use of the SBC and MGW</p>
<p>(f) At least one</p>		<p>Comply. No fine motor control is required.</p>

mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		
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[Return to the top of the page. .././cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.41 Information, Documentation and Support – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Generally Support applicable requirements	All of the product documentation is available in PDF format. AudioCodes is open to consider other formats if needed
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Generally Support applicable requirements	.Comply
(c) Support services for products shall accommodate the communication needs of	Generally Support applicable requirements	Comply

end-users with disabilities.

Section 1194.31 Functional Performance Criteria	Generally Compliant to applicable requirements	Exceptions Noted
Section 1194.41 Information, Documentation and Support	Generally Compliant to applicable requirements	Exceptions Noted

[Return to the top of the page.../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.21 Software Applications and Operating Systems – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	Keyboard navigation is available to all necessary controls and information sources.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Generally Support applicable requirements	Some OS features such as High Contrast and Font Settings may not be picked up by application. Font can be enlarged, this is limited to the actual size of the 420HD Graphic LCD display (128 X 48). Furthermore, The IPPs will be used in 3PCC mode working in conjunction with the Genesys

		interaction workspace software application . In that mode the relevant GUI is the Genesys interaction workspace application one and not the IPP LCD display
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Generally Support applicable requirements	This product complies with navigational focus indication.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Generally Support applicable requirements	Minor documented limitations may exist that do not obstruct use of product.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Generally Support applicable requirements	This product complies with bitmap consistency.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Generally Support applicable requirements	This product complies with .NET standard text including providing additional attributes.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Generally Support applicable requirements	See answer to 21 (b)
(h) When animation is displayed, the information shall be displayable in at	Not Applicable	There is not animation in this

least one non-animated presentation mode at the option of the user.		product.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	All information conveyed by color is equivalently available in textual form.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Generally Support applicable requirements	Yes can change themes but none out of box are “high contrast”. Customization feature can be utilized with PS assistance to implement High Contrast.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Generally Support applicable requirements	This product is compliant. It does not use blinking animation.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Generally Support applicable requirements	This product is compliant allowing keyboard navigation and utilization of controls and meta information for assistive technology.

[Return to the top of the page..././cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](#)

Section 1194.22 Web-based Internet information and applications – Detail
Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Not Applicable	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in	Not Applicable	

any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. ../../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.23 Telecommunications Products – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.</p>	<p>TTY is out of scope for this project</p>	<p>As discussed with Verizon TTY is considered out of scope for this project. However in the future if determined otherwise AudioCodes is willing to evaluate the associated effort for TTY support</p>
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>TTY is out of scope for this project</p>	<p>As discussed with Verizon TTY is considered out of scope for this project. However in the future if determined otherwise AudioCodes is willing to evaluate the associated effort for TTY support</p>
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>TTY is out of scope for this project</p>	<p>As discussed with Verizon TTY is considered out of scope for this project. However in the future if determined otherwise AudioCodes is willing to evaluate the</p>

		associated effort for TTY support
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Supported	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	TTY is out of scope for this project	As discussed with Verizon TTY is considered out of scope for this project. However in the future if determined otherwise AudioCodes is willing to evaluate the associated effort for TTY support
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Supported	IPP is capable of adjustable gain up to 20 dB. Range is adjustable from -21dB to 20 dB in 2dB steps
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Generally Support applicable requirements	Retain volume settings may apply here but generally we seek to keep volume consistent.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to	Not Applicable	Built in voice endpoint is not held up to ear.

<p>the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Supported</p>	<p>AudioCodes IPPhones are hearing aid compatible</p>
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Supported</p>	<p>AudioCodes IPPhones are fully compliant</p>
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Supported</p>	<p>AudioCodes IPPhones carry a standard keypad, call controls such as Voice Mail, Contacts, Redial and Transfer, but no "control" keys per-se.</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Supported</p>	<p>AudioCodes IPPhones carry a standard keypad and buttons</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Supported</p>	<p>No auto repeat function applicable to Genesys CC use case</p>

<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Future compliance; Product Roadmap 2H2014</p>	<p>All locking functions will be made visible either as a LED status or distinct LCD visibility. For example, mute, hold, call status</p>
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[Return to the top of the page. .././cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.31 Functional Performance Criteria – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p>Supported</p>	<p>for VoIP calls the information is audio related and does not require user vision for placing or receiving calls.</p>
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print</p>	<p>Supported</p>	<p>For VoIP calls the information is audio related and does not require user visual acuity greater than 20/70. Enlarged print output can be provided as part of a solution which is using a combination of the IPP and Genesys interaction workspace</p>

<p>output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>		
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>TTY is out of scope for this project</p>	<p>As discussed with Verizon TTY is considered out of scope for this project. However in the future if determined otherwise AudioCodes is willing to evaluate the associated effort for TTY support</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supported</p>	<p>IPP is capable of adjustable gain up to 20 dB. Range is adjustable from -21dB to 20 dB in 2dB steps</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for</p>	<p>Supported</p>	<p>Supported as part of a solution which is using a combination of the IPP and Genesys interaction workspace http://www.genesyslab.com/products/genesys-interaction-workspace/overview.aspx)</p>

Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported	Operating the IPP does not require fine motor skills, there are no simultaneous keys scenarios, and furthermore, the solution supports auto answer in which the end user does not even have to press the IPP keypad in order to accept in incoming CC call

[Return to the top of the page. .../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html](http://.../cmleon.CAMELOT/Local Settings/hsmith/Local Settings/Temporary Internet Files/OLK15B/VPAT.html)

Section 1194.41 Information, Documentation and Support – Detail

Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	AudioCodes will provide documentation upon request
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate	Supported	AudioCodes will provide documentation upon request

methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	AudioCodes support services accessible via standard support mechanisms

AVST (Applied Voice & Speech Technologies)

VPAT™

Voluntary Product Accessibility Template®

Version 1.0

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: November 1, 2016

Name of Product: CX-E

Contact for more Information (name/phone/email): Tom Minifie,
tminifie@avst.com

Summary Table

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Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
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Section 1194.21 Software Applications and Operating Systems	Not Applicable	Not a Software Application or Operating System
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	Not a Web-Based Application or Internet Information
Section 1194.23 Telecommunications Products	Partially Supports	See information in Details Table
Section 1194.24 Video and Multi-media Products	Not Applicable	Not a Video or Multimedia Product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not a Self-Contained, Closed Product
Section 1194.26 Desktop and Portable Computers	Not Applicable	Not a Desktop or Portable Computer
Section 1194.31 Functional Performance Criteria	Partially Supports	See information in Details Table
Section 1194.41 Information, Documentation and Support	Partially Supports	See information in Details Table

[Return to the top of the page..././Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

Section 1194.21 Software Applications and Operating Systems – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not Applicable	Not a Software Application or Operating System
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Not Applicable	Not a Software Application or Operating System
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Not Applicable	Not a Software Application or Operating System
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not Applicable	Not a Software Application or Operating System

<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality</p>	<p>Not Applicable</p>	<p>Not a Software Application or Operating System</p>

required for completion and submission of the form, including all directions and cues.		
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[Return to the top of the page.../Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

**Section 1194.22 Web-based Internet
information and applications – Detail**

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	Not a Web-based Application or Internet Information
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Not a Web-based Application or Internet Information
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	Not a Web-based Application or Internet Information
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Not a Web-based Application or Internet Information
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Not a Web-based Application or

		Internet Information
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Not a Web-based Application or Internet Information
(g) Row and column headers shall be identified for data tables.	Not Applicable	Not a Web-based Application or Internet Information
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	Not a Web-based Application or Internet Information
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Not a Web-based Application or Internet Information
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	Not a Web-based Application or Internet Information
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	Not a Web-based Application or Internet Information
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	Not a Web-based Application or Internet Information

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	Not a Web-based Application or Internet Information
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Not a Web-based Application or Internet Information
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	Not a Web-based Application or Internet Information
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Not a Web-based Application or Internet Information

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. ../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.23 Telecommunications
Products – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable.	CX-E supports a TTY user interface compatible with all Baudot tone compatible devices
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports.	CX-E supports a TTY user interface compatible with all Baudot tone compatible devices.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports.	CX-E supports a TTY user interface compatible with all Baudot tone compatible devices
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Supports.	CX-E will re-prompt the user multiple times. This setting is configurable.

<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Supports.</p>	<p>When available, caller identification is presented via audio or TTY.</p>
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not applicable.</p>	<p>The customer supplies the communications products such as a phone with adjustable gain controls. However, CX-E allows listeners to increase the playback gain through the use of an amplitude-adjustable phone or via a multi-media computer.</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Supports.</p>	<p>All settings return to standard defaults after each user session.</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not applicable.</p>	<p>The customer supplies the communications products such as a phone with compliant coupling for hearing technologies.</p>
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing</p>	<p>Not applicable.</p>	<p>CX-E works with communication products but does not</p>

technologies to utilize the telecommunications product.		generate the audio output.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports.	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not applicable.	This product does not in and of itself have mechanically operated controls.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not applicable.	This product does not in and of itself have mechanically operated controls.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not applicable.	This product does not in and of itself have mechanically operated controls.

(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not applicable.	This product does not in and of itself have mechanically operated controls.
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[Return to the top of the page. ../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.24 Video and Multi-media

Products – Detail

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches	Not Applicable	Not a Video or Multi-media product.

<p>vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>Not a Video or Multi-media product.</p>
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not Applicable</p>	<p>Not a Video or Multi-media product.</p>
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual</p>	<p>Not Applicable</p>	<p>Not a Video or Multi-media product.</p>

information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	Not a Video or Multi-media product.

[Return to the top of the page. ../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

Section 1194.25 Self-Contained, Closed Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	Not a Self-Contained, Closed Product
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Not a Self-Contained, Closed Product

<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>

<p>function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) 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>Not a Self-Contained, Closed Product</p>
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>

<p>products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable</p>	<p>Not Applicable</p>	<p>Not a Self-Contained, Closed Product</p>

controls shall not be more than 24 inches behind the reference plane.		
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Return to the top of the page. ../../Local Settings/Temporary Internet Files/OLK42/VPAT.html

Section 1194.26 Desktop and Portable Computers – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	Not a Desktop or Portable Computer
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	Not a Desktop or Portable Computer
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	Not a Desktop or Portable Computer

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	Not a Desktop or Portable Computer
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[Return to the top of the page. ../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p align="center">Section 1194.31 Functional Performance</p> <p align="center">Criteria – Detail</p> <p align="center">VPAT™</p> <p align="center">Voluntary Product Accessibility Template®</p>		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports.	CX-E supports a telephone user interface supported by audio prompts and can be controlled by voice commands or telephone keypad entry.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive	Supports.	CX-E supports a telephone user interface supported by audio prompts and can be controlled by voice commands or telephone keypad entry.

<p>Technology used by people who are visually impaired shall be provided.</p>		
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Supports.</p>	<p>CX-E supports a TTY user interface.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports.</p>	<p>CX-E supports a TTY user interface.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports.</p>	<p>CX-E supports a TTY user interface.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and</p>	<p>Supports.</p>	<p>CX-E supports a telephone user interface supported by audio prompts and can be controlled by voice commands or telephone keypad entry, a TTY user interface, and a graphical user interface.</p>

strength shall be provided.		
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[Return to the top of the page. .../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.41 Information, Documentation and Support – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports.	Documentation will be supplied in accessible, electronic format upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports.	Documentation will be supplied in accessible, electronic format upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports.	Support services, including telephone and email, supporting the communications needs of persons with disabilities are supplied by the local reseller of this product.

[Return to the top of the page.](#)

Calabrio

Request for Offer
Data Storage, Data Communications & Networking Equipment and Related
Services
DIR-TSO-TMP-422
Bid Package 5

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: May 2, 2018

Name of Product: Calabrio Call Recording, Calabrio Quality Management, Calabrio Workforce Management, Calabrio Analytics, Calabrio Advanced Reporting

Contact for more Information (name/phone/email):

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Summary Table		
VPAT™		
Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		
Section 1194.22 Web-based Internet Information and Applications		
Section 1194.23 Telecommunications Products		
Section 1194.24 Video and Multi-media Products		
Section 1194.25 Self-Contained, Closed Products		
Section 1194.26 Desktop and Portable Computers		
Section 1194.31 Functional Performance Criteria		
Section 1194.41 Information, Documentation and Support		

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.21 Software Applications and
Operating Systems – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Not supported	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Comply	
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The	Not supported	

focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not supported	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Comply	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Comply	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Comply	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Comply	
(j) When a product permits a user to adjust color and contrast settings, a variety of color	Comply	

selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	N/A	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	N/A	

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local%20Settings/Temporary%20Internet%20Files/OLK42/VPAT.html)

Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not supported	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Comply	
(c) Web pages shall be designed so that all information conveyed	Not supported	

with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A	
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A	
(g) Row and column headers shall be identified for data tables.	Comply	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	N/A	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Comply via widget functionality.	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	N/A	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script	Not supported	

shall be identified with functional text that can be read by Assistive Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not supported	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	N/A	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not supported	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

***Section 1194.23 Telecommunications
Products – Detail***

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A	
(e) Where provided, caller identification and similar telecommunications functions shall	N/A	

also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	N/A	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	N/A	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove	Comply	

information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	N/A	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	N/A	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	N/A	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	N/A	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.24 Video and Multi-media
Products – Detail**

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable,</p>	N/A	

videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not supported	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not supported	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Comply	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.25 Self-Contained, Closed
Products – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	N/A	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular	N/A	

biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Comply – via recording playback controls.	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	N/A	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Comply	
(h) When a product permits a user to adjust color and contrast	Users are able to choose different colors, not contrasts.	

<p>settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>N/A</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>N/A</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind</p>	<p>N/A</p>	

<p>the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>N/A</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>N/A</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	N/A	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	N/A	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.31 Functional Performance

Criteria – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Not supported	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Not supported	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology	Comply	

used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not supported	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Comply	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Comply	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.41 Information, Documentation and Support – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Not supported	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	N/A	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Comply	

[Return to the top of the page.](#)

Calero

Request for Offer
Data Storage, Data Communications & Networking Equipment and Related Services
DIR-TSO-TMP-422
Bid Package 5

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Version 1.3

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Date:	May 19, 2017
Name of Product:	VeraSMART
Contact for more Information (name/phone/email):	Tony Cardone +1 (585) 383-6854 tony.cardone@calero.com

Summary Table
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<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	See details below	Page 3
Section 1194.22 Web-based Internet Information and Applications	See details below	Page 7
Section 1194.23 Telecommunications Products	Not applicable	N/A
Section 1194.24 Video and Multi-media Products	Not applicable	N/A
Section 1194.25 Self-Contained, Closed Products	Not applicable	N/A
Section 1194.26 Desktop and Portable Computers	Not applicable	N/A
Section 1194.31 Functional Performance Criteria	See details below	Page 24
Section 1194.41 Information, Documentation and Support	See details below	Page 26

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.21 Software Applications and Operating Systems – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Standard	<p>VeraSMART is designed to facilitate keyboard management of activities, scrolling through lists, selections, etc.</p> <p>A mouse is required for navigation from role to menu to tab to tab menu item.</p>
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Standard	<p>VeraSMART resides within a web browser and does not disable any operating system function.</p> <p>VeraSMART is built on the HTML 4.0, 5.0 and CSS 2.0, 3.0 standards.</p>

<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Standard</p>	<p>VeraSMART will show the cursor focus in the first available text area field when opening an application page. The application shows focus of page elements via the usual operating system method.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>See Remarks and Explanations</p>	<p>VeraSMART makes extensive use of ALT / NAME tags on UI elements.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Standard</p>	<p>All images like toolbar, help, attachments etc are consistently applied throughout the application.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Standard</p>	<p>VeraSMART text information is displayed in standard OS formats.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>See Remarks and Explanations</p>	<p>VeraSMART fonts and color selection is defined in the application</p>

		cascading style sheet (CSS).
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	VeraSMART does not use heavy animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	See Remarks and Explanations	VeraSMART uses color almost exclusively for decoration. Only exceptions to this are when displaying warnings or required fields. In the case of required fields, there is an accompanying asterisk next to the field. In the case of errors or warnings, color is used in conjunction with descriptive text and image shape.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Standard	VeraSMART does provide a capability for customers to produce their own color selections. Therefore these selections can provide a range of contrast levels.

<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>VeraSMART does not rely on flashing or blinking text or objects</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Not Applicable</p>	<p>VeraSMART provides the capability to navigate through forms using tab and allows keyboard shortcuts (e.g ALT + key) for button activation.</p>

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.22 Web-based Internet
information and applications – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Standard	Non-text objects provide this feature (ALT / NAME tag)
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	See Remarks and Explanations	No multimedia present
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	See Remarks and Explanations	VeraSMART uses color almost exclusively for decoration. Only exceptions to this are when displaying warnings or required fields. In the case of required fields, there is an accompanying asterisk next to the field. In the case of errors or warnings, color is used in conjunction with descriptive

		text and image shape.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	See Remarks and Explanations	VeraSMART relies on style sheets. However, in IE and other popular browsers, there is capability to replace a style sheet with a local one. In Internet Explorer, this is specified from Tools / Internet Options / Accessibility.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	VeraSMART does not use server-side image maps
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	VeraSMART does not use client-side image maps
(g) Row and column headers shall be identified for data tables.	See Remarks and Explanations	Nearly all column headers follow a standard look in the application and are clearly identified in VeraSMART. Exceptions include image based columns such edit, notes and attachments.

<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Standard</p>	<p>All VeraSMART table lists follow a universal standard.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Not Applicable</p>	<p>The VeraSMART application does not use frames.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Standard</p>	<p>VeraSMART screens have been designed to avoid flickering screen elements. VeraSMART is tested for quality and readability.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>See Remarks and Explanations</p>	<p>VeraSMART does function in a text only manner, but there are specific popup objects, (shuttle, popup search, calendars etc), that prevent certain pages from working. For full compliance, we will have to invest time to strengthen the keyboard support</p>

		surrounding these objects.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	See Remarks and Explanations	VeraSMART may have specific popup objects, (shuttle, popup search, calendars, etc), that prevent certain pages from working. For full compliance, we will have to invest time to strengthen the keyboard support surrounding these objects.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	See Remarks and Explanations	No media plugins needed.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	See Remarks and Explanations	VeraSMART may have specific popup objects, (shuttle, popup, search, calendar, etc), that prevent certain pages from working. For full compliance, we will have to invest time to strengthen the keyboard support

		surrounding these objects.
(o) A method shall be provided that permits users to skip repetitive navigation links.	See Remarks and Explanations	Several areas throughout VeraSMART provide the ability to eliminate repetitive navigation steps such as Edit Checked, Worksheets
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	See Remarks and Explanations	VeraSMART does not rely on timed responses other than web browser session inactivity (timeout).

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.23 Telecommunications

Products – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the	Not Applicable	

user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the	Not Applicable	

<p>information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.24 Video and Multi-media

Products – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption</p>	<p>Not Applicable</p>	

decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not Applicable	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.25 Self-Contained, Closed
Products – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular	Not Applicable	

biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	
(h) When a product permits a user to adjust color and contrast	Not Applicable	

<p>settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind</p>	<p>Not Applicable</p>	

<p>the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.31 Functional Performance

Criteria – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	See Remarks and Explanations	VeraSMART application utilizes standard web browsers which are compliant with screen readers. Additional testing would be needed to ensure full compliance.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	See Remarks and Explanations	VeraSMART application has the ability to produce enlarged print output through modifications to the reports.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology	Not Applicable	

used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Not Applicable	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.41 Information, Documentation
and Support – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Standard	Calero provides user documentation in original electronic formats (e.g. MS Word, MS Visio). Calero also provides most documents in printer friendly format (e.g. Adobe Acrobat).
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	See Remarks and Explanations	Calero provides user documentation in electronic format. Documentation is not available in large text, Braille or recorded audio.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	See Remarks and Explanations	Calero product support is available via telephone, email, or web forms.

[Return to the top of the page.](#)

CTIntegrations

CT Suite 3.0 - CT Web Client

Voluntary Product Accessibility Template (VPAT)

Section 508 is a set of standards ensuring that all users, regardless of their disability status, are able to access technology.

These standards apply to electronic and information technology and contain technical criteria specific to various types of technologies and performance-based requirements which focus on functional capabilities of covered products.

The following tables are based on the Voluntary Product Accessibility Template (VPAT) requirements. It provides detailed explanation about the accessibility features CT Web Client delivers according to the Section 508 Web content standards.

Compliance Summary

<i>Criteria</i>	<i>Support Levels</i>
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions
Section 1194.22 Web Information and Application Standards	Limited support
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multimedia Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports with Exceptions
Section 1194.41 Information, Documentation and Support	Supports

1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.21(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Limited support	Current release of CT Web Client 3.0 offers limited support for keyboard-only commands. Users can navigate to and execute some functions by utilizing built-in browser keys, e.g. Tab and Enter. Also, some interactions (such as transferring a call) do not provide feedback that the action has completed successfully.

<p>1194.21(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>CT Web Client 3.0 does not disable accessibility features associated with any other running application, or which have been turned on at the operating system level.</p>
<p>1194.21(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.</p>	<p>Limited support</p>	<p>The current focus location is programmatically exposed for some elements.</p>
<p>1194.21(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with exceptions</p>	<p>When navigating with keyboard-only commands, the icon buttons for the widget navigation bar do not display associated text labels describing their names.</p>
<p>1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Not Applicable</p>	<p>CT Web Client 3.0 does not use bitmap images to identify controls, status indicators or other Programmatic elements.</p>
<p>1194.21(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supports</p>	<p>Textual information is provided through operating system functions for displaying text.</p>

1194.22 Web Information and Application Standards

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<u>1194.22(a)</u> A text equivalent for every non-text element shall be provided—for example, through "alt", "longdesc", or in the element content.	Supports	All images (<code>img</code> HTML elements) used by CT Web Client have their <code>alt</code> attribute set. If developers use images in CT Web Client templates, they have to set the "alt" or "longdesc" attribute in the template definition.
<u>1194.22(b)</u> Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	CT Web Client ships the MediaPlayer widget.
<u>1194.22(c)</u> Web pages shall be designed so that all information conveyed with color is also available without color—for example, from context or markup.	Supports	CT Web Client widgets make sure that apart from color information is conveyed by other means too.
<u>1194.22(d)</u> Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with exceptions	CT Web Client widgets work without an applied stylesheet. Some widgets with rich UI, such as the Scheduler and Gantt, do not look as good as designed. Point (d.2) is not supported at all, because inline HTML styles, set by JavaScript, are still needed to ensure the correct rendering.
<u>1194.22(e)</u> Redundant text links shall be provided for each active region of a server-side image map.	Supports	CT Web Client does not use image maps.
<u>1194.22(f)</u> Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	CT Web Client does not use image maps.

<p><u>1194.22(g)</u> Row and column headers shall be identified for data tables.</p>	<p>Supports with exceptions</p>	<p>The CT Web Client widgets use attributes to identify the column headers. The Pivot and Scheduler are exceptions that will be addressed by a future update.</p>
<p><u>1194.22(h)</u> Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supports</p>	
<p><u>1194.22(i)</u> Frames shall be titled with text that facilitates frame identification and navigation.</p>	<p>Supports</p>	
<p><u>1194.22(j)</u> Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>CT Web Client does not cause screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>
<p><u>1194.22(k)</u> A text-only page with equivalent information or functionality shall be provided to make a web site comply with the provisions of this part when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not applicable</p>	<p>Developers are responsible for providing text-only content for pages that use CT Web Client.</p>
<p><u>1194.22(l)</u> When pages utilize scripting languages to display content or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Supports</p>	<p>CT Web Client is a JavaScript framework and cannot operate when JavaScript is disabled. CT Web Client provides keyboard navigation support and screen reader support through WAI-ARIA attributes.</p>
<p><u>1194.22(m)</u> When a web page requires that an applet, plug-in, or other application be present on the client system to interpret page content, the page has to provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Supports</p>	<p>CT Web Client does not use any external plug-ins or applets.</p>
<p><u>1194.22(n)</u> When electronic forms are designed to be completed online, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with exceptions</p>	<p>Most forms in CT Web Client are accessible to assistive technologies with some exceptions that will be addressed by a future update.</p>

<u>1194.22(o)</u> A method shall be provided that permits users to skip repetitive navigation links.	Supports	CT Web Client does not provide a "skip navigation link" but instead offers keyboard shortcuts to most of the features in the user interface.
<u>1194.22(p)</u> When a timed response is required, the user shall be alerted and given sufficient time to indicate that more time is required.	Supports	CT Web Client does not require a timed response as part of its core functionality.

1194.31 Functional Performance Criteria

Criteria	Support Levels	Remarks and Explanations
1194.31(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	CT Web Client 3.0 is usable in conjunction with text-to-speech screen-reading assistive software. However, some functions are not accessible via the keyboard, which may limit assistive software.
1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	CT Web Client 3.0 is usable in conjunction with screen-magnifying assistive software.
1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports with exceptions	A user with hearing difficulties may not be able to work on a voice call. However, that user would be able to work on other channels, such as Chat and Email.
1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	Audio alerts for incoming interactions are provided by 3 rd party phone devices.

1194.31(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports with exceptions	An user with speech difficulties may not be able to work on a voice call. However, that user would be able to work on other channels, such as Chat, Email, SMS, Social Media.
1194.31(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Not Applicable	CT Web Client 3.0 inherits and supports all mouse or keyboard settings applied at the operating system and browser level.

1194.41 Information, Documentation and Support

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



Enghouse

Request for Offer
Data Storage, Data Communications & Networking Equipment and Related
Services
DIR-TSO-TMP-422
Bid Package 5

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: May 2, 2018

Name of Product: Contact Center: Service Provider (CCSP)

Contact for more Information (name/phone/email):

Jim Cubby| (949) 263-4383 Direct| (949) 230-0526 Cell| Jim.Cubby@Enghouse.com

Summary Table
VPAT™
Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Included	
Section 1194.23 Telecommunications Products	Included	
Section 1194.24 Video and Multi-media Products	Included	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.22 Web-based Internet information and applications – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.		
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		
(e) Redundant text links shall be provided for each active region of a server-side image map.		
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.		
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		

<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>		
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>		
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>		
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>		
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>		
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>		

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.23 Telecommunications</p> <p>Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports with Exceptions.	CCSP is interoperable with numerous TTY platforms. We typically partner with Nextalk to provide TTY capability within the contact center.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-	Supports with Exceptions.	CCSP is interoperable with numerous TTY platforms. We typically

<p>manufacturer non-proprietary standard TTY signal protocols.</p>		<p>partner with Nextalk to provide TTY capability within the contact center.</p>
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Supports with Exceptions.</p>	<p>CCSP is interoperable with numerous TTY platforms. We typically partner with Nextalk to provide TTY capability within the contact center.</p>
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Supports</p>	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Supports with Exceptions.</p>	<p>CCSP is interoperable with numerous TTY platforms. We typically partner with Nextalk to provide TTY capability within the contact center.</p>
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Supports</p>	

<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Supports</p>	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Supports</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	

<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not Applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.24 Video and Multi-media Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>

<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio</p>	<p>Not Applicable</p>	

program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supports	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local%20Settings/Temporary%20Internet%20Files/OLK42/VPAT.html)

**Section 1194.31 Functional Performance
Criteria – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	
(d) Where audio information is important	Supports	

<p>for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>		
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports</p>	
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports with exception</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.41 Information, Documentation
and Support – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	

[Return to the top of the page.](#)

Request for Offer
Data Storage, Data Communications & Networking Equipment and Related
Services
DIR-TSO-TMP-422
Bid Package 5

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: May 2, 2018

Name of Product: Communications Center R10.1

Contact for more Information (name/phone/email):

Jim Cubby| (949) 263-4383 Direct| (949) 230-0526 Cell| Jim.Cubby@Enghouse.com

Summary Table

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Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.22 Web-based Internet Information and Applications	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.23 Telecommunications Products	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.24 Video and Multi-media Products	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.25 Self-Contained, Closed Products	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.26 Desktop and Portable Computers	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.31 Functional Performance Criteria	Communication Center 10.1	See remarks to individual questions in each section
Section 1194.41 Information, Documentation and Support	Communication Center 10.1	See remarks to individual questions in each section

Section 1194.21 Software Applications and Operating Systems – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Communication Center 10.1 - Touchpoint Agent and Supervisor clients complies.	Touchpoint uses Global hot keys for many of the keyboard functions and are programmable.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Communication Center 10.1 – Touchpoint Agent and Supervisor clients complies.	Touchpoint uses Global hot keys for many of the keyboard functions and are programmable. The software will alert the user if there are conflicts and can modify the hot key sequence.

<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies.</p>	<p>Assistive applications are supported in Communications Center 10.1 which enables the TouchPoint client labels and text to be read to an agent or supervisor via audio for visually impaired users, as well as to enable extreme magnification of any part of the screen being utilized to aid visually impaired users.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies</p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies</p>	

<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Communication Center 10.1 – partially complies. Touchpoint Agent and Supervisor operates in a standard or high contrast mode which is configurable by the end user and is not associated with the operating system theme.</p>	
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies, the clients do not use animation.</p>	
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies</p>	
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Communication Center 10.1 – partially complies. Touchpoint Agent and Supervisor operates in a standard or high contrast mode which is configurable by the end user and is not associated with the operating system theme.</p>	
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Communication Center 10.1 – Touchpoint Agent and Supervisor complies</p>	

(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Communication Center 10.1 – Touchpoint Agent and Supervisor complies	
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[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Communication Center 10.1 – complies.	The software product does not provide web pages, the end-user manages and /or creates all web page definition.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Communication Center 10.1 – complies.	The software product does not provide web pages, the end-user manages and /or creates all web page definition.

<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Communication Center 10.1 – complies.</p>	<p>The software product does not provide web pages, the end-user manages and /or creates all web page definition.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Communication Center 10.1 – complies.</p>	
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page</p>	<p>Communication Center 10.1 – complies.</p>	

shall be updated whenever the primary page changes.		
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Communication Center 10.1 – complies.	
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Communication Center 10.1 – complies.	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Communication Center 10.1 – complies.	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Communication Center 10.1 – complies.	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Communication Center 10.1 – complies.	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.23 Telecommunications

Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable – will utilize the VM connected to the IP-PBX	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the	Not Applicable – will utilize the VM connected to the IP-PBX	

user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	Advanced Services for custom development can be supported.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the	Not Applicable to Communication Center 10.1– utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	

information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable to Communication Center 10.1 – utilizes either Avaya or Cisco IP-PBX or Microsoft O365 for telephony	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.24 Video and Multi-media

Products – Detail

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption</p>	<p>Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Contact Center statistic information</p>	

<p>decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Contact Center statistic information</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not Applicable to Communication Center 10.1 – this content would be built for external use by the customer</p>	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not Applicable to Communication Center – this content would be built for external use by the customer</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Not Applicable to Communication Center 10.1</p>	

Section 1194.25 Self-Contained, Closed Products – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Communications Center 10.1 partial complies.	Both JAWS/MAGic assistive applications will be supported in Communications Center 10.1 which enables the TouchPoint client labels and text to be read to an agent or supervisor via audio for visually impaired users, as well as to enable extreme magnification of any part of the screen being utilized to aid visually impaired users.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Communications Center 10.1 – partially complies. Communication Center 10.1 allows certain timers to be set and extended.	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable to Communication Center 10,1	

<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable to Communication Center 10.1</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Communications Center 10.1 complies. All audio is presented by the multi-media of the PC which has industry standard jacks.</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable to Communication Center 10.1</p>	
<p>(g) Color coding shall not be used as the only means of conveying</p>	<p>Communication Center 10.1 is Compliant.</p>	

<p>information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Communication Center 10.1 – partially complies. Touchpoint Agent and Supervisor operates in a standard or high contrast mode which is configurable by the end user and is not associated with the operating system theme.</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable to Communication Center 10,1</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one</p>	<p>Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.</p>	

<p>location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable to Communication Center 10,1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.</p>	
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches</p>	<p>Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.</p>	

behind the reference plane.		
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[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.26 Desktop and Portable Computers – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable to Communication Center 10.1	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable to Communication Center 10.1	

(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable to Communication Center 10.1 – utilizes Customer Provided Equipment for any displays that render Touchpoint Agent or Supervisor client information.	
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[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p align="center">Section 1194.31 Functional Performance</p> <p align="center">Criteria – Detail</p> <p align="center">VPAT™</p> <p align="center">Voluntary Product Accessibility Template®</p>		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Communication Center 10.1 utilizes Assistive Technology to provide this capability.	Assistive applications are supported in Communications Center 10.1 which enables the TouchPoint client labels and text to be read to an agent or supervisor via audio for visually impaired users, as well as to enable extreme magnification of any part of the screen being utilized to aid visually impaired users. Touchpoint uses Global hot keys for many of the keyboard functions and are programmable.
(b) At least one mode of operation and	Communication Center 10.1 utilizes Assistive	Assistive applications are supported in

<p>information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Technology to provide this capability.</p>	<p>Communications Center 10.1 which enables the TouchPoint client labels and text to be read to an agent or supervisor via audio for visually impaired users, as well as to enable extreme magnification of any part of the screen being utilized to aide visually impaired users.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Communication Center 10.1 is compliant with non-voice modes of communication like email and SMS.</p>	
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Communication Center 10.1 utilizes Assistive Technology to provide this capability.</p>	<p>Both JAWS/MAGic assistive applications will be supported in Communications Center 10.1 which enables the TouchPoint client labels and text to be read to an agent or supervisor via audio for visually impaired users, as well as to enable extreme magnification of any part of the screen being utilized to aide visually impaired users. No assistive hearing devices are supported at this time.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user</p>	<p>Communication Center 10.1 is compliant with non-voice modes of</p>	

speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	communication like email and SMS.	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Communication Center 10.1 is as compliant.	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.41 Information, Documentation and Support – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Communication Center 10.1 is compliant with the use of assistive applications for the visually impaired.	JAWS and MAGic applications are supported.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate	Communication Center 10.1 does not comply at this time.	

formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Communication Center 10.1 partially complies.	

[Return to the top of the page.](#)

Jabra

**Request for Offer
Data Storage, Data Communications & Networking Equipment and Related
Services
DIR-TSO-TMP-422
Bid Package 5**

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date:

Name of Product: Jabra Corded Headsets

Date: 5/2/2018

Name of Product: All Corded and Wireless Headsets including Speaker Phones

Behind the Ear Noise Cancelling: UC Voice 250, UC Voice 250 MS Over the Head Sound Tube: GN2110 ST, GN2115 ST, GN2117 ST,GN2000, Over the Head Noise Cancelling: GN1900 NC, GN2000, GN2120 NC, GN2125 NC, GN2127 NC, Biz 2300, Biz 2400,USB Headsets: GN620 USB, GN1900 USB, GN2000 USB, Biz 2300 USB, Biz 2400 USB, UC Voice 150, UC Voice 150 MS, UC Voice 550, UC Voice 550 MS, UC Voice 750, Jabra Evolve 20, Jabra Evolve 30, Jabra Evolve 40, Evolve 80, and UC Voice 750 MS

Wireless Systems: GN 9120 Midi-Boom Headset, GN 9120 Sound-Tube Boom Headset, GN 9120 Flex-Boom Headset, GN 9125 Sound-Tube Boom Headset, GN 9125 Flex-Boom Headset, GN9350, GN 9330, GN 9330 USB, GN9350e, GN9330e, GN 9330e USB, GN M5390, Jabra PRO 9400 series, Jabra GO 6400 series, Jabra Pro 900 series, Jabra SUPREME UC, Jabra MOTION UC, Jabra Motion Office, Jabra Evolve 65 and Jabra Speak 510+.

USB Speakerphones Jabra speak 410 UC, Jabra speak 410 MS, Jabra Speak 510+, Jabra Speak 510 MS,

Contact for more Information (name/phone/email):

GN Netcom Support at: 1-800-327-2230 / jabrasupport.us@jabra.com

<p>Summary Table</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported with Dependencies	GN8110 cord or the Link 220, or Link 265, or Link 280 , or Link 180 or Link 850 is needed to connect the Non USB headsets to the

		USB port on the PC or Laptop
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	– not a web-based application
Section 1194.23 Telecommunications Products	Supported	Non USB Headsets operate with the following amps, GN Standard Amp, GN Digital Amp, GN Multimedia Amp, GN Ellipse Wireless Amp, Jabra Link 850
Section 1194.24 Video and Multi-media Products	Not Applicable	– not a video or multi-media product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	not a Self Contained, closed product
Section 1194.26 Desktop and Portable Computers	Not Applicable	not a desktop or portable computer
Section 1194.31 Functional Performance Criteria	Supported	
Section 1194.41 Information, Documentation and Support	Supported	

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.21 Software Applications and Operating Systems – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	Supports with Dependencies	<p>Non USB headsets must be used with the GN8110, or the Link 220 or the Link 265 or the Link 280 or the Link 180 or Link 850 in order to interface to the USB port of a computer system.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	Supported	<p>When used via the USB port on Desk Top PC or Laptop the GN 9350(e), GN 9330(e) USB, Jabra Pro 930, Jabra Pro 935, Jabra PRO 9400 series, the Jabra GO 6400 series, Jabra SUPREME UC, Jabra Motion UC, and Jabra Motion Office,</p>

		<p>Jabra Evolve 65 and Jabra Speak 510+ will not disrupt the operating system or other applications. The GN9350(e), the GN 9330(e) USB, Jabra 930, the Jabra PRO 9400 series, the Jabra GO 6400 series, Jabra SUPREME UC, Jabra Motion UC, Jabra Motion Office, Jabra Evolve 65 and Jabra Speak 510+ provides a self contained software image that is automatically loaded to a Windows based system upon connection. There is no additional hardware or software needed for full audio path functionality". The application software must be suited to utilize this capability.</p>
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		<p>The GN 9120 and the GN 9125 must be used with accessory link link 180 or link 220 or link 280 to interface to the USB port of a computer system.</p> <p>The Jabra Go 6430 requires the use of the link 350 for USB connection. The Jabra SUPREME UC and Jabra MOTION UC require the use of the link 360 for USB connection. The Jabra Speak 510+ requires use of the link 360 for usb connection when used wirelessly.</p> <p>The GN 9330(e) and Jabra 920 do not support USB.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive</p>	<p>Not Applicable</p>	

Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not Applicable	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Not Applicable	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Not Applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a	Not Applicable	

range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local%20Settings/Temporary%20Internet%20Files/OLK42/VPAT.html)

Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without	Not Applicable	

color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Not Applicable	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional	Not Applicable	

text that can be read by Assistive Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.23 Telecommunications
Products – Detail
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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supported	This class of headset supports voice communication. The headsets do not provide TTY interface. They strictly serve as an audio input/output component that can connect to the device that serves as the TTY interface".
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supported	Headsets will not interfere with VCO and HCO TTY's using cross-manufacturer non-proprietary standard TTY signal protocols.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supported	Headsets will not interfere with VCO and HCO TTY's using cross-manufacturer non-proprietary standard TTY signal protocols.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval,	Not Applicable	

<p>shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		<p>This requirement applies to voice mail, messaging, auto-attendant and IVR systems. It does not apply to headsets.</p>
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Not Applicable</p>	<p>This requirement applies to caller identification and similar functions. It does not apply to headsets.</p>
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	<p>These are headsets only no amplification is built in.</p> <p>However via the GN8000 amp or the Jabra Link 850 the following is attainable.</p> <p>Voice Switching Threshold: 72 ± 3.5 dB SPL</p> <p>Voice Switching Depth: 19 ± 3 dB</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		<p>The origin of this rule was to protect multiple users of public payphones who have different</p>

		<p>needs for increased volume. Headsets tend to be worn by a single user. The GN Netcom Call Center headsets allow users to adjust volume. Although volume controls for the amplifiers do not reset automatically, circuitry in each amplifier and headset will protect users from loud sounds regardless of volume setting.</p>
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	GN Netcom has a separate line of Headsets for use with hearing aids.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Supported	Headsets do not possess circuitry capable of generating interference per ANSI/IEEE C63.19 Standard.
(j) Products that transmit or conduct information or communication, shall pass	Supported	Headsets do not interfere with

<p>through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		<p>communications and do not remove information.</p>
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Supported</p>	<p>All keys and controls have a symbol on them which is discernible visually or by touch.</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Supported</p>	<p>All controls and keys are operable with one hand and require less than 5 lbs torque.</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	<p>All keys and controls have an audible sound when activated, and have a symbol discernible by touch.</p>
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and</p>	<p>Supported</p>	<p>All keys and controls have an audible sound when activated, and have a symbol</p>

discernible either through touch or sound.		discernible by touch.
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[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.24 Video and Multi-media
Products – Detail**

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Criteria	Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are	Not Applicable	

<p>marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not Applicable</p>	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not Applicable</p>	
<p>(e) Display or presentation of alternate</p>	<p>Not Applicable</p>	

text presentation or audio descriptions shall be user-selectable unless permanent.		
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[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

<p>Section 1194.25 Self-Contained, Closed Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	

<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	
<p>(g) Color coding shall not be used as the only means of conveying</p>	<p>Not Applicable</p>	

information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not Applicable	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable	
(j)(2) Products which are freestanding, non-	Not Applicable	

<p>portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	

Section 1194.31 Functional Performance

Criteria – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported	There are no controls or adjustments on the headsets. The Jabra UC Voice 150,250,550,750 UC and MS variants all have answer, end , mute an volume adjustments on them
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported	There are no controls or adjustments on the headsets. The Jabra UC Voice 150,250,550,750 UC and MS variants all have answer, end , mute an volume adjustments on them
(c) At least one mode of operation and information retrieval that does not require user	Not Applicable	Headsets are operable with VCO and HCO TTY's

hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	GN Netcom has a separate line of Headsets for use with hearing aids
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Headsets are operable with VCO and HCO TTY's
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	All operations are controlled by a single button and are located on the headset an or base of unit and require less than 5 lbs of torque.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.41 Information, Documentation
and Support – Detail**

VPAT™

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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Product support documentation is available via electronic copy and hard copy at no additional cost
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	All information is available online and via electronic copy and hard copy at no additional cost.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	All products have life time technical support via email or phone support. Tech support does accept TTY calls.

[Return to the top of the page.](#)

NICE/Uptivity

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Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: March 2018

Name of Products: NICE ENGAGE 6.6

Contact for more Information (name/phone/email): yohay.etsion@nice.com

Summary Table

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Voluntary Product Accessibility Template®

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

***Section 1194.21 Software Applications and
Operating Systems – Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	<p>The following NICE Engage 6.7 components/applications are executable from a keyboard and can be discerned textually:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor 	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	<p>The NICE Engage 6.6 Application does not disrupt or disable activated features of other products that are identified as accessibility features</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers. NICE does not knowingly disrupt or disable activated accessibility features.</p>

<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with Exceptions</p>	<p>Most UI elements in ENGAGE 6.6 provide a textual means of conveying the same information.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supported</p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supported</p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>NICE does not knowingly override user selected selections.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	
<p>(i) Color coding shall not be used as the only means of conveying</p>	<p>Supported</p>	

<p>information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supported</p>	
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>ENGAGE 6.6 does not use flashing or blinking.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.6 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor

*Section 1194.22 Web-based Internet information
and applications – Detail*

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Most non-text elements in ENGAGE 6.6 provide a textual means of conveying the same information. There are a small number that do not.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	ENGAGE 6.6 does not use multimedia
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	Most information in ENGAGE 6.6 can be conveyed without color
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	NICE does not make use of server-side image maps.

(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	NICE does not make use of client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not supported	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	This section is not applicable until it has been verified that ENGAGE 6.6 cannot be made to comply with the other provisions of section 1194.22.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with Exceptions	NICE relies on the underlying behavior of the server and client operating systems and Web browsers
(m) When a web page requires that an applet, plug-in or other application be present on the client system to	Supports with Exceptions	NICE relies on the underlying behavior of the

interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		server and client operating systems and Web browsers
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	NICE relies on the underlying behavior of the server and client operating systems and Web browsers
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	ENGAGE 6.6 does not employ timed responses

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products –

Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval,	Not applicable	ENGAGE 6.6 is not a Telecommunication product

shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	ENGAGE 6.6 is not a Telecommunication product
(j) Products that transmit or conduct information or	Not applicable	ENGAGE 6.6 is not

<p>communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		<p>a Telecommunication product</p>
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Telecommunication product</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Telecommunication product</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Telecommunication product</p>
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Telecommunication</p>

following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

product

Section 1194.24 Video and Multi-media Products

- Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer</p>	Not applicable	ENGAGE 6.6 is not a Video and Multi-media product

equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	ENGAGE 6.6 is not a Video and Multi-media product
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	ENGAGE 6.6 is not a Video and Multi-media product
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	ENGAGE 6.6 is not a Video and Multi-media product
(e) Display or presentation	Not applicable	ENGAGE 6.6 is not a Video

of alternate text
presentation or audio
descriptions shall be user-
selectable unless
permanent.

and Multi-media product

***Section 1194.25 Self-Contained, Closed Products
- Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(d) When biometric forms of user identification or control are used, an alternative form of	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product

<p>identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Self-Contained, Closed Products product</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Self-Contained, Closed Products product</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Self-Contained, Closed Products product</p>

element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable	Not applicable	ENGAGE 6.6 is not a Self-Contained, Closed Products product

<p>controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Self-Contained, Closed Products product</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not applicable</p>	<p>ENGAGE 6.6 is not a Self-Contained, Closed Products product</p>

Section 1194.26 Desktop and Portable

Computers – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.6 is not a Desktop and Portable Computers product
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.6 is not a Desktop and Portable Computers product
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	ENGAGE 6.6 is not a Desktop and Portable Computers product
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply	Not applicable	ENGAGE 6.6 is not a Desktop and Portable Computers product

with publicly available industry standards		
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Section 1194.31 Functional Performance Criteria

- Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.6 can be used.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.6 can be used. Additionally, users of the Microsoft Windows operating systems can access Microsoft Magnifier and High Contrast Settings in the Accessibility Options to enlarge the screen display.
(c) At least one mode of operation and information retrieval that does not	Supports with Exceptions	NICE relies on the underlying behavior of the server and client

<p>require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>		<p>operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.6 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.6 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports with Exceptions</p>	<p>Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.6 can be used.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions</p>	<p>Supports</p>	

and that is operable with limited reach and strength shall be provided.

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***Section 1194.41 Information, Documentation
and Support – Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports with Exceptions	NICE provides Web-based online help and digital documentation in PDF format to end-users. This content can be made available in alternate formats through Assistive Technologies supported by certified operating systems and Web browsers.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports with Exceptions	NICE provides Web-based online help and digital documentation in PDF format to end-users. This content can be made available in alternate formats through Assistive Technologies supported by certified operating systems and Web browsers.
(c) Support services for products shall accommodate the communication needs of	Supports with Exceptions	NICE support services are provided through e-mail and telephone depending on service terms.

end-users with disabilities.

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Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: March 2018

Name of Products: NICE ENGAGE 6.7

Contact for more Information (name/phone/email): yohay.etsion@nice.com

Summary Table

VPAT™

Voluntary Product Accessibility Template®

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

***Section 1194.21 Software Applications and
Operating Systems – Detail***

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	<p>The following NICE Engage 6. 7 components/applications are executable from a keyboard and can be discerned textually:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor 	
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	<p>The NICE Engage 6.7 Application does not disrupt or disable activated features of other products that are identified as accessibility features</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers. NICE does not knowingly disrupt or disable activated accessibility features.</p>

<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with Exceptions</p>	<p>Most UI elements in ENGAGE 6.7 provide a textual means of conveying the same information.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supported</p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supported</p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>NICE does not knowingly override user selected selections.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	
<p>(i) Color coding shall not be used as the only means of conveying</p>	<p>Supported</p>	

<p>information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supported</p>	
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>ENGAGE 6.7 does not use flashing or blinking.</p>
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.7 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor

*Section 1194.22 Web-based Internet information
and applications – Detail*

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Most non-text elements in ENGAGE 6.7 provide a textual means of conveying the same information. There are a small number that do not.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	ENGAGE 6.7 does not use multimedia
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	Most information in ENGAGE 6.7 can be conveyed without color
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	NICE does not make use of server-side image maps.

(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	NICE does not make use of client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not supported	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	This section is not applicable until it has been verified that ENGAGE 6.7 cannot be made to comply with the other provisions of section 1194.22.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with Exceptions	NICE relies on the underlying behavior of the server and client operating systems and Web browsers
(m) When a web page requires that an applet, plug-in or other application be present on the client system to	Supports with Exceptions	NICE relies on the underlying behavior of the

interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		server and client operating systems and Web browsers
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	NICE relies on the underlying behavior of the server and client operating systems and Web browsers
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	ENGAGE 6.7 does not employ timed responses

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products –

Detail

VPAT™

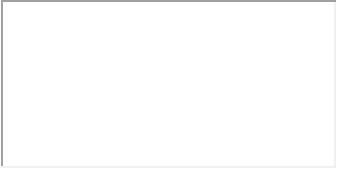
Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval,	Not applicable	ENGAGE 6.7 is not a Telecommunication product

shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	ENGAGE 6.7 is not a Telecommunication product
(j) Products that transmit or conduct information or	Not applicable	ENGAGE 6.7 is not

<p>communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		<p>a Telecommunication product</p>
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Telecommunication product</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Telecommunication product</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Telecommunication product</p>
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Telecommunication</p>

following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.



product

Section 1194.24 Video and Multi-media Products

- Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer</p>	Not applicable	ENGAGE 6.7 is not a Video and Multi-media product

equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	ENGAGE 6.7 is not a Video and Multi-media product
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	ENGAGE 6.7 is not a Video and Multi-media product
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	ENGAGE 6.7 is not a Video and Multi-media product
(e) Display or presentation	Not applicable	ENGAGE 6.7 is not a Video

of alternate text
presentation or audio
descriptions shall be user-
selectable unless
permanent.

and Multi-media product

***Section 1194.25 Self-Contained, Closed Products
- Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(d) When biometric forms of user identification or control are used, an alternative form of	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product

<p>identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Self-Contained, Closed Products product</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Self-Contained, Closed Products product</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Self-Contained, Closed Products product</p>

element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable	Not applicable	ENGAGE 6.7 is not a Self-Contained, Closed Products product

<p>controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Self-Contained, Closed Products product</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not applicable</p>	<p>ENGAGE 6.7 is not a Self-Contained, Closed Products product</p>

Section 1194.26 Desktop and Portable

Computers – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.7 is not a Desktop and Portable Computers product
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable	ENGAGE 6.7 is not a Desktop and Portable Computers product
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable	ENGAGE 6.7 is not a Desktop and Portable Computers product
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply	Not applicable	ENGAGE 6.7 is not a Desktop and Portable Computers product

with publicly available industry standards		
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Section 1194.31 Functional Performance Criteria

- Detail

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Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.7 can be used.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.7 can be used. Additionally, users of the Microsoft Windows operating systems can access Microsoft Magnifier and High Contrast Settings in the Accessibility Options to enlarge the screen display.
(c) At least one mode of operation and information retrieval that does not	Supports with Exceptions	NICE relies on the underlying behavior of the server and client

<p>require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>		<p>operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.7 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Supports with Exceptions</p>	<p>NICE relies on the underlying behavior of the server and client operating systems and Web browsers to support Assistive Technologies. Assistive Technology to access the information is available for the following ENGAGE 6.7 applications:</p> <ul style="list-style-type: none"> - System Login - Business Analyzer - NICE Player - Monitor
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Supports with Exceptions</p>	<p>Assistive Technologies compatible with the operating systems and Web browsers supported by ENGAGE 6.7 can be used.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions</p>	<p>Supports</p>	

and that is operable with limited reach and strength shall be provided.

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***Section 1194.41 Information, Documentation
and Support – Detail***

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports with Exceptions	NICE provides Web-based online help and digital documentation in PDF format to end-users. This content can be made available in alternate formats through Assistive Technologies supported by certified operating systems and Web browsers. Compliance Center is not included in the documentation.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports with Exceptions	NICE provides Web-based online help and digital documentation in PDF format to end-users. This content can be made available in alternate formats through Assistive Technologies supported by certified operating systems and Web browsers. Compliance Center is not included in the documentation.

<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports with Exceptions</p>	<p>NICE support services are provided through e-mail and telephone depending on service terms.</p>
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RedSky



May 2, 2018

Kyle Wewe
Director of Sales
ConvergeOne, Inc.
110 Wild Basin Road South
Suite 230
Austin, Texas 78746

Re: VPTA Certification

To whom it may concern:

RedSky provides software and services that route 9-1-1 calls to the appropriate emergency responders. Due to the fact that 9-1-1 calls may involve life and death matters, RedSky requires that persons who administer our software and services be fully functional with the keyboard and have visual access to our graphical user interfaces. Our software and services function in the background and are not like a transactional or customer service software application that can be adapted for VPAT/508 compliance. Due to these critical emergency response considerations, RedSky software and services are not VPAT/508 compliant.

Sincerely,

A handwritten signature in black ink, appearing to read "N. Maier", with a long horizontal flourish extending to the right.

Nick Maier
Senior Vice President
RedSky Technologies, Inc.

RSI (Resource Software International)

Request for Offer
Data Storage, Data Communications & Networking Equipment and Related
Services
DIR-TSO-TMP-422
Bid Package 5

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: April 26, 2018

Name of Product: Shadow CMS

Contact for more Information (name/phone/email):

Steve Cummings

Resource Software International Ltd.

905-576-4575 x223

scummings@telecost.com

Summary Table		
VPAT™		
Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		Comply
Section 1194.22 Web-based Internet Information and Applications		Comply
Section 1194.23 Telecommunications Products		N/A
Section 1194.24 Video and Multi-media Products		N/A
Section 1194.25 Self-Contained, Closed Products		N/A
Section 1194.26 Desktop and Portable Computers		N/A
Section 1194.31 Functional Performance Criteria		Comply
Section 1194.41 Information, Documentation and Support		Comply

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.21 Software Applications and Operating Systems – Detail

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		Comply
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		Comply
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The		Comply

focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.		Comply
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		Comply
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		Comply
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.		Comply
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Application does not use animation.	N/A
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		Comply
(j) When a product permits a user to adjust color and contrast settings, a variety of color		Comply

selections capable of producing a range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		Comply
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		Comply

[Return to the top of the page.http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local%20Settings/Temporary%20Internet%20Files/OLK42/VPAT.html)

**Section 1194.22 Web-based Internet
information and applications – Detail**

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).		Comply
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	We do not have any multimedia presentations in our solutions.	N/A
(c) Web pages shall be designed so that all information conveyed		Comply

with color is also available without color, for example from context or markup.		
(d) Documents shall be organized so they are readable without requiring an associated style sheet.		Comply
(e) Redundant text links shall be provided for each active region of a server-side image map.		N/A
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		N/A
(g) Row and column headers shall be identified for data tables.		Comply
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.		Comply
(i) Frames shall be titled with text that facilitates frame identification and navigation		Comply
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		Comply
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		Comply
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script		Comply

shall be identified with functional text that can be read by Assistive Technology.		
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).		Comply
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		Comply
(o) A method shall be provided that permits users to skip repetitive navigation links.		Comply
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		Comply

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

***Section 1194.23 Telecommunications
Products – Detail***

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		N/A
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		N/A
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		N/A
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		N/A
(e) Where provided, caller identification and similar telecommunications functions shall		N/A

<p>also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		<p>N/A</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		<p>N/a</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		<p>N/A</p>
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>		<p>N/A</p>
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove</p>		<p>N/A</p>

information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		N/A
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		N/A
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		N/A
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		N/A

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.24 Video and Multi-media
Products – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable,</p>		N/A

videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		N/A
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		N/A
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		N/A
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		N/A

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.25 Self-Contained, Closed
Products – Detail**

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		N/A
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		N/A
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		N/A
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular		

biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		N/A
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		N/A
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		N/A
(h) When a product permits a user to adjust color and contrast		N/A

<p>settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		<p>N/A</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		<p>N/A</p>
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind</p>		<p>N/A</p>

<p>the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>		<p>N/A</p>
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>		<p>N/A</p>

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		N/A
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		N/A
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		N/A
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		N/A

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.31 Functional Performance

Criteria – Detail

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		Does not Comply. We provide software reporting solutions. Customer must have some vision capabilities to utilize the product.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		Comply
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology		Comply

used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		Comply
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		Comply
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		Comply

[Return to the top of the page. http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://www.itic.org/Local Settings/Temporary Internet Files/OLK42/VPAT.html)

***Section 1194.41 Information, Documentation
and Support – Detail***

VPAT™

Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge		Comply
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		Comply
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		Comply

[Return to the top of the page.](#)



Verint

VPAT

WFO - Foundation V15.2

February 21, 2018



Table of Contents

Preface	1
VPAT for Workforce Optimization (WFO) Foundation in Version 15.2	2
1194.21 Software Applications and Operating Systems	3
1194.22 Web-based Internet information and applications	5
1194.31 Functional performance criteria	7
1194.41 Information, Documentation, and Support.....	8
Appendix I	9

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Preface

This document includes a **Voluntary Product Accessibility Template (VPAT)** for Workforce Optimization (WFO) Foundational/Core in Version 15.2 web based agent and supervisor portal within the scope defined in Appendix I.

The application has been tested with JAWS version 18.

Supporting Features (second column on VPAT)	
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").



VPAT for Workforce Optimization (WFO) Foundation in Version 15.2

Summary Table Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported	Please refer to the attached VPAT
Section 1194.22 Web-based internet information and applications	Supported	Please refer to the attached VPAT
Section 1194.23 Telecommunications Products	Not Applicable	WFM is not considered a telecommunications product according to the definition in 1194.23
Section 1194.24 Video and Multi-media Products	Not Applicable	WFM is not considered a video and multimedia product according to the definition in 1194.24
Section 1194.25 Self-Contained, Closed Products	Not Applicable	WFM is not a self-contained, closed product
Section 1194.26 Desktop and Portable Computers	Not Applicable	WFM is not a desktop or portable computer
Section 1194.31 Functional Performance Criteria	Supported	Please refer to the attached VPAT
Section 1194.41 Information, Documentation and Support	Supported	Please refer to the attached VPAT

1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks & Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Users can use a keyboard to execute all application functions using tab navigation, hot keys, arrow controls and enter/space controls
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	The application does not interact with other products. The application also is a web based application and hence does not interact directly with the operating system
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	The application provides focus indication that is available when in accessibility mode
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Identity, operation and state of user elements are available to Assistive Technology using HTML tags and labels
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	All images/controls have descriptions and aria attributes.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Text content, input cursor location and attributes are available through operating system functions. Input caret location is visible and programmatically available.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The application does not override user selected contrast and color selections and other individual display attributes set thru the operating system / browser setting as it runs within a browser to display information.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Animation is not used.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Any color coded element has textual information that represents the meaning of the color used.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The application does not permits users to adjust color and contrast settings. We utilize windows high contrast theme (IE specific)
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The application does not use flashing or blinking text, objects, or other elements
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The application allows people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly labeled / tagged so as to make them available to assistive technology. Not necessary to use assistive technology thought. You can utilize keyboard and accessibility mode

1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	A text equivalent for every non-text element is provided via such means as labels or HTML tags
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia presentation is not used.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color not used as a single discriminators. Information conveyed through the color is also available in text and assistive technologies via such means as labels or HTML tags. Tool tips are also utilized and/or JAWS will read the color
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Complies via Assistive Technology. Cascading style sheets (CSS) are required, however CSS are now well supported by assistive technology.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are identified for data tables via usage of labels/tags and logical navigation structure
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Keyboard navigation allows for drilling into nesting tables
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Frames are titled with text using HTML tags
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The application does not have blinking or flickering elements.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	All pages in the application can provide the information also as a textual information with no need for a text-only page

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	Information provided by scripts is identified with functional text that can be read by Assistive Technology via HTML tags
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	Application does provide Link or will load appropriate plug-in
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The application allow people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly labeled / tagged so as to make them available to assistive technology
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Region-based navigation is provided allowing the user to skip regions with repetitive links (like the menu navigation area) or “skip to content” as applicable) to the page content region
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Timed responses are not required

1194.31 Functional performance criteria

Criteria	Supporting Features	Remarks & Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	U The application uses text equivalents for audio cues or alerts where applicable. Audio content that is loaded into the system is excluded.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	The product uses the PC's standard audio output and the product doesn't block access to enhanced audio options.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The application supports using keyboard only navigation and selection. The application does not block keyboard accessibility features offered by the operating system (such as sticky keys)

1194.41 Information, Documentation, and Support

Criteria	Supporting Features	Remarks & Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Accessible Web-based On Line Help as well as PDF formats are provided
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	HTML as well as PDF formats are provided
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for products shall accommodate the communication needs of end-users with disabilities.



Appendix I

- a. This VPAT covers the following New(N) and Legacy(L) Foundation screens, accessible through the menu paths indicated:
 1. Navigation (N)
 2. User Management (L)
 3. Organization Management
 4. Kitchen Sink Components (sliders, progress, date pickers, forms, panels, grids and tree structures) (N)
 5. Reports > Parameters > Coaching Summary (L)
 6. Reports > Instances > Coaching Summary (L)
 7. Selectors (N)
 - a. Organization including checkboxes
 - b. Group
 - c. Employee
 - d. Combined
 8. Notifications (L)
 - a. Region Management
 - b. Workspace Title Region
 - c. Notification Detail
 9. Personal Profile (L)
 10. Organization Settings (L)
 11. Group Settings (L)
 12. Tenant Settings (N)
 13. Workspace - Dirty Form, Bread Crumbs, Title Tools (N)
 14. Widgets – Maximize, Title and Add Widget (N)
 15. Utility Pane (N)
 16. Login (N)
 17. Add language attributes (N)
 18. Send Message (L)
 19. Register User (L)

Other areas in the application (such as administration, dashboards, etc.) are not in scope of this VPAT.

VPAT

Workforce Management V15.2

February 21, 2018



Table of Contents

Preface	1
VPAT for Workforce Management Version 15.2	2
1194.21 Software Applications and Operating Systems	3
1194.22 Web-based Internet information and applications	5
1194.31 Functional performance criteria	7
1194.41 Information, Documentation, and Support.....	8
Appendix I	9

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Preface

This document includes a **Voluntary Product Accessibility Template (VPAT)** for Workforce Management (WFM) Version 15.2 web based agent and supervisor portal within the scope defined in Appendix I.

The application has been tested with JAWS version 18.

Supporting Features (second column on VPAT)	
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").



VPAT for Workforce Management Version 15.2

**Summary Table
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported	Please refer to the attached VPAT
Section 1194.22 Web-based internet information and applications	Supported	Please refer to the attached VPAT
Section 1194.23 Telecommunications Products	Not Applicable	WFM is not considered a telecommunications product according to the definition in 1194.23
Section 1194.24 Video and Multi-media Products	Not Applicable	WFM is not considered a video and multimedia product according to the definition in 1194.24
Section 1194.25 Self-Contained, Closed Products	Not Applicable	WFM is not a self-contained, closed product
Section 1194.26 Desktop and Portable Computers	Not Applicable	WFM is not a desktop or portable computer
Section 1194.31 Functional Performance Criteria	Supported	Please refer to the attached VPAT
Section 1194.41 Information, Documentation and Support	Supported	Please refer to the attached VPAT

1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks & Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Users can use a keyboard to execute all application functions using tab navigation, hot keys, arrow controls and enter/space controls
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	The application does not interact with other products. The application also is a web based application and hence does not interact directly with the operating system
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	The application provides focus indication that is available when in accessibility mode
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Identity, operation and state of user elements are available to Assistive Technology using HTML tags and labels
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	All images/controls have descriptions and aria attributes.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Text content, input cursor location and attributes are available through operating system functions. Input caret location is visible and programmatically available.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The application does not override user selected contrast and color selections and other individual display attributes set thru the operating system / browser setting as it runs within a browser to display information.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Animation is not used.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Any color coded element has textual information that represents the meaning of the color used.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The application does not permits users to adjust color and contrast settings. We utilize windows high contrast theme (IE specific)
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The application does not use flashing or blinking text, objects, or other elements
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The application allows people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly labeled / tagged so as to make them available to assistive technology. Not necessary to use assistive technology thought. You can utilize keyboard and accessibility mode

1194.22 Web-based Internet information and applications		
Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	A text equivalent for every non-text element is provided via such means as labels or HTML tags
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia presentation is not used.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color not used as a single discriminators. Information conveyed through the color is also available in text and assistive technologies via such means as labels or HTML tags. Tool tips are also utilized and/or JAWS will read the color
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Complies via Assistive Technology. Cascading style sheets (CSS) are required, however CSS are now well supported by assistive technology.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are identified for data tables via usage of labels/tags and logical navigation structure
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Keyboard navigation allows for drilling into nesting tables
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Frames are titled with text using HTML tags
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The application does not have blinking or flickering elements.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	All pages in the application can provide the information also as a textual information with no need for a text-only page

(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	Information provided by scripts is identified with functional text that can be read by Assistive Technology via HTML tags
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	Application does provide Link or will load appropriate plug-in
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The application allow people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly labeled / tagged so as to make them available to assistive technology
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Region-based navigation is provided allowing the user to skip regions with repetitive links (like the menu navigation area) or “skip to content” as applicable) to the page content region
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Timed responses are not required

1194.31 Functional performance criteria		
Criteria	Supporting Features	Remarks & Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	U The application uses text equivalents for audio cues or alerts where applicable. Audio content that is loaded into the system is excluded.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	The product uses the PC's standard audio output and the product doesn't block access to enhanced audio options.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The application supports using keyboard only navigation and selection. The application does not block keyboard accessibility features offered by the operating system (such as sticky keys)

1194.41 Information, Documentation, and Support

Criteria	Supporting Features	Remarks & Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Accessible Web-based On Line Help as well as PDF formats are provided
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	HTML as well as PDF formats are provided
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for products shall accommodate the communication needs of end-users with disabilities.



Appendix I

a. This VPAT covers the following WFM screens, accessible through the menu paths indicated:

1. My Home>My Information>Schedule Preferences
2. My Home>My Schedule>Summary
3. My Home>My Schedule>Personal
4. My Home>My Schedule>Group
5. My Home>My Requests>My Requests
6. My Home>My Requests>My Time Off Calendar
7. My Home>My Requests>My Time Off Report
8. My Home>My Requests>Swap Board
9. My Home>My Requests>My Bid Option
10. My Home>My Requests>Policies
11. My Home>My Time>Schedule
12. My Home>My Time>Time Record
13. My Home>My Time>Log History
14. My Home>My Time>My Adherence
15. My Home>My Tracking>Volume Entry
16. My Home>My Tracking>Volume History
17. Request Management>Request Management>Employee Requests
18. Request Management>Request Management>Time Off Calendar
19. Tracking>Roster>Schedule
20. Tracking>Roster>Time Summary
21. Tracking>Adherence>Quick View
22. Tracking>Adherence>Adherence
23. Tracking>Adherence>Day Details
24. Tracking>Tasks>Volume
25. Tracking>Tasks>History

Other areas in the application (such as administration, dashboards, etc.) are not in scope of this VPAT.

b. The following areas in WFM are excluded from this VPAT:

- Administrator features, such as System Management, System Monitoring, and Integration Management
- Workforce planner features, such as Organization Management, Work Administration, Dashboards, and Forecasting & Scheduling

VPAT

Quality Management V15.2

Rev D.

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Contents

Preface.....	1
VPAT for Quality Management Version 15.2.....	2
1194.21 Software Applications and Operating Systems	3
1194.22 Web-based Internet information and applications.....	5
1194.31 Functional performance criteria	8
1194.41 Information, Documentation, and Support	10
Appendix I	11



Preface

This document includes a **Voluntary Product Accessibility Template** (VPAT) for Verint Workforce Optimization Quality Management (QM) Version 15.2 within the scope defined in Appendix I

VPAT for Quality Management Version 15.2

Summary Table Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks/explanations
Section 1194.21 Software Applications and Operating Systems	Supports	Please refer to the attached VPAT
Section 1194.22 Web-based internet information and applications	Supports	Please refer to the attached VPAT
Section 1194.23 Telecommunications Products	Not Applicable	QM is not a telecommunications product
Section 1194.24 Video and Multi-media Products	Not Applicable	QM is not a video and multimedia product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	QM is not a self-contained, closed product
Section 1194.26 Desktop and Portable Computers	Not Applicable	QM is not a desktop or portable computer
Section 1194.31 Functional Performance Criteria	Supports	Please refer to the attached VPAT
Section 1194.41 Information, Documentation and Support	Supports	Please refer to the attached VPAT

1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks/Explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Users can use a keyboard to execute all application functions using tab navigation, hot keys, arrow controls and enter/space controls
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	The application does not interact with other products. The application also is a web based application and hence does not interact directly with the operating system
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	The application provides focus indication that is available to Assistive Technology
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Identity, operation and state of user elements are available to Assistive Technology using HTML tags and labels.
(e) When bitmap images are used to identify controls, status indicators, or	Supports	Images meaning is consistent thru the application performance

other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.		
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Text content, input cursor location and attributes are available through operating system functions. Input caret location is visible and programmatically available.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The application does not override user selected contrast and color selections and other individual display attributes set thru the operating system / browser setting as it runs within a browser to display information.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	Animation is not used.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Any color coded element has textual information that represents the meaning of the color used.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The application does not permits a user to adjust color and contrast settings
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	The application does not use flashing or blinking text, objects, or other elements
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and	Supports	The application allow people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly

submission of the form, including all directions and cues.		labeled / tagged so as to make them available to assistive technology
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1194.22 Web-based Internet information and applications		
Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Support	A text equivalent for every non-text element is provided via such means as labels or HTML tags
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The application does not include multi- media presentations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color not used as a single discriminators. Information conveyed through the color is also available in text and assistive technologies via such means as labels or HTML tags
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Complies via Assistive Technology. Cascading style sheets (CSS) are required, however CSSs are now well supported by assistive technology.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Server-side image maps are not used
(g) Row and column headers shall be identified for data tables.	Supports	Row and column headers are identified for data tables via usage of labels/tags and logical navigation structure
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	Keyboard navigation allows for drilling into nesting tables

(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Frames are titled with text using HTML tags
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	The application does not have blinking or flickering elements.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	All pages in the application can provide the information also as a textual information with no need for a text-only page
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	Information provided by scripts is identified with functional text that can be read by Assistive Technology via HTML tags
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports	Application does provide Link or will load appropriate plug-in that complies with §1194.21(a) through (l)..
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The application allow people using assistive technology to access all fields and functionality of the form by making sure form fields and interactive elements are properly labeled / tagged so as to make them available to assistive technology
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Region-based navigation is provided allowing the user to skip regions with repetitive links (like the menu navigation area) or “skip to content” (as applicable) to the page content region

(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Timed responses are not required
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1194.31 Functional performance criteria		
Criteria	Supporting Features	Remarks & Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	The application supports the use of assistive technology via use of HTML tags and attributes
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	The application uses text equivalents for audio cues or alerts where applicable. Audio content that is loaded into the system is excluded
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	The product uses the PC's standard audio output and the product doesn't block access to enhanced audio options.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is	Supports	The application supports using keyboard only navigation and selection. The application does not block keyboard accessibility features

operable with limited reach and strength shall be provided.		offered by the operating system (such as sticky keys)
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1194.41 Information, Documentation, and Support		
Criteria	Supporting Features	Remarks & Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Accessible Web-based On Line Help as well as PDF formats are provided
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	The documentation provided covers also the accessibility features.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services for products shall accommodate the communication needs of end-users with disabilities.

Appendix I

1. This VPAT covers the following screens :
 - 1.1 Interactions 1st level menu
 - 1) Real Time->Monitor Extension
 - 2) Folders->Inbox, flags
 - 3) Search
 - 4) Search results
 - 5) Interaction review (and evaluation) workspace, including playback
 - 6) Evaluate
2. The application supports accessibility for agent and supervisor roles. Other roles (Such as Administrators and Analysts) are not supported.
3. The application was tested with JAWS V18 and IE11
4. The following areas in QM are excluded from this VPAT:

Analytical reporting – This function is used by analysts. Ad hoc or custom reporting can alternatively be used

Transcription widget – This widget is excluded as it is part of speech analytics.

The played back audio waveform and related indications are not readable thru AT. Users can still use the player thru assistive technology and using keyboard only.

The monitor by employee dashboard is excluded. Alternatively users can monitor by extension.

The Employee quickview widget is excluded. Alternatively users can navigate to scorecards, coaching, or eLearning to view the same information

The WFO dashboard is excluded. Users can access specific interactions reports thru the reports module.

The text widget (used to present chat communications) is excluded as it is part of text analytics

In On Line Help there is no option to skip the topics directly to the content area

5. The application needs to operate in the accessibility mode



West Safety Services, Inc.

VPAT™

Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: 12/23/15

Name of Product: Intrado Emergency Gateway

Contact for more Information (name/phone/email): ??Product??

Summary Table

VPAT™

Voluntary Product Accessibility Template®

<i>Criteria</i>	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems		
Section 1194.22 Web-based Internet Information and Applications	Emergency Gateway Appliance - Web Administrative interface	
Section 1194.23 Telecommunications Products		
Section 1194.24 Video and Multi-media Products		
Section 1194.25 Self-Contained, Closed Products		
Section 1194.26 Desktop and Portable Computers		
Section 1194.31 Functional Performance Criteria		
Section 1194.41 Information, Documentation and Support		

[Return to the top of the page..././././././Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

**Section 1194.21 Software Applications and
Operating Systems – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.		
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(d) Sufficient information about a		

<p>user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>		
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>		
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>		
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>		
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>		
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>		
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and</p>		

lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		

[Return to the top of the page.../Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

Section 1194.22 Web-based Internet information and applications – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports - Emergency Gateway Interface	Not all fields on the Emergency Gateway interface contain the element context.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	N/A
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions - Emergency Gateway Interface	Not all controls contain the element context however, there are no specific color-coded controls on the

		interface.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports - Emergency Gateway Interface	All Interfaces are displayed using standard web interfaces which do not require associated style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	N/A – no image maps in product
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	N/A - no image maps are used in the current product
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions – Emergency Gateway Interface	Not all column headers are identified in the Emergency Gateway Interface.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports with Exceptions - Emergency Gateway Interface	Not all cells and headers are identified in the interface
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	N/A – there are no frames in the interface
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports - Emergency Gateway Interface	There are no specific pieces of the Emergency Gateway Interface which controls this nor would be impacted.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply	Does Not Support - Emergency Gateway Interface	There are no text-only pages only the

with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		standard administrative interface.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports - Emergency Gateway Interface	The Emergency Gateway uses standard javascript and ajax to render the HTML pages containing all interface elements.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports - Emergency Gateway Interface	No plugins, applets or any additional pieces are required to access the Emergency Gateway Interface.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions - Emergency Gateway Interface	Not all fields and form elements contain the element context
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions - Emergency Gateway Interface	Not all pages on the interface have a way to skip past the navigation links which make up the tabbed navigation header of the interface.
(p) When a timed response is	Supports - Emergency	There are no

required, the user shall be alerted and given sufficient time to indicate more time is required.	Gateway Interface	timed responses in the interface.
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

[Return to the top of the page. .../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.23 Telecommunications Products

– Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and		

<p>interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>		
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>		
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>		
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>		
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level</p>		

<p>that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>		
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>		
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle</p>		

controls or keys shall be visually discernible, and discernible either through touch or sound.		
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[Return to the top of the page. ../../../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.24 Video and Multi-media

Products – Detail

VPAT™

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Criteria	Supporting Features	Remarks and explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with</p>		

<p>display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>		
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>		
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>		
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be</p>		

user-selectable unless permanent.

[Return to the top of the page. .../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

Section 1194.25 Self-Contained, Closed Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an		

<p>alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>		
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) 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>(h) When a product</p>		

<p>permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the</p>		

height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		

[Return to the top of the page. ../../../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.26 Desktop and Portable
Computers – Detail**

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Criteria	Supporting Features	Remarks and
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		explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

[Return to the top of the page. ../../../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](#)

Section 1194.31 Functional Performance

Criteria – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.		
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.		
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.		

[Return to the top of the page. ../../../../Local Settings/Temporary Internet Files/OLK42/VPAT.html](http://.../Local Settings/Temporary Internet Files/OLK42/VPAT.html)

**Section 1194.41 Information, Documentation
and Support – Detail**

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Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge		
(b) End-users shall have access to a description of the accessibility and		

compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.		

[Return to the top of the page.](#)