**Date:**  October 7, 2013 **Name of Product:** Cisco Call Manager Express (CME), version 9.0 **Contact for more information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

(This must be updated based on your test bed): The following testing was done on a Windows 7 with Freedom Scientific’s JAWs screen reader v14, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

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| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| Section 1194.21 Software Applications and Operating Systems | Not Applicable | Does not apply to telephone user interfaces. |
| Section 1194.22 Web-based internet information and applications | Included | CME has a web-based Admin and User Interfaces which were independently tested. This product leverages a command line interface (CLI) which is inherently 508 conformant because its text based and relies on keyboard for navigation. All function of the user and admin web-based application can be configured and monitored through the CLI. |
| W3C WCAG 2.0 Level “A” Checkpoints | Included |  |
| Section 1194.23 Telecommunications Products | Not Applicable | There are no Video or Multi-media files implemented in this product. |
| Section 1194.24 Video and Multi-media Products | Not Applicable |  |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | This is not a desktop or portable computer. |
| Section 1194.26 Desktop and Portable Computers | Not Applicable |  |
| Section 1194.31 Functional Performance Criteria | Included |  |
| Section 1194.41 Information, Documentation and Support | Included | Does not apply to telephone user interfaces. |

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

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| **508 Clause** | **Criteria** | **Status** | **Remarks and Explanations** |
| 1194.22(a) | A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Does Not Support | Many Instances of images that do not have an alt tag. |
| 1194.22(b) | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | No instances of multimedia. |
| 1194.22(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 | Information is not conveyed with color, it is exported to Excel spreadsheet for call records |
| 1194.22(d) | Documents shall be organized so they are readable without requiring an associated style sheet. | Supports with Exceptions | Most of the interface elements change through IE’s Text Size option and enabling IE’s Internet Tools Accessibility options: ignore specified color, font colors, and font size on Web pages.  The CSS class button (class=button) does not allow users to change the font or text size on buttons. Example is in Configure > System Parameters. |
| 1194.22(e) | Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable |  |
| 1194.22(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 |  |
| 1194.22(g) | Row and column headers shall be identified for data tables. | Does Not Support | Several instances where data tables and the column headers are not using the tag to denote a column header. Example: Configure > Phones.> Data Table that lists available phones.  Another example is in the data table in Change Phone popup window. |
| 1194.22(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 | No instances were found in the Admin. More testing is needed to validate. |
| 1194.22(i) | Frames shall be titled with text that facilitates frame identification and navigation. | Does not Support | Frames do not use the title tag and the names for frames do not depict the meaning correctly:  banner  dispframe |
| 1194.22(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 | No such pages exist. |
| 1194.22(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. | Does Not Support | No test only page is provided. |
| 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. | Does not Support | JavaScript implementation of the navigation does not provide keyboard navigation or identification to assistive technology, e.g. JAWs screen reader, to the flyout menus under each navigation item.  For example: Configure and the submenu items >  - Extensions  - Phones  - System Parameters |
| 1194.22(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 | No applets found in product. CME has built in web server which can be accessed by internet Explorer 6.0 or 7.0. It is not an applet or plug-in. |
| 1194.22(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 Electronic Forms are designed in such that most field elements are accessed by Screen Readers and keyboard navigations while preserving the functionality required for completion and submission of the form. |
| 1194.22(o) | A method shall be provided that permits users to skip repetitive navigation links. | Does Not Support | See 1194.22(i) |
| 1194.22(p) | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Supports | The telephone user interface prompts the user for more information if they haven’t responded within a given time period. It also provides the end user the ability to set the number of times that the menu will be replayed to wait for user input. |

### W3C WCAG 2.0 Level “A” Checkpoints – Detail

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| **Checkpoint** | **Description** | **Status** | **Remarks and Explanations** |
| 1.1.1 | Non text content | Supports with Exceptions | Some images are missing ALT attribute. |
| 1.2.1 | Audio-only and Video-only (Prerecorded) | Not Applicable |  |
| 1.2.2 | Captions (Prerecorded) | Not Applicable |  |
| 1.2.3 | Audio Description or Media Alternative (Prerecorded) | Not Applicable |  |
| 1.3.1 | Info and Relationships | Supports with Exceptions | Some form elements and data tables are not fully supported with screen reader software. |
| 1.3.2 | Meaningful Sequence | Supports with Exceptions | Some pages are not fully support keyboard and screen reader users. |
| 1.3.3 | Sensory Characteristics | Not Applicable |  |
| 1.4.1 | Use of Color | Supports |  |
| 1.4.2 | Audio Control | Supports |  |
| 1.4.3 | Contrast | Supports |  |
| 2.1.1 | Keyboard | Supports with Exceptions | Some pages are not fully support keyboard and screen reader users. The media player applet is not accessible. |
| 2.1.2 | No Keyboard Trap | Supports |  |
| 2.2.1 | Timing Adjustable | Supports |  |
| 2.2.2 | Pause, Stop, Hide | Not Applicable |  |
| 2.3.1 | Three Flashes or Below Threshold | Supports |  |
| 2.4.1 | Bypass Blocks | Does Not Support | The site does not have skip to content navigation and missing frame title. |
| 2.4.2 | Page Titled | Supports |  |
| 2.4.3 | Focus Order | Supports with Exceptions | Some pages do not have a logical focus order. |
| 2.4.4 | Link Purpose (In Context) | Supports |  |
| 3.1.1 | Language of Page | Supports with Exceptions | The main page is missing LANG attribute. |
| 3.2.1 | On Focus | Supports |  |
| 3.2.2 | On Input | Supports |  |
| 3.3.1 | Error Identification | Supports with Exceptions | The login page's error identification does not support screen reader users. |
| 3.3.2 | Labels or Instructions | Supports with Exceptions | Some pages are missing required field labels and instruction. |
| 4.1.1 | Parsing | Supports with Exceptions | Some pages are missing DOCTYPE. Some pages do not have a unique ID. |
| 4.1.2 | Name, Role, Value | Supports with Exceptions | The navigation menu does not have Name and Role. |

**Section 1194.31: Functional Performance Criteria – Detail**

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| **508 Clause** | **Criteria** | **Supporting Features** | **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 |  |
| 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 with Exceptions |  |
| 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 |  |
| 1194.31(d) | Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Supports |  |
| 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 |  |
| 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. | Supports with Exceptions |  |

### Section 1194.41: Information, Documentation and Support - Detail

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| **508 Clause** | **Criteria** | **Supporting Features** | **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 | Accessible documentation is available through Cisco TAC 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 | Accessible documentation is available through Cisco TAC upon request. |
| 1194.41(c) | Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | Cisco conforms through equal facilitation.  Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form.   All cases open through email or web are opened as Priority 3 cases.   All Priority 1 or Priority 2 case can only be opened via the telephone.  TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |