



# Cisco Unity Connection Administration Application Accessibility Notes (for JAWS Accessibility)

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The JAWS for Windows screen reader is an application that is used to assist blind or low vision users in navigating a web interface. It uses an internal software speech synthesizer and the computer sound card to read aloud information from the screen.<sup>1</sup>

See the following sections for detailed information on using the JAWS reader with Cisco Unity Connection Administration:

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## Cisco Unity Connection Navigation Overview

To navigate Cisco Unity Connection, the user selects options from a list in a “tree control” Navigation frame. Depending on the option selected, a specific form or report is activated. For forms, the user enters applicable information and submits it; depending on the responses, additional form areas may appear after the information is submitted.

1. The information in this document is accurate for testing done with JAWS 7.0 for Windows and Internet Explorer 6.0 on 2/21/06, with supplemental testing on 3/8/06 and 5/16/06.



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- The Navigation frame (JAWS may refer to this as the “tree” frame)—This frame contains the primary navigation mechanism, presented as a multi-level tree control. The Navigation frame, which is organized like an outline, appears on the left side of the screen. Users can expand levels so that additional options appear, or collapse them so that they do not have to navigate options that are unneeded.

The Page Header frame, which contains the Connection menu bar.

The Content frame.

Within the tree control, there are multiple levels:

Drawers—used to show or hide entire tree structures. Above the tree control is a Cisco Unity Connection drawer. Sighted users will note that there is an arrow to the left of this drawer; JAWS users will hear this arrow as “Expand Unity Connection” or “Collapse Unity Connection.” Activating the arrow will show or hide the Connection tree.

Nodes—the primary levels of the structure, which can be expanded to show two types of additional options: subnodes and leaves. Each node can expand to have multiple subnodes and multiple leaves. When you first open Connection and read the Navigation frame, you will see or hear a list of the following ten nodes:

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- Distribution Lists
- Call Management
- System Settings
- Tools
- Telephony Integrations
- Monitoring and Reports

Subnodes—can be activated in the same way that nodes are activated. Activating subnodes generates a list of leaves.

Leaves—the last level of a node, which cannot be expanded. Leaves are used to change what is displayed in the Content frame. In most cases, activating a highlighted node (by clicking the node name or by pressing Enter) will produce a list of one or more leaves. In some cases, nodes and leaves will have the same name. For example, under the “Users” node there is a single leaf, also called “Users.”

The Content frame—contains forms or reports, as specified by the current leaf selection. Each page of content presented in this frame can have additional links or buttons to carry out context-sensitive navigation or actions. The Content frame appears on the right side of the screen.

## Navigating Among Frames

the F6 key for keyboard navigation among frames.

In JAWS, pressing Insert–F9 will bring up a separate window that lists all of the frames on the page; pressing Insert–F1 will provide a page summary.

## Navigating the Tree Control



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**Note**

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**Tip**

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To quickly move focus to the Navigation frame, press Control–Home to return to the Header frame, and then press M once or F6 three times.

Each time you log on to Cisco Unity Connection Administration, the session will start with the tree control showing only the ten collapsed nodes. Each time a node or subnode is expanded, it will expand only one level. As nodes and subnodes are expanded, the expansion state is retained for the remainder of the session. If a fully expanded tree is collapsed from the root node, and then expanded again from the root node, the complete tree is fully expanded again. If the tree was only partially expanded before collapsing from the root node, then expanding it again will show the tree in the same partially expanded state.

Note that if you are navigating only within the tree control during a session, your actions within the tree control do not reset the session expiration timer, which means that the session may time out when you do not expect it to. Actions such as following a link, pressing a button, or selecting a tree node must be performed to reset the session expiration timer.

## Navigating Content Frames

Within a Content frame, use standard JAWS commands for navigating. For example, press Tab to move down the page, and press Shift–Tab to move up the page.

## Obtaining Status for a Content Frame




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**Note**

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## Navigating the Connection Menu Bar

- Pressing F12 routes the visual focus to the Connection menu bar, then pressing Insert+Num Pad Minus routes the JAWS focus to the Connection menu bar. (Pressing the Alt key may also result in the same behavior, as may pressing the Tab key until the first menu opens).
- When the focus is on the Connection menu bar, pressing the Tab key moves the focus over each menu from left to right along the menu bar, including the items contained within each menu. For example, pressing the Tab key from the Search Users page will move the focus over the following menus, in this order:
  - 1.
  - 2.
  - 3.
  - 4.
  - 5.
  - 6.

- 7.
- 8.
- 9.
- 10.

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# Summary of JAWS Hints and Keyboard Commands for Use with Cisco Unity Connection

## Navigation Frame

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## Dynamic Forms and Page Reloading

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## Useful Key Commands

### Windows Commands

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### JAWS Commands

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## Notable Behavior

- **For installations with Windows 2000 as an operating system, and using a Firefox 1.5 browser to navigate Cisco Unity Connection Administration**

When using Windows 2000 and Firefox 1.5, when the user changes the selection for a field that includes a drop-down list, JAWS does not announce the new selection.

Workaround—use either Windows 2003 or Windows XP as an operating system, and use Internet Explorer 6, SP1 as a browser.

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