



Inclusive Technologies
Temper Complex
37 Miriam Drive
Matawan, NJ 07747
732.441.0831

January 8, 2004

Accessibility Evaluation of Cisco Systems' Unity Voicemail and CallManager

This document is a report from Inclusive Technologies on the accessibility of the Unity voicemail and CallManager products. We base our assessment of accessibility on Section 508 of the Rehabilitation Act, Section 255 of the telecommunications act and how these products could actually be used by people with disabilities, including their assistive technologies and software adjuncts available to them through Cisco.

Executive Summary

In testing usability, Section 255 and Section 508 conformance, we found the products to be **highly accessible**. In many places their accessibility exceeds regulatory requirements and meets the needs of users with disabilities to an unprecedented level. The attention to details such as TTY message handling speaks well of the company's commitment and allocation of resources. Moreover, Cisco's accessibility strategy enables its third-party software partners to add accessibility value; IP blue responded with a softphone that is screen-reader compatible, and also has its own speech interface, adding new options for blind users.

We are convinced that these products provide suitable and sufficient accessibility features for each disability category. There are a few accessibility barriers remaining; for most of these there are identified workarounds. This fact, plus the appropriate reliance on assistive technologies and third-party solutions, should motivate Cisco to provide its customers and end users with all the necessary documentation for configuration and use.

Methodology

We tested these products in two separate sessions in October and December 2003. Some of the tests were for Section 255 and Section 508 compliance; others were for general usability/accessibility without reference to any regulations. Many of the tests were based on a list of tasks identical to those in usability testing, such as "Transfer the incoming call to a colleague". We examined how people with different disabilities would perform each task. Specifically we looked at the following disabilities: low vision, blind, TTY users, hard of hearing and dexterity impairments.

Cisco staff had already performed TTY and hearing aid compatibility tests; we did not duplicate these. However, we did review the testing methodology of these areas and we

approve of their procedures. Also, we reviewed the TTY test results and found them within the standards currently in use.

Products Tested: Cisco Unity v. 4.0(2.22); Cisco CallManager 3.3(3); IP blue Softphone v. 2.8

Conclusion

Using the accessibility features built into these Cisco products, computer operating system features, assistive technologies, or Cisco partner software, virtually all people with disabilities could perform virtually all of the functions these products offer: placing and receiving calls; retrieving call history and directory information; and sending, receiving, and administering voice messaging.

The range of options provided by these solutions will allow people with disabilities to access all of the features they need to become effective users of Cisco-based telecom networks. Cisco deserves to be congratulated on its commitment and thoroughness. Customers and end users should be provided with full documentation of all the available solutions and how to make them work.