

Date: February 28, 2018

Name of Product: Cisco Wireless LAN Controller: 2200 Series, 2500 Series, 3500 Series, 4000 Series, 5500 Series, 7500 Series, 8500 Series, WISM2 and vWLC Wireless LAN Controllers.

Contact for more information: accessibility@cisco.com

The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v17, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Included	The CLI is inherently 508 conformant because its text based and relies on keyboard for navigation. All functions of the hardware can be configured and monitor through the CLI.
Section 1194.22 Web-based internet information and applications	Not Applicable	
W3C WCAG 2.0 Checkpoints	Not Applicable	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Applicable	
Section 1194.25 Self-Contained, Closed Products	Included	The physical hardware is classified as "back office" equipment per 1194.3(f)
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

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Version of the Product

All Wireless LAN Controller hardware are considered exempt from Section 508 because of the 1194.3(f) Back Office Exemption Clause. Products located in spaces frequented only by service personnel for maintenance, repair, or occasional monitoring of equipment are not required to be compliant with section 508. The follow physical hardware products are considered back office equipment: Cisco Wireless LAN Controller: 2200 Series, 2500 Series, 3500 Series, 4000 Series, 5500 Series, 7500 Series, 8500 Series, WISM2 and vWLC Wireless LAN Controllers..

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Section 1194.21: Software Applications and Operating Systems – Detail

Clause	Criteria	Status	Remarks and Explanations
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.	Supports	CLI provides keyboard access.
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.	Supports	CLI provides keyboard access.
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.	Supports	CLI provides initial/keyboard focus.
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.	Supports	CLI is text based.
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.	Not Applicable	No images or graphical elements in the CLI

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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.	Supports	CLI is text based.
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Dependent application used to access CLI.
1194.21(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	No animations in the CLI
1194.21(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	Application is text based and color is not used.
1194.21(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.	Supports	Application is text based and color and contrast are determined by CLI.
1194.21(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	No instances of flashing or blinking within the danger range of 2Hz and 55Hz.
1194.21(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	Not instances of electronic forms.

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Section 1194.25: Self-Contained, Closed Products – Detail

Clause	Criteria	Status	Remarks and Explanations
1194.25(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.	Support	User with computers can connect to the Controller either via CLI.
1194.25(b)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	No instances of required timed responses.
1194.25(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	
1194.25(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.	Not Applicable	No instances of biometric forms of user identification or control.
1194.25(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 any time.	Not Applicable	No instances of audio or listening features.
1194.25(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	No instances of audio or listening features.

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1194.25(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.	Supports	The product use green led lights with blinking/flashing indicators. See 1194.25(j) for more information on the blinking/flashing instances.
1194.25(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	No instances of color or contrast settings.
1194.25(i)	Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Led lights blink during different states, but the blinking occurs in less than 1% of the physical layout of the device.
1194.25(j1)	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.	Supports	This device is intended to be rack mounted. The dependency on meeting this requirement is the location in which the switch is placed in the rack.
1194.25(j2)	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.	Supports	This device is intended to be rack mounted. The dependency on meeting this requirement is the location in which the switch is placed in the rack.

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1194.25(j3)	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.	Supports	This device is intended to be rack mounted. The dependency on meeting this requirement is the location in which the switch is placed in the rack.
1194.25(j4)	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.	Supports	This device is intended to be rack mounted. The dependency on meeting this requirement is the location in which the switch is placed in the rack.

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Section 1194.31: Functional Performance Criteria – Detail

Clause	Criteria	Status	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.	Support when combined with Compatible Assistive Technology	Product has command line interface (CLI) that permits complete control over configuration which is fully compatible with screen reader technology.
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	Text-based product and is dependent on the application that is used to access the CLI.
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	No audio features in product.
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	No audio features in product.
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	Text-based product and does not require speech.
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	Product has command line interface (CLI) that permits complete control over configuration through keyboard.

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Section 1194.41: Information, Documentation and Support - Detail

Clause	Criteria	Status	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.

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Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
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. Please document the exception in the "Remarks and Explanations" column.
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. Please document the exception in the "Remarks and Explanations" column.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. 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). Please document the exception in the "Remarks and Explanations" column.
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product. For example, many web applications don't have video content the "Not Applicable" can be used. Please state "The application does not have any video content" in the "Remarks and Explanations" column. Please document the reason in the "Remarks and Explanations" column.

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