

Cisco Accessibility Conformance Report VPAT® Version 2.1

Name of Product/Version: Cisco Jabber for Windows v11.9

Product Description: Cisco Jabber simplifies communication and enhances productivity by unifying presence, instant messaging, video, voice messaging, desktop sharing, and conferencing capabilities into a secure easy-to-use app.

Date: September 19, 2018

Contact Information: accessibility@cisco.com

Evaluation Method Used: The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included In Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web application	Not Applicable	
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Included	
W3C WCAG 2.0 Level A and AA for Software application	Included	
Section 508 Chapter 5: Software	Included	
W3C WCAG 2.0 Level A and AA for Documentation	Included	Portal: is a shared website with other product's documentation. Content: is web pages that include specific information for this product.
Section 508 Chapter 6: Support Documentation and Services	Included	

JAWS scripting and NVDA scripting are provided by Cisco at no charge. Contact the Cisco Accessibility team accessibility@cisco.com for scripts and supporting documentation.

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Section 508 Chapter 3: Functional Performance Criteria – Detail

Criteria	Description	Status	Remarks and Explanations
302.1	Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exceptions	The product does not fully support users without vision, please see “Section 508 Chapter 5: Software” table for more details.
302.2	With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with Exceptions	The product does not fully support users with limited vision, please see “Section 508 Chapter 5: Software” table for more details.
302.3	Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports with Exceptions	The product does not fully support users without perception of color, please see “Section 508 Chapter 5: Software” table for more details.
302.4	Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	
302.5	With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6	Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7	With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports with Exceptions	The product does not fully support users with limited manipulation, please see “Section 508 Chapter 5: Software” table for more details.
302.8	With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9	With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exceptions	Support for users with limited language, cognitive, and learning abilities is vary and depends on the user’s experience.

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Section 508 Chapter 4: Hardware – Detail

Criteria	Description	Status	Remarks and Explanations
402	Closed Functionality	Not Applicable	This product is not a hardware product.
402.1	General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.	Not Applicable	
402.2	Speech-Output Enabled. ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.	Not Applicable	
402.2.1	Information Displayed On-Screen. Speech output shall be provided for all information displayed on-screen.	Not Applicable	
402.2.2	Transactional Outputs. Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	
402.2.3	Speech Delivery Type and Coordination. Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Not Applicable	
402.2.4	User Control. Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Not Applicable	
402.2.5	Braille Instructions. Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1	Not Applicable	

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402.3	Volume. ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3. EXCEPTION: ICT conforming to 412.2 shall not be required to conform to 402.3.	Not Applicable	
402.3.1	Private Listening. Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
402.3.2	Non-private Listening. Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
402.4	Characters on Display Screens. At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	Not Applicable	
402.5	Characters on Variable Message Signs. Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	
403	Biometrics	Not Applicable	This product does not use biometrics.
403.1	General. Where provided, biometrics shall not be the only means for user identification or control.	Not Applicable	
404	Preservation of Information Provided for Accessibility	Supports	

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404.1	General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	
405	Privacy	Not Applicable	This product is not a hardware product.
405.1	General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Not Applicable	
406	Standard Connections	Not Applicable	This product is not a hardware product.
406.1	General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Not Applicable	
407	Operable Parts	Not Applicable	This product is not a hardware product.
407.1	General. Where provided, operable parts used in the normal operation of ICT shall conform to 407.	Not Applicable	
407.2	Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Not Applicable	
407.3.1	Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	Not Applicable	
407.3.2	Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys.	Not Applicable	
407.3.3	Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad	Not Applicable	

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	layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161		
407.4	Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not Applicable	
407.5	Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not Applicable	
407.6	Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Not Applicable	
407.7	Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not Applicable	
407.8	Reach Height and Depth. At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type.	Not Applicable	
407.8.1	Vertical Reference Plane. Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not Applicable	
407.8.1.1	Vertical Plane for Side Reach. Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not Applicable	

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407.8.1.2	Vertical Plane for Forward Reach. Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not Applicable	
407.8.2	Side Reach. Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not Applicable	
407.8.2.1	Unobstructed Side Reach. Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable	
407.8.2.2	Obstructed Side Reach. Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.	Not Applicable	
407.8.3	Forward Reach. Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	Not Applicable	
407.8.3.1	Unobstructed Forward Reach. Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	Not Applicable	

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407.8.3.2	Obstructed Forward Reach. Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	Not Applicable	
407.8.3.2.1	Operable Part Height for ICT with Obstructed Forward Reach. The height of the operable part shall conform to - For operable part height of 48 inches (1220 mm) maximum, reach depth is Less than 20 inches (510 mm) - For operable part height of 44 inches (1120 mm) maximum, reach depth is 20 inches (510 mm) to 25 inches (635 mm)	Not Applicable	
407.8.3.2.2	Knee and Toe Space under ICT with Obstructed Forward Reach. Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.	Not Applicable	
408	Display Screens	Not Applicable	This product is not a hardware product.
408.1	General. Where provided, display screens shall conform to 408.	Not Applicable	
408.2	Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not Applicable	
408.3	Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.	Not Applicable	
409	Status Indicators	Not Applicable	This product is not a hardware product.
409.1	General. Where provided, status indicators shall be discernible visually and by touch or sound.	Not Applicable	
410	Color Coding	Not Applicable	This product is not a hardware product.

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410.1	General. Where provided, 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	
411	Audible Signals	Not Applicable	This product is not a hardware product.
411.1	General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response.	Not Applicable	
412	ICT with Two-Way Voice Communication	Supports With Exceptions	For exceptions, see the clauses 412.1, 412.6.
412.1	General. ICT that provides two-way voice communication shall conform to 412.	Supports With Exceptions	
412.2	Volume Gain. ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.	Not Applicable	This product is not a hardware product.
412.2.1	Volume Gain for Wireline Telephones. Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not Applicable	This product is not a hardware product.
412.2.2	Volume Gain for Non-Wireline ICT. A method for increasing volume shall be provided for non-wireline ICT.	Not Applicable	This product is not a hardware product.
412.3	Interference Reduction and Magnetic Coupling. Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.	Not Applicable	This product is not a hardware product.
412.3.1	Wireless Handsets. ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011	Not Applicable	This product is not a hardware product.
412.3.2	Wireline Handsets. ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B	Not Applicable	This product is not a hardware product.
412.4	Digital Encoding of Speech. ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716	Supports	

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412.5	Real-Time Text Functionality	Not Applicable	Reserved for future.
412.6	Caller ID. Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Supports With Exceptions	This product does not fully support screen reader software.
412.7	Video Communication. Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Supports	
412.8	Legacy TTY Support. ICT equipment or systems with two-way voice communication that do not themselves provide TTY functionality shall conform to 412.8.	Not Applicable	This product does not have TTY.
412.8.1	TTY Connectability. ICT shall include a standard non-acoustic connection point for TTYs.	Not Applicable	
412.8.2	Voice and Hearing Carry Over. ICT shall provide a microphone capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
412.8.3	Signal Compatibility. ICT shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).	Not Applicable	
412.8.4	Voice Mail and Other Messaging Systems. Where provided, voice mail, auto-attendant, interactive voice response, and caller identification systems shall be usable with a TTY.	Not Applicable	This requirement applies only to voice mail, auto-attendant, and interactive voice response systems.
413	Closed Caption Processing Technologies	Not Applicable	This product is not intended for multimedia content (synchronized media).
413.1.1	Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not Applicable	
413.1.2	Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not Applicable	
414	Audio Description Processing Technologies	Not Applicable	This product is not intended for multimedia content (synchronized media).
414.1	General. Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.	Not Applicable	

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414.1.1	Digital Television Tuners. Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	Not Applicable	
414.1.2	Other ICT. ICT other than digital television tuners shall provide audio description processing.	Not Applicable	
415	User Controls for Captions and Audio Descriptions	Not Applicable	This product is not intended for multimedia content (synchronized media).
415.1	General. Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1.	Not Applicable	
415.1.1	Caption Controls. Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	
415.1.2	Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not Applicable	

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W3C WCAG 2.0 Level A and AA for Software Application – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some images do not have a full text equivalent.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	The product does not have multimedia.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	The product does not have multimedia.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	The product does not have multimedia.
1.2.4 (AA)	Captions (Live)	Not Applicable	The product does not have multimedia.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	The product does not have multimedia.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some forms do not fully support the screen reader.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some text do not meet the minimum contrast ratio. The application does not fully support the high-contrast schemes of the OS.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements do not support keyboard or screen reader navigation.
2.1.2 (A)	No Keyboard Trap	Does not Support	Some elements can trap keyboard navigation.
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Not Applicable	Not required for non-Web application.
2.4.2 (A)	Page Titled	Supports	

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2.4.3 (A)	Focus Order	Supports with Exceptions	Some elements are not in logical navigation order.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Not applicable	Not required for non-Web application.
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports with Exceptions	Some elements do not have visible focus.
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	Same language used throughout tool.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Not Applicable	Not required for non-Web application.
3.2.4 (AA)	Consistent Identification	Not Applicable	Not required for non-Web application.
3.3.1 (A)	Error Identification	Supports with Exceptions	Some error messages are not detected by screen reader software.
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	Name and role of some elements are not properly announced by the screen reader.

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Section 508 Chapter 5: Software - Detail

Criteria	Description	Status	Remarks and Explanations
501.1	Scope – Incorporation of WCAG 2.0	Supports with Exceptions	See “WCAG 2.0 Level A and AA” table for software.
502.2.1	User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	This product is not a platform software.
502.2.2	No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports with Exceptions	The application does not fully support the high contrast schemes of the OS.
502.3.1	Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable	Not Applicable	This product is not a platform software.
502.3.2	Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.3	Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.4	Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.5	Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.6	Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	This product is not a platform software.

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502.3.7	Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.8	Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.9	Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	This product is not a platform software.
502.3.10	List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	This product is not a platform software.
502.3.11	Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	This product is not a platform software.
502.3.12	Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	This product is not a platform software.
502.3.13	Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	This product is not a platform software.
502.3.14	Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	This product is not a platform software.
502.4	Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces—Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:	Not Applicable	This product is not a platform software.

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Last Updated: May 17, 2018

	A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.		
503.2	User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports with Exceptions	The application does not fully support the high contrast schemes of the OS.
503.3	Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	There is no alternate user interface used as assistive technology for this product.
503.4.1	Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not have multimedia.
503.4.2	Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	The product does not have multimedia.
504.2	Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall	Not Applicable	This product is not an authoring tool.

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Last Updated: May 17, 2018

	permit authors the option of overriding information required for accessibility.		
504.2.1	Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	This product is not an authoring tool.
504.2.2	PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)	Not Applicable	This product is not an authoring tool.
504.3	Prompts. Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.
504.4	Templates. Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	This product is not an authoring tool.

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Last Updated: May 17, 2018

W3C WCAG 2.0 Level A and AA for Documentation – Detail

Criteria	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Content: Some images do not fully support screen reader software.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	No audio-only or video-only content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	No audio or video content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	No audio or video content.
1.2.4 (AA)	Captions (Live)	Not Applicable	No live audio or video content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	No audio or video content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Portal: Some of the headings are not hierarchical. Content: Some data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Supports	
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Supports	
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Portal: Some text do not meet the minimum contrast ratio. Some elements are not visible in high contrast schemes. Content: Some text do not meet the minimum contrast ratio.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Supports	
2.1.1 (A)	Keyboard	Supports with Exceptions	Portal: Some of the elements in the web portal cannot be accessed by the screen reader users using the keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports	
2.2.2 (A)	Pause, Stop, Hide	Supports	
2.3.1 (A)	Three Flashes or Below Threshold	Supports	
2.4.1 (A)	Bypass Blocks	Supports with	Portal: The web portal does not provide a

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Last Updated: May 17, 2018

		Exceptions	link to skip to the main content.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports	
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	No multiple languages phrases on a page.
3.2.1 (A)	On Focus	Supports	
3.2.2 (A)	On Input	Supports	
3.2.3 (AA)	Consistent Navigation	Supports	
3.2.4 (AA)	Consistent Identification	Supports	
3.3.1 (A)	Error Identification	Supports	
3.3.2 (A)	Labels or Instructions	Supports	
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Supports	
4.1.1 (A)	Parsing	Supports with Exceptions	Content: ID attribute must be unique in a page.
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	Portal: The name and role of some elements in the web portal are not announced correctly by the screen reader.

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Last Updated: May 17, 2018

Section 508 Chapter 6: Support Documentation and Services – Detail

Criteria	Description	Status	Remarks and Explanations
602.2	Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	
602.3	Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.	Supports with Exceptions	See “WCAG 2.0 Level A and AA” table for documentation.
602.4	Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	
603.2	Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Contact Cisco accessibility team via email, accessibility@cisco.com for more information.
603.3	Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals 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 intent of the criteria or meets with equivalent facilitation. If the product meets equivalent facilitation, please document it in the "Remarks and Explanations" column.
Supports with Exceptions	Use this language when you determine the product does not fully meet the intent of the criteria, but provides some level of access relative to the criteria. 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 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 do not 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.
Not Evaluated	Use this language when the product has not been evaluated.

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