

**Date:** February 23, 2017

**Name of Product:** Cisco Spark for Web version 6835

**Contact for more information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

The following testing was done on a Windows 10 with Firefox 51.0.1, 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	Not Applicable	
Section 1194.22 Web-based internet information and applications	Included	
W3C WCAG 2.0 Checkpoints	Included	
Section 1194.23 Telecommunications Products	Included	VoIP soft phone features.
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## **Version of the Product**

Cisco Spark for Web version 6835

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## Section 1194.22: Web-based Internet information and applications – Detail

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).	Supports with Exceptions	Some images do not fully support screen reader
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Web site does not use multimedia presentations
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.	Supports	
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Equivalent Facilitation is provided to support low vision users in high contrast. Some elements are not visible in high contrast schemes.
1194.22(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Web site does not use server-side image map.
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	Web site does not use client-side image map.
1194.22(g)	Row and column headers shall be identified for data tables.	Not Applicable	Web site does not use data tables
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	Web site does not use complex data tables
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Web site does not use frame.
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	Web site does not have flashing content.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

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 text-only page 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.	Supports with Exceptions	Some interface elements are not fully supported by screen reader software
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	Web site does not use applet or plug-in content
1194.22(n)	When electronic forms are designed to be completed online, 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 with Exceptions	Some form elements do not fully support screen reader software
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	No link to skip to main content provided.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Web site does not have a timed response.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	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 prerecorded audio or video content
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	No prerecorded audio or video content
1.2.4 (AA)	Captions (Live)	Not Applicable	No real-time presentation
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	No prerecorded audio or video content
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some form elements do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports with Exceptions	Some pages are not navigated in logical order.
1.3.3 (A)	Sensory Characteristics	Not Applicable	No elements with sensory characteristics
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Not Applicable	No automatic audio content
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some elements do not meet the minimum contrast. Some elements are not visible in high contrast schemes.
1.4.4 (AA)	Resize Text	Supports with Exceptions	Some pages do not fully support browser zoom functionality.
1.4.5 (AA)	Images of Text	Not Applicable	No images of text
2.1.1 (A)	Keyboard	Supports with Exceptions	Some navigational elements cannot be accessed using only keyboard
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Not Applicable	No timeouts used
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	No moving or blinking content

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	No flashing or blinking content
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	No link to skip to main content provided
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	Tab navigation is not in logical order on some pages
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Supports with Exceptions	Some of the pages only have one way to locate the web page.
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 with Exceptions	Language attribute is not specified on some pages
3.1.2 (AA)	Language of Parts	Supports with Exceptions	Language attribute is not specified for some phrases
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 with Exceptions	Some error displayed are not screen reader accessible.
3.3.2 (A)	Labels or Instructions	Supports with Exceptions	Some form are not fully supported by screen reader software
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Not Applicable	
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports with	Name and role of some elements are

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

		Exceptions	not announced correctly by the screen reader
--	--	------------	--

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## Section 1194.23: Telecommunications Products - Detail

Clause	Criteria	Status	Remarks and Explanations
1194.23(a)	Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Does not support	This is a softphone client with no physical handset.
1194.23(b)	Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does not support	This is a softphone client with no physical handset.
1194.23(c)	Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This product is not a voice mail system.
1194.23(d)	Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	This product is not a voice mail system.
1194.23(e)	Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Does not support	This is a softphone client with no physical handset.
1194.23(f)	For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Depends upon the device from where the call is initiated.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017



1194.23(g)	If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Depends upon the device from where the call is initiated.
1194.23(h)	Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Depends upon the device from where the call is initiated.
1194.23(i)	Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Depends upon the device from where the call is initiated.
1194.23(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	
1194.23(k1)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	This is a software product and has no mechanically operated controls.
1194.23(k2)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	This is a software product and has no mechanically operated controls.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

1194.23(k3)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	This is a software product and has no mechanically operated controls.
1194.23(k4)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	This is a software product and has no mechanically operated controls.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## 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.	Supports with Exceptions	For exceptions see remarks for 1194.22 (a)(k)(l)(n)(o)
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	For exceptions see remarks for 1194.22 (d)
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	

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## 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.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017

## 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.

All contents are Copyright © 1992-2017 Cisco Systems, Inc. All rights reserved.

This information is true and correct to the best of our knowledge as of the Last Updated date printed below; is supplied for market research purposes only; and is subject to change without notice. The contents of this document do not constitute either legal advice, representation, warranty or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

For more information, please contact: [accessibility@cisco.com](mailto:accessibility@cisco.com)

Last Updated: February 23, 2017