

**Date:** January 19, 2018

**Name of Product:** Cisco WebEx Training Center for Windows WBS32.9

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

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

| Criteria  | Supporting Features | Remarks and Explanations         |
|---|---------------------|----------------------------------|
| Section 1194.21 Software Applications and Operating Systems     | Included            |                                  |
| Section 1194.22 Web-based internet information and applications | Applicable          | See WebEx Product Web Pages VPAT |
| W3C WCAG 2.0 Checkpoints  | Applicable          | See WebEx Product Web Pages VPAT |
| Section 1194.23 Telecommunications Products                     | Not Applicable      |                                  |
| 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            |                                  |

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## **Version of the Product**

Cisco WebEx Training Center for Windows WBS32.9

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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 with Exceptions | For many functions, the keyboard navigation is accessible. Some elements including whiteboard functions do not fully support keyboard and screen reader software. |
| 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                 |   |
| 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 with Exceptions | Some elements are not able to receive focus and do not fully support screen reader software.  |
| 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 with Exceptions | Some elements do not fully support screen reader software.  |

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|            |   |                          |   |
|------------|---|--------------------------|---|
| 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.              | Supports with Exceptions | Some elements do not fully support keyboard navigation or screen reader software.                             |
| 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 with Exceptions | Some textual contents do not fully support screen reader software.  |
| 1194.21(g) | Applications shall not override user selected contrast and color selections and other individual display attributes.  | Supports with Exceptions | Product does not fully inherit high contrast settings in most areas.  |
| 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.   | Supports with Exceptions | Animations are used to indicate ongoing audio input levels and do not have a non-animated or text equivalent. |
| 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                 |   |
| 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.   | Not Applicable           | Product does not provide users the option to adjust environment contrast settings.                            |
| 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.  | Supports                 |   |

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|            |  |                          |  |
|------------|--|--------------------------|--|
| 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. | Supports with Exceptions | Some forms do not fully support keyboard navigation or screen reader software. |
|------------|--|--------------------------|--|

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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.  | Supports with Exceptions | For exceptions see remarks for 1194.21 (a)(c)(d)(e)(f)(h)(l)   |
| 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 1194.21 (c)(g)  |
| 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                 | Note: The Multimedia Viewer can be used to support third-party closed captioning services that offer streaming live text or a sign language interpreter video feed from a URL. |
| 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                 |  |

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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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