**Date:** September 25, 2013 **Name of Product:** Cisco Unity Express (CUE) version 8.6 **Contact for more Information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

The following VPAT information is based on the CUE Administration GUI, the User Web Pages and Telephone User Interface (TUI) running on Cisco Call Manager Express (CME) 8.6.

The following testing was done on a Windows 7 with Freedom Scientific’s JAWs screen reader, v 14.0, Microsoft Screen Magnifier, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and Microsoft On-screen Keyboard.

### Summary Table - Voluntary Product Accessibility Template

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| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| Section 1194.21 Software Applications and Operating Systems | Not Applicable | Does not apply to telephone user interfaces. |
| Section 1194.22 Web-based internet information and applications | Included | System Administration Tool is a web-based application |
| W3C WCAG 2.0 Level “A” Checkpoints | Included |  |
| Section 1194.23 Telecommunications Products | Included | CUE Auto Attendant, Voicemail and Interactive Voice Response System |
| Section 1194.24 Video and Multi-media Products | Not Applicable | There are no Video or Multi-media files implemented in this product. |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | This is not a self-contained product. |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | This is not a desktop or portable computer. |
| Section 1194.31 Functional Performance Criteria | Included |  |
| Section 1194.41 Information, Documentation and Support - Detail | Included |  |

### Datasheet <http://www.cisco.com/en/US/products/sw/voicesw/ps5520/index.html>

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### Section 1194.22 Web-based internet information and applications – Detail

### Cisco Unity Express (CUE), Admin and User Pages version 8.6

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| **508 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). | Does Not Support | Many Instances of images that do not have an alt tag. |
| 1194.22(b) | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | No instances of multimedia. |
| 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. |  | Was unable to generate Report to validate the use of color to convey information. |
| 1194.22(d) | Documents shall be organized so they are readable without requiring an associated style sheet. | Supports with Exceptions | Most of the interface elements change through IE’s Text Size option and enabling IE’s Internet Tools Accessibility options: ignore specified color, font colors, and font size on Web pages.  The CSS class button (class=button) does not allow users to change the font or text size on buttons. Example is in Configure > System Parameters. |
| 1194.22(e) | Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable |  |
| 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 |  |
| 1194.22(g) | Row and column headers shall be identified for data tables. | Does not Support | Several instances where data tables and the column headers are not using the tag to denote a column header. Example: Configure > Phones.> Data Table that lists available phones.  Another example is in the data table in Change Phone popup window. |
| 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 | No instances were found in the Admin. More testing is needed to validate. |
| 1194.22(i) | Frames shall be titled with text that facilitates frame identification and navigation. | Does not Support | Frames do not use the title tag and the names for frames do not depict the meaning correctly: banner dispframe |
| 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. | Supports | No instances of screen flicker. |
| 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 test only page is 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. | Does not Support | JavaScript implementation of the navigation does not provide keyboard navigation or identification to assistive technology, e.g. JAWs screen reader, to the fly out menus under each navigation item.  For example: Configure and the submenu items >  - Extensions  - Phones  - Users  - Groups  - Remote Users |
| 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 | No applets found in product. CUE has built in web server which can be accessed by Internet Explorer 6.0 or 7.0. It is not an applet or plug-in |
| 1194.22(n) | When electronic forms are designed to be completed on-line, 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 Exception | The electronic forms are well designed, however the functionality required for completion is not well designed.  For example: Administration > Network Time & Time Zone Settings:  Allow users to enter information in the specified fields; however the Add/Apply buttons are not in the tab order which takes focus to the address bar and the user has to keep tabbing until they reach the appropriate buttons. |
| 1194.22(o) | A method shall be provided that permits users to skip repetitive navigation links. | Does not Support | No instance or feature to skip the repetitive navigation items. |
| 1194.22(p) | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Supports | Only instance found is the session timeout feature (inactivity) when logged in.  CUE provides a window that pops up when the application is idle which allows users to choose between two options (Logoff + Resumes) and stays in focus for 90 seconds. |

### W3C WCAG 2.0 Level “A” Checkpoints – Detail

### Cisco Unity Express (CUE), Admin and User Pages version 8.6

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| **Checkpoint** | **Description** | **Status** | **Remarks and Explanations** |
| 1.1.1 | Non text content | Supports with Exceptions | Some images are missing ALT attribute. |
| 1.2.1 | Audio-only and Video-only (Prerecorded) | Not Applicable |  |
| 1.2.2 | Captions (Prerecorded) | Not Applicable |  |
| 1.2.3 | Audio Description or Media Alternative (Prerecorded) | Not Applicable |  |
| 1.3.1 | Info and Relationships | Supports with Exceptions | Some form elements and data tables are not fully supported with screen reader software. |
| 1.3.2 | Meaningful Sequence | Supports with Exceptions | Some pages are not fully support keyboard and screen reader users. |
| 1.3.3 | Sensory Characteristics | Not Applicable |  |
| 1.4.1 | Use of Color | Supports |  |
| 1.4.2 | Audio Control | Supports |  |
| 1.4.3 | Contrast | Supports |  |
| 2.1.1 | Keyboard | Supports with Exceptions | Some pages are not fully support keyboard and screen reader users. The media player applet is not accessible. |
| 2.1.2 | No Keyboard Trap | Supports |  |
| 2.2.1 | Timing Adjustable | Supports |  |
| 2.2.2 | Pause, Stop, Hide | Not Applicable |  |
| 2.3.1 | Three Flashes or Below Threshold | Supports |  |
| 2.4.1 | Bypass Blocks | Does Not Support | The site does not have skip to content navigation and missing frame title. |
| 2.4.2 | Page Titled | Supports |  |
| 2.4.3 | Focus Order | Supports with Exceptions | Some pages do not have a logical focus order. |
| 2.4.4 | Link Purpose (In Context) | Supports |  |
| 3.1.1 | Language of Page | Supports with Exceptions | The main page is missing LANG attribute. |
| 3.2.1 | On Focus | Supports |  |
| 3.2.2 | On Input | Supports |  |
| 3.3.1 | Error Identification | Supports with Exceptions | The login page's error identification does not support screen reader users. |
| 3.3.2 | Labels or Instructions | Supports with Exceptions | Some pages are missing required field labels and instruction. |
| 4.1.1 | Parsing | Supports with Exceptions | Some pages are missing DOCTYPE. Some pages do not have a unique ID. |
| 4.1.2 | Name, Role, Value | Supports with Exceptions | The navigation menu does not have Name and Role. |

### Section 1194.23 Telecommunications Products

### Cisco Unity Express (CUE), version 8.6, Telephone User Interface (TUI), Interactive Voice Response (IVR) and Auto Attendant

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| **Clause** | **Criteria** | **Status** | **Comments** |
| 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. | Not Applicable |  |
| 1194.23(b) | Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Not Applicable |  |
| 1194.23(c) | Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Does Not Support | CUE Voice mail, auto attendant, and IVR are not supported by TTY engines.  The TTY Angel tool which is used to generate WAV files that can be played to TTY/TDD phone devices could be used with CUE. However, when using this application the navigation menus become non functional. For example, the user cannot mark the message as “read” or “unread”. Furthermore, the navigation menus stop providing any advanced features such as setting upVM networking information for both the local system and all remote nodes. Furthermore it will not allow a local admin to enter information such as user name, phone number, location etc for remote users. Also, it will not allow the local administrator to record a spoken name on remote user behalf.  There is also a lighter version of this tool, [**TTY WAV Maker**](http://www.ciscounitytools.com/App_TTYWAVMaker.htm), that's designed to let users generate TTY voice mail messages from text from their desktops. |
| 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. | Supports | The telephone user interface prompts the user for more information if they haven’t responded within a given time period. It also provides the end user the ability to set the number of times that the menu will be replayed to wait for user input. |
| 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. | Supports with Exceptions | Supports for users with low vision or blindness. These users can use the Auto Attendant audible functionalities of CUE which are user configurable to obtain all required information including Caller ID.  Does Not Support for TTY users, the Auto Attendant and IVR features of CUE are not accessible. A baudot language set is not available through CUE for the audio instructions. |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 | Cisco Unity Express supports G.711 voice termination standard audio. |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 |  |

### Section 1194.31: Functional Performance Criteria – Detail

### Cisco Unity Express (CUE), version 9.x (Web Admin GUIs and Telephone User Interface – TUI).

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| **508 Clause** | **Criteria** | **Supporting Features** | **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. | Does Not Support (Web GUIs)  Supports (TUI) | See 1194.22 (a)(g)(i)(l)(o)(p)  See 1194.23(d)(e) |
| 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  Supports (TUI) | See 1194.22(c)(d)(p)  See 1194.23(d)(e) |
| 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 (Web GUIs)  Does Not Support (TUI) | See 1194.23(c) for the exception.  See 1194.23(c)(e) for the supporting features. |
| 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. | Not Applicable | Applicable to the 7900 Series IP Phones. |
| 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. | Support (Web GUIs)  Does Not Support (TUI) | See 1194.23(c) |
| 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. | Support with Exceptions (Web GUIs)  Supports (TUI) | Does Not Support for Admin and User Pages web based applications, see 1194.22(l)(o)(p) |

### Section 1194.41: Information, Documentation and Support

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| **508 Clause** | **Criteria** | **Supporting Features** | **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 and have the TRS agent contact Cisco TAC via voice. |