

Date: September 28, 2017

Name of Product: Cisco Remote Expert Mobile v11.6

Contact for more information: 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	Not Applicable	
Section 1194.22 Web-based internet information and applications	Included	Administrator Interface
W3C WCAG 2.0 Checkpoints	Included	Administrator Interface
Section 1194.22 Web-based internet information and applications	Included	Agent Interface
W3C WCAG 2.0 Checkpoints	Included	Agent Interface
Section 1194.22 Web-based internet information and applications	Included	Client Interface
W3C WCAG 2.0 Checkpoints	Included	Client Interface
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 Remote Expert Mobile v11.6

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

Administrator Interface

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 non-text elements do not have a text equivalent.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Web site does not have multimedia content.
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 with Exceptions	Some graphs make 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	Equivalent Facilitation is provided to support low vision users in high contrast. Some icons 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 have 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 have client-side image map.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports with Exceptions	Some data tables do not fully support screen reader.
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 have complex data tables.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Web site does not have frames.

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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.
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 elements do not fully support 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 have 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 forms do not fully support screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does not Support	A link to skip to main content is not 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.	Supports with Exceptions	The session times out after a period of inactivity.

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W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text elements do not have a text equivalent.
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	Not 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	Some forms and data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	No use of sensory characteristics.
1.4.1 (A)	Use of Color	Supports with Exceptions	Some graphs make use of color to convey information.
1.4.2 (A)	Audio Control	Not Applicable	No automatic audio content.
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some content do not meet the minimum contrast ratio. Some icons are not visible in high contrast schemes.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Not Applicable	No images of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not keyboard accessible.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Supports with Exceptions	The session times out after a period of inactivity.
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	No moving, scrolling, or blinking

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			content.
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	No flashing content.
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	A link to skip to main content is not provided.
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 with Exceptions	Some pages only have one way of being navigated to.
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	Some pages do not have the LANG attribute specified.
3.1.2 (AA)	Language of Parts	Not Applicable	Only one language used.
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)	Not Applicable	No legal or financial data
4.1.1 (A)	Parsing	Supports	
4.1.2 (A)	Name, Role, Value	Supports	

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

Agent Interface

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 non-text elements do not have a text equivalent.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Web site does not have multimedia content.
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 icons 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 have 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 have client-side image map.
1194.22(g)	Row and column headers shall be identified for data tables.	Not Applicable	Web site does not have simple 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 have complex data tables.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Web site does not have frames.

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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.
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 elements do not fully support 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 have 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 forms do not fully support screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	Web site does not have repetitive navigation links.
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 require a timed response.

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W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text elements do not have a text equivalent.
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	Not 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	Some forms do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	No use of 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 content do not meet the minimum contrast ratio. Some icons are not visible in high contrast schemes.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Not Applicable	No images of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not keyboard accessible.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Not Applicable	No time limits.
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	No moving, scrolling, or blinking content.

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2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	No flashing content.
2.4.1 (A)	Bypass Blocks	Not Applicable	No repetitive navigation links.
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 with Exceptions	Some pages do not have the LANG attribute specified.
3.1.2 (AA)	Language of Parts	Not Applicable	Only one language used.
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)	Not Applicable	No legal or financial data
4.1.1 (A)	Parsing	Supports with Exceptions	DOCTYPE is not specified.
4.1.2 (A)	Name, Role, Value	Supports	

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

Client Interface

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 non-text elements do not have a text equivalent.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Web site does not have multimedia content.
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 through Equivalent Facilitation	Equivalent Facilitation is provided to support low vision users in high contrast. Some icons 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 have 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 have client-side image map.
1194.22(g)	Row and column headers shall be identified for data tables.	Not Applicable	Web site does not have simple 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 have complex data tables.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Web site does not have frames.

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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.
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 elements do not fully support 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 have 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 forms do not fully support screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does not Support	A link to skip to main content is not 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 require a timed response.

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W3C WCAG 2.0 Checkpoints – Detail

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text elements do not have a text equivalent.
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	Some forms do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	No use of 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 text do not meet the minimum contrast ratio. Some icons are not visible in high contrast schemes.
1.4.4 (AA)	Resize Text	Supports	
1.4.5 (AA)	Images of Text	Not Applicable	No images of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not keyboard accessible.
2.1.2 (A)	No Keyboard Trap	Supports	
2.2.1 (A)	Timing Adjustable	Not Applicable	No time limits.
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	No moving, scrolling, or blinking content.
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	No flashing content.

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2.4.1 (A)	Bypass Blocks	Not Applicable	No repetitive navigation links.
2.4.2 (A)	Page Titled	Supports	
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	Supports	
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports	
3.1.1 (A)	Language of Page	Supports with Exceptions	Some pages do not have the LANG attribute specified.
3.1.2 (AA)	Language of Parts	Not Applicable	Only one language used.
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)	Not Applicable	No legal or financial data
4.1.1 (A)	Parsing	Supports with Exceptions	Some ID attributes are not unique.
4.1.2 (A)	Name, Role, Value	Supports	

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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 the Administrator Interface, for exceptions see remarks for 1194.22 (a)(c)(g)(k)(l)(n)(o)(p) For the Agent Interface, for exceptions see remarks for 1194.22 (a)(k)(l)(n) For the Client Interface, 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 the Administrator Interface, for exceptions see remarks for 1194.22 (d) For the Agent Interface, for exceptions see remarks for 1194.22 (d) For the Client Interface: Supports
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	Supports	

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	provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
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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Last Updated: September 28, 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.

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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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