



Date: December 18, 2007

Name of Product: WebEx Meeting Center and Meeting Manager

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The following testing was done on the Internet Browser: Internet Explorer 6.0.0.2900.2180, Operating System: Microsoft Windows XP Professional with Freedom Scientific's JAWs Screen Reader: JAWs v 8.0.2173U, Microsoft XP Screen Magnifier, Microsoft XP Accessibility Options (Filter keys and Display/Contrast settings), and Microsoft XP On-screen Keyboard. The Accessibility Tools that were utilized during testing are: HiSoftware AccVerify DS2 Cynthia Says Edition, AIS Web Toolbar v. 1.1, and IBM's aDesigner 1.0.

Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Included	WebEx Meeting Manager provides the e-collaboration aspect of this product. It is an ActiveX and Java based product that is launched through a Web interface.
Section 1194.22 Web-based internet information and applications	Included	WebEx Meeting Center provides the user interface for attending and scheduling meetings. This is a web based application.
Section 1194.23 Telecommunications Products	Included	WebEx Meeting Manager also provides audio conferencing capabilities with IVR navigation. This interface can be used to attend and schedule audio based conference calls.
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	

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Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support - Detail	Included	

Section 1194.21: Software Applications and Operating Systems – Detail

WebEx Meeting Manager

508 Clause	Criteria	Supporting Features	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.	Does Not Support	<p>Meeting Manager is based on ActiveX or Java without support of Sun's Java Access Bridge. The e-Collaboration environment does not provide keyboard navigation.</p> <p>The Meeting Manager window does not provide keyboard access other than the Horizontal Menu Navigation (Alt menu).</p> <p>Most popup windows accessed through the ALT menu either do not have initial focus or keyboard access to most action buttons.</p> <p>Additionally, when Sharing a Desktop, a WebEx tool bar is not accessible to keyboard along with the Sharing widget in the title bar of windows being shared.</p>
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	<p>The e-Collaboration environment software does not interfere with the accessibility featured (StickyKeys, FilterKeys, and ToggleKeys) built into the operating system.</p>

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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.	Does Not Support	The Meeting Manager window, dialogs, WebEx toolbar, and title bar widget do not provide initial focus which hinders keyboard navigation.
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.	Does Not Support	Due to the lack of initial focus and keyboard navigation, assistive technology compatibility is not supported.
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.	Does Not Support	Bitmaps are labeled consistently, however, controls cannot be navigable by keyboard.
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.	Does Not Support	
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	The Meeting Manager is an ActiveX or Java application and does not inherit the OS contrast and color selections or individual display attributes.
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 audio input levels and don't provide 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	When color is used there are equivalent non-color items that convey information.
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.	Does Not Support	Product does not allow the user to adjust color or contrast settings.
1194.21(k)	Software shall not use flashing or blinking text, objects, or other elements having a flash or blink	Supports	There are no instances of blinking or flashing that are within the frequency of

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	frequency greater than 2 Hz and lower than 55 Hz.		2Hz and 55Hz. The microphone image that indicated the level of input, blinks when audio input (Speak Now indicator) is received, but the icon is very small and is not in more that 5% of the screen real estate.
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.	Does Not Support	The e-Collaboration environment is not accessible to Assistive Technology due to the inconsistent lack of initial focus and keyboard navigation.

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Section 1194.22 Web-based internet information and applications – Detail

WebEx Meeting Center

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	Product does not use the alt tag for look and feel images, i.e. the empty set for the alt tag is missing for transparent gifs and other look and feel images. Product inconsistently uses the alt tag for images that are used for functionality.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No instance of multimedia objects with in the Meeting Center pages that allow a user to attend, schedule, and administer meetings. The audio recordings of meetings do not provide text translation.
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	When color is used there are equivalent non-color items that convey information.
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	The Main navigation with in the Header frame is dependent on CSS and the fly outs (submenu items) cannot be accessed with CSS turned off. Additionally, with CSS turned off, unavailable or hidden buttons appear in the Schedule Meeting page which could cause confusion on what button to use, i.e. the Start Now button, Schedule Meeting button, and Save Meeting button.
1194.22(e)	Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	No instances of server-side image maps.
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	No instances of client-side image maps.
1194.22(g)	Row and column headers shall be identified for data tables.	Does Not Support	Data Tables do not use the <th> tag to designated column headers. Additionally, table summaries are not

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			used.
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.	Does Not Support	
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Product uses frames and does not use the title attribute.
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	There are no instances of blinking or flashing that are within the frequency of 2Hz and 55Hz.
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	
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	The e-Collaboration product's main navigation uses CSS and JavaScript to display the navigation items. The issues are the navigation items are not URLs and there are not keyboard navigation mechanism, e.g. the Tab key or Shift+Tab key combination, to get access navigation items. This issue is in the Header Frame. However, in the "menubody" frame that contains the secondary navigation (a tree control), the navigation items are accessible to the keyboard. Additionally, the "noscript" option is not used in the product which means the product does not function with JavaScript turned off.
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).	Supports With Exceptions	The WebEx Meeting Center web-based product launches an application using ActiveX or Java, called WebEx Meeting Manager. View 1194.21 within this VPAT for conformance.

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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.	Does Not Support	Some pages cannot be recognized by screen readers. For example, Host a Meeting with Audio Only: Required Information page can not be read by JAWS. Also, there are several issues with keyboard access, due to inappropriate tab indexes set to -1, to the Host a Meeting → Schedule a Meeting page: <ol style="list-style-type: none"> 1. The user can not tab to the Calendar widget, but there are equivalent Date form field to enter a calendar item. 2. The "Pacific DT" link is not keyboard accessible. 3. "Use address book...", "Select tracking code..." and "Change audio options..." links are not accessible to keyboard users. 4. The "Cancel" and "Save as template" action buttons are not keyboard accessible.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	There are no "skip nav links", however, the application is frame-based which allows the user to navigate though frames by pressing F6 for moving between frames to skip 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.	Supports With Exceptions	The application software times out and logoff the user without any warning or alert, but the login page which appears immediately after the user has been logged off allows for to re-entering the Meeting Center once again.

Section 1194.23 Telecommunications Products

WebEx Meeting Manager

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	

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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.	Not Applicable	
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	
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.	Not Applicable	
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	

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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.	Not Applicable	
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

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	See 1194.21 (a) (c) (d) (l) See 1194.22 (a) (g) (h) (i) (k) (l) (m) (n) (o)

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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.	Does Not Support	See 1194.21 (a) (c) (d) (g) (j) See 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	During a sharing collaboration session: 1. One to one (1:1) chat is available through the Chat features in Meeting Manager. 2. A browser window or Closed Captioning Panel in the Meeting Manager can be used to display information from a translation service, real time captioning.
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	Audio Setup Wizard provides users with options for adjusting volume control, for microphone and speakers, with default settings for "Automatic Gain Control", Acoustic Echo cancellation" and Noise Suppression".
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	During a sharing collaboration session: 1. One to one (1:1) chat is available through the Chat features in Meeting Manager. 2. A browser window can be used to display information from a translation service, real time captioning.

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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.	Does Not Support	The Meeting Manager collaboration environment does not allow keyboard navigation. See 1194.21 (a) (c) (d) (e) (l) See 1194.22 (l) (m) (n)
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Section 1194.41: Information, Documentation and Support

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	Accessibility documentation is available through Cisco Technical Assistance Center (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.	Support	<p>Accessible documentation is available through Cisco Technical Assistance Center (TAC) upon request.</p> <p>Guidance is provide in the User Guide for Starting, Managing, and Attending Meetings for the various disabilities:</p> <ol style="list-style-type: none"> 1. Provide Closed Caption for Your Meeting 2. Presenting Online to People Who are Blind or Visually Impaired
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.

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