

Date: April 19,2011

Name of Product: Cisco WebEx Meeting Center version 27.26 (FR26 Meeting Center Client)

Contact for more Information: accessibility@cisco.com

The following testing was done on the Operating System: Microsoft Windows XP with Freedom Scientific's JAWS Screen Reader version 11.0, and Microsoft XP Accessibility Options (FilterKeys, StickyKeys, ToggleKeys, MouseKeys, and Display/Contrast settings)

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 | Not Applicable | |
| 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 - Detail | Included | |

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Section 1194.21: Software Applications and Operating Systems – Detail

| 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 discern textually. | Supports with Exceptions | Some key interface areas provide keyboard navigation, such as menus, quick start and meeting info tabs, preferences, participants list, chat panel, and sharing controls. However, some other elements and dialogues are not fully accessible using keyboard-only navigation. |
| 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 with Exceptions | For most functions, the product does not disrupt or disable the accessibility features built into the Windows operating system (specifically FilterKeys, StickyKeys, ToggleKeys, and MouseKeys). There is a small exception in the whiteboard screen using MouseKeys- a user can erase, draw arrows via the arrow tool, etc. but is unable to create lines using the pen tool and MouseKeys click and drag equivalent. |
| 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 | Visual indications exist for most elements receiving focus, but not all elements are able to receive focus and certain elements are not fully compatible with screen reader assistive technology. |

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| 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 lack proper informative labels. |
| 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 are not fully compatible with screen reader assistive technology. |
| 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 custom text displays are not fully accessible to screen reader assistive technology. |
| 1194.21(g) | Applications shall not override user selected contrast and color selections and other individual display attributes. | Does Not Support | Product does not correctly inherit high contrast settings. |
| 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. For areas such as whiteboard annotation a variety of colors are provided, as well as the option for a light or dark background. |

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|------------|--|--------------------------|--|
| 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 | Product does 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. |
| 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 form items lack full keyboard navigation and screen reader compatibility. |

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Section 1194.31: Functional Performance Criteria – Detail

| Clause | Criteria | Status | Comments |
|------------|---|--------------------------|--|
| 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 | See remarks/comments in 1194.21(a)(c)(d)(e)(f)(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. | Support with Exceptions | See remarks/comments in 1194.21(c)(d)(e)(g)(h)(j)(k) |
| 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 | Multiple features support, including chat functionalities and available closed captioning. If desired an ASL interpreter can also attend the meeting and share video of real-time ASL translation. |
| 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 | Relies on a user's associated computer and/or phone devices. Supports if deployed with Cisco 7900 series IP phone- see phone VPAT for details. |
| 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 with Exceptions | See remarks/comments in 1194.21(a)(b)(c)(l) |

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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 | 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. |

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