

Date: July 19, 2007

Name of Product: Unity Connection System Administrator and User Interfaces, version 2.0

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Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Included	All responses in this section refer to Cisco Unity Connection's MediaMaster, a Java applet. The MediaMaster applet is a Record/Play feature for listening and recoding voicemails and greetings.
Section 1194.22 Web-based internet information and applications	Included	Cisco Unity Connection has two web-based components. The System Administrator (SA) used solely by persons performing administrative activities with the system; also the Cisco Personal Communications Assistant (CPCA), a web browser client allowing end users to set preferences for their accounts as well as to compose or access voice messages from their browser using a Media Master Control.
Section 1194.23 Telecommunications Products	Included	Describes the Telephone and Voice User Interfaces.
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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<http://www.itic.org/policy/VPAT.html> **Section 1194.21: Software Applications and Operating Systems – Detail**

Cisco Unity Connection 1.2 MediaMaster, Play/Record Java applet, which is in the System Administrator and Personal Communication Assistant (CPCA).

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	Java applet does not receive initial keyboard focus and user can navigate to the controls using keyboard.
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	Java Applet doesn't impact the accessibility features in the Windows operating system, FilterKeys, StickyKeys and ToggleKeys. See 1194.21(g) for remarks on Display Settings.
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	Java applet does not receive initial keyboard focus and user can navigate to the controls using keyboard.

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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.	Does Not Support	Java Applet is not compatible with a screen reader do to the lack of keyboard navigation and initial focus.
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	The bit maps in the Record/Play java applet provide consistent meaning and textual descriptions.
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	The controls and textual information is provided for the Record/Play controls. See the limitations to these controls in 1194.21(c) (d). If a screen reader does get focus into the Java Applet, the controls do speak the appropriate information and instructions.
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not Support	The Play/Record applet doesn't inherit the individual display attributes from the Windows OS Display Settings, e.g. the High Contrast Large appearance.
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.	Not Applicable	No instances of animation.
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	The Play/Record Control uses a red button for symbolizing recording a message. There is a contextual fly out that provides equivalent text and displays that the function and the usage of standard VCR style symbols, which make their functionality recognizable even without the additional usage of color.
1194.21(j)	When a product permits a user to adjust color	Not Applicable	There is not a feature that provides color or contrast

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	and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.		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.	Not Applicable	No instances of blinking or flashing in the danger range of 2Hz to 55Hz.
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 Play/Record java applet doesn't provide keyboard navigation or keyboard initial focus that doesn't allow the assistive technology to navigation to the form elements. If a user, e.g. a screen reader user, does get access to the controls (using the mouse), the controls are compatible.

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Section 1194.22 Web-based internet information and applications – Detail

Cisco Unity Connection 1.2 System Administrator (SA) and Cisco Personal Communications Assistant (CPCA)

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).	Supports with Exceptions	The Search table pagination images in SA do not have alt tags: Previous, Next and Page Flipper icons.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No instances of multimedia presentations
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	No instances of relying solely on color to convey information.
1194.22(d)	Documents shall be organized so they are readable without requiring an associated style sheet.	Support with Exceptions	The menu bar navigation in the SA and CPCA doesn't work with CSS turned off, and doesn't work with when the IE options are selected: ignore colors, font styles, and font sizes on Web pages. However, menu bar navigation does work when increasing the text size in the IE Browser. Additionally, the product is compatible with Microsoft's Screen Magnifier.
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.	Supports	Data tables use the "th" tag to designate the column header.

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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 of data tables with two or more logical levels of row or column headers.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Both SA and CPCA frames do not have titles, but the frame names depict the meaning of the frame.
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 blinking or flashing that is within the danger range of 2Hz to 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.	Not Applicable	The Unity Connection Administrative tool is an Internet Rich Application that contains forms And reporting. Text only pages are not applicable.
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	Scripting language used for Navigation (tree control and menu bar) provide functional textual information to Assistive Technology. Device independent event handlers are used for navigation scripts.
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).	Does Not Support	Play/Record Java Applet that is the SA and CPCA. See remarks and comments in 1194.21.
1194.22(n)	When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology	Support with Exceptions	In SA and CPCA form elements have respective labels and compatible with assistive technology.

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	to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		However, the Record/Play Java applet that is in SA and CPCA has form elements that are not compatible with assistive technology.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	Both SA and CPCA are frame based web applications and skip navigation can be done through the F6 key or "m" key for JAWS. The sub-navigation (menu bar) in the content frame does not have a skip navigation feature.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Support with Exceptions	Both the SA and CPCA have sessions which can expire and the user is not prompted beforehand that their session is about to expire or given the option to request more time. Users will be notified to re-authenticate.

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<http://www.itic.org/policy/VPAT.html> **Section 1194.23 Telecommunications Products**

Cisco Unity Connection 1.2 - This section describes applicable Telephone User Interface features.

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	Supported by the Cisco 7900 series IP Phones.
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	Supported by the Cisco 7900 series IP Phones.
1194.23(c)	Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supports	<p>The TTY Angel tool is used to generate WAV files that can be played to TTY/TDD phone devices that use the Baudot protocol (standard in North America and also used around the world). It supports creating WAV files using 45.45, 50, 75 and 110 baud (45.45 is standard for the U.S.).</p> <p>It has functions to create prompts in bulk, convert a standing Unity prompt set to TTY/TDD WAV files and for simply converting whatever text you type in. It also includes a dictionary for replacing words with abbreviations that users of TTY/TDD devices commonly use. More information can be found here: TTY Angel Help File</p> <p>http://www.ciscounitytools.com/HelpFiles/TTYA</p>

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			<p>ngel.htm</p> <p>There is also a lighter version of this tool, TTY WAV Maker, that's designed to let users generate TTY voice mail messages from text from their desktops.</p> <p>http://www.ciscounitytools.com/App_TTYWAVMaker.htm</p> <p>There's also a TTY WAV Reader application designed to allow users to convert TTY WAV files back into text at the client desktop.</p> <p>http://www.ciscounitytools.com/App_TTYWAVReader.htm</p>
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	<p>Repeat Prompts are provided in the Cisco Auto-Attendant and can be configured by the customer.</p> <p>Subscriber conversion for checking voicemail and related features is customizable per user basis.</p> <p>All key timings are adjustable.</p>
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	Same comment as 1194.22(c) above
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	Not Applicable	Supported by the Cisco 7900 series IP Phones.

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	gain shall be provided.		
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	Supported by the Cisco 7900 series IP Phones.
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	Supported by the Cisco 7900 series IP Phones.
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	Supported by the Cisco 7900 series IP Phones.
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	Supports standard audio codecs and uses industry standards such as AMIS and VPIM for transmitting voice messages between voice messaging systems.
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	Supported by the Cisco 7900 series IP Phones.
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,	Not Applicable	Supported by the Cisco 7900 series IP Phones.

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	pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
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	Supported by the Cisco 7900 series IP Phones.
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	Supported by the Cisco 7900 series IP Phones.

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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.	Supports with Exceptions	<p>For exceptions see remarks for 1194.22 (a) (g) (j) (l) (n) (o) and 1194.21 (a) (c) (d) (l)</p> <p>Note: The Cisco Unity Connection conversation feature allows a user to use voice commands to navigate/manage messages and personal options by phone. Available commands and shortcuts are provided in the User Guide through the following URL:</p> <p>http://www.cisco.com/en/US/products/ps6509/products_user_guide_chapter09186a008055f979.html#wp1089075</p>
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	<p>For end users, the telephone user interface, IVR, and auto-attendant can be used to provide audio interactions with the system.</p> <p>For SA and CPCA see remarks for exceptions: 1194.22 (d)</p> <p>For MediaMaster see remarks for exceptions: 1194.21 (g)</p>
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	For end users, a TTY reader can be used with TTY Angel to read the contents of voice messages. CPCA can be used to provide visual access for the user to set their personal preferences.

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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	For end users, users can configure the system's prompt speed and default message playback speed. They can also set the volume level of the conversation. While listening to a message, they can change the speed of the message playback. Dependency on the Cisco 7900 Series IP Phone for assistive hearing devices, Hearing Aid Compatibility.
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	For end users, the Unity Inbox within the CPCA can be used to compose or access voice messages.
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	Note: The Cisco Unity Connection conversation feature allows a user to use voice commands to navigate/manage messages and personal options by phone. Available commands and shortcuts are provided in the User Guide through the following URL: http://www.cisco.com/en/US/products/ps6509/products_user_guide_chapter09186a008055f979.html#wp1089075

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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	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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