**Date:** June 1, 2012 **Name of Product:** Cisco Unified Attendant Console Enterprise Edition, Version: OPR 9.0.1.635 **Contact for more Information:** Jeff Sandstrom, [jsandstr@cisco.com](mailto:jsandstr@cisco.com) or [accessibility@cisco.com](mailto:accessibility@cisco.com)

The following testing was done on a Windows XP with CUACEE OPR 9.0.1.635(with Accessibility Mode invoked during Install), Freedom Scientific’s JAWs screen reader, v 11.0.1476-32bit, JAWs Scripts, Microsoft XP Screen Magnifier, Microsoft XP Accessibility Options (Filter keys and Display/Contrast settings), and Microsoft XP On-screen Keyboard.

Cisco Systems and Arc developed JAWS scripts that will be on the blind operator machine. Speech has been kept to a minimum and designed to provide the operator with the information they need based mainly on operator demand. Only limited information is read automatically. A special JAWS script was created specifically for this application and all parameters have to be configured in accordance to the specifications set forth by the ‘JAWS for ARC’ developers. JAWS, Job Access with Speech Version 11.x.

### Summary Table - Voluntary Product Accessibility Template

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| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| Section 1194.21 Software Applications and Operating Systems | Included | A Windows-based application. |
| Section 1194.22 Web-based internet information and applications | Not Applicable | No web interface |
| Section 1194.23 Telecommunications Products | Not Applicable | The Telecommunication features were not tested with TTY devices. |
| 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 |  |

### Section 1194.21: Software Applications and Operating Systems – Detail

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| **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. | Supports | All functions/features in the Arc interface are accessible through 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 | Product doesn’t impact the following accessibility features: FilterKeys and StickyKeys.  For display accessibility features see the remarks for 1194.21(g) |
| 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 | Product does provide a well-defined focus throughout its interface. However, the focus and focus changes are not exposed directly to the JAWS screen reader. The JAWS scripts provided by Arc, fixes a majority of elements that are not exposed programmatically to JAWS.  JAWS can not track focus and focus changes to some interactive interface elements such as: the phone images on each beginning of a row in the directory list field. Visually, each icon conveys the connection status of the contact whether the extension is busy, on-hook, off-hook, unavailable…etc. An operator who is blind depends on the screen reader to speak the name of that particular icon in order to further assist him/her to ascertain the status of that extension. There are no labels associated with these icons. **All of the information required from the icons in the directory view are read out using the Space Bar, when a contact is in focus.** |
| 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 | All displayed icons are described where necessary to allow visually impaired user to somplete necessary tasks. |
| 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 | Same as for 1194.21(c)(d). All bitmap icons that allow control of the system and calls can be reproduced via keyboard inputs. |
| 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 | Textual information read out via JAWS script as appropriate to the user. |
| 1194.21(g) | Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports With Exceptions | The Windows OS Accessibility display feature (High Contrast White Large) was tested and passed with exceptions. Form elements and their respective text within the form elements do not adjust to the Large text size. When the user increases the font in the application, the text outside the F2, F3 and F4 fields changes but not inside the fields.  However, the product is compatible with the Microsoft Screen Magnifier. |
| 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 animation is present in the application. |
| 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 | In addition to colors, there are images which convey the same meaning. |
| 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. | Supports | Product allows for changing settings for color against contacts in the directory to allow users to distinguish between contacts. |
| 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 | There are not instance of blinking or flashing objects that are within 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. | Supports | Supports through the use of JAWS scripts provided by Arc. |

### Section 1194.31: Functional Performance Criteria – Detail

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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. | Support with Exceptions | See remarks for 1194.21 (a) (c)(d)(e)(f)(l)  Supports with Exceptions through the use of JAWS scripts provided by Arc. |
| 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 | See remarks for 1194.21(g)(i)(j) |
| 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 | Dependency on Cisco 6900,7900, 8900 and 9900 Series IP phones. |
| 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 | Dependency on Cisco 6900,7900, 8900 and 9900 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. | Not Applicable | Product solution requires speech due to activities of an operator and the task of answering phone calls. |
| 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 | See remarks for 1194.21(a) |

### 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 | Would rely on operating system's built-in text-to-speech engine to read user documents to user |
| 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 | Would rely on operating system's built-in text-to-speech engine to read user documents to user |
| 1194.41(c) | Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | Cisco TAC is responsible for accessible communications with disabled end-users |