Date: July 8, 2016
Name of Product: Cisco Jabber for Android v11.7
Contact for more information: accessibility@cisco.com

The following testing was done on a Google Nexus 6 with Android OS 6.0, a Google Pixel C with Android OS 6.0 and Cisco DX70 with Android 4.1, Talkback & Explore-by-Touch, and no keyboard.

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	
W3C WCAG 2.0 Checkpoints	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	Included	

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Version of the Product

V 11.7.0.x on Samsung SM-G9200

←	**About**

Cisco Jabber

Version 11.7.0.238986

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V 11.7.0.x on Google Pixel C

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←   Settings

Sounds	
Status	
Display	
Cached files	0 B

Accounts

WebEx Meeting
✓ Connected

Help

About

User guides

Problem reporting

Send feedback to Cisco

About

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<omega@cse.ogi.edu>.

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Section 1194.21: Software Applications and Operating Systems – Detail

508 Clause	Criteria	Status	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 with Exceptions	OS provides on-screen keyboard. User can also use Explore-by-touch to navigate. User cannot navigate to some elements using gestures.
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	
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	The emoticon panel in the chat screen has no focus on the Tablet.
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	Duplicate screen reader for chat session in file transfer and voicemail list;
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	

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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	
1194.21(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Invert colors available on some devices
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	There is no 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	Icons can be selected to replace user status colors
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	There is no functionality which allows a user to adjust color and contrast 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	There is no flashing or blinking objects.
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	OS provides Talkback screen-reader and on-screen keyboard

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Section 1194.31: Functional Performance Criteria – Detail

508 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 Exception	For exceptions see remarks for 1194.21 (a) (c) (d)
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	OS provides Talkback, screen reader and visible focus changes, text size is adjustable, and Zoom feature
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 provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	
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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Section 1194.41: Information, Documentation and Support - Detail

508 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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