**Date:** March 22, 2012 **Name of Product:** Digital Media Manager, version 5.3.0 **Contact for more Information:** accessibility@cisco.com

### 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 | Cisco Show and Share – a flash based product. |
| Section 1194.22 Web-based internet information and applications  |  Included | Administration UIDigital Signs Admin UICast Admin UIShow and Share Admin UI |
| W3C WCAG 2.0 Level “A” Checkpoints |  Included | Administration UIDigital Signs Admin UICast Admin UIShow and Share Admin UI |
| Section 1194.23 Telecommunications Products  |  Not Applicable |  |
| Section 1194.24 Video and Multi-media Products  |  Included |  |
| 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 |  |

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

The Cisco Show and Share allows desktop users to quickly browse, search, and view digital media interactively. It features a customizable program guide and search functions, personalized play lists and featured lineups, advanced player controls, full-screen playback, and a usage reporting tool. It supports established video formats including Windows Media, Real, Flash, and MPEG/H.264.

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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 with Exceptions | When a user plays a video and enters the Timeline Comments panel, and tries to use Shift+Tab to go back up, the user will encounter a keyboard trap and the keyboard user must refresh the Browser to reset the keyboard focus to navigate.Steps to reproduce:1. Login to Show and Share2. Play a video.3. Tab to the "Timeline Comments" icon on the player.4. Press the space bar to step into the Timeline Comments panel.5. Once inside, pressing Shift+Tab keys causes the user to get stuck in a keyboard trap. |
| 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 | Edit form elements support FilterKeys. StickyKeys and ToggleKeys do not apply to the functions in the GUI, i.e. no simultaneous key presses or toggling functionality with in product. |
| 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 |  |
| 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 |  |
| 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 |  |
| 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 | Product GUI does not inherit the OS 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 | Product has a ticker tape that is displayed at the bottom on the open windows. But it is optional and can be turned off. There is not a non-animated alternative to this content. There are additional flashing/blinking objects, e.g. a Loading Data… notification in the Playlists Tab, that is in less that 1% screen size of the GUI. |
| 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 |  |
| 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 with exceptions | Product has a ticker tape that is displayed at the bottom on the open windows that flashes. This ticker tape is a status indicator. |
| 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 | See comment in 1194.21(a) |

### Section 1194.22 Web-based internet information and applications – Detail

### Digital Media Manager, version 5.3.0

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| **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 | Some non-text content is not fully supported with screen reader software, including some images. |
| 1194.22(b) | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Supports  | Supports text information based on chapter breaks, Closed Captioning if the video (.wmv) is uploaded with it, and text transcripts. |
| 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 |  |
| 1194.22(d) | Documents shall be organized so they are readable without requiring an associated style sheet. | Supports with Exceptions | Equivalent Facilitation is provided for low-vision users in high-contrast schemes from the OS; however some buttons and icons are not fully readable and usable. |
| 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 with Exceptions | Some data tables are not fully supported with screen reader software. |
| 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 | Frames are not titled with text. |
| 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. | Not Applicable | 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. | Does Not Support | Text-only page is not provided. |
| 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 with Exceptions | Some web pages are not fully supported with keyboard navigation and screen reader software. |
| 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 | Browsers needed Flash plug-in in Video (Show & Share), no information or link was provided. Windows Media and Adobe Flash are required. |
| 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. | Supports with Exceptions | Some forms are not fully supported with screen reader software. |
| 1194.22(o) | A method shall be provided that permits users to skip repetitive navigation links. | Does Not Support |  |
| 1194.22(p) | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | No instances of timed response in this application. |

### W3C WCAG 2.0 Level “A” Checkpoints – Detail

Digital Media Manager, version 5.3.0

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| **Checkpoint** | **Description** | **Status** | **Comments** |
| 1.1.1 | Non text content | Supports with Exceptions | Some non-text content is not fully supported with screen reader software, including some images. |
| 1.2.1 | Audio-only and Video-only (Prerecorded) | Supports | Video content uploaded can have a Closed Caption (encoded in WMV format) transcript, or chapter breaks with text annotations can be inserted into the video from the editor. |
| 1.2.2 | Captions (Prerecorded) | Supports with exceptions | Cisco Show and Share provides Closed Caption capabilities for Windows Media video (.vmv) and requires Windows Media 11 plug in for both Internet Explorer and Firefox.  |
| 1.2.3 | Audio Description or Media Alternative (Prerecorded) | Not Applicable |  |
| 1.3.1 | Info and Relationships | Supports with Exceptions | Some forms and data tables are not fully supported with screen reader software. |
| 1.3.2 | Meaningful Sequence | Supports with Exceptions | Some pages do not have meaningful read order. |
| 1.3.3 | Sensory Characteristics | Not Applicable |  |
| 1.4.1 | Use of Color | Supports |  |
| 1.4.2 | Audio Control | Supports |  |
| 1.4.3 | Contrast | Supports with Exceptions | In high contrast modes, some buttons and icons are no longer visible. |
| 2.1.1 | Keyboard | Supports with Exceptions | Not all focusable elements are included in a logical tab order and accessible via keyboard-only navigation. |
| 2.1.2 | No Keyboard Trap | Supports |  |
| 2.2.1 | Timing Adjustable | Not Applicable |  |
| 2.2.2 | Pause, Stop, Hide | Not Applicable |  |
| 2.3.1 | Three Flashes or Below Threshold | Not Applicable |  |
| 2.4.1 | Bypass Blocks | Supports with Exceptions | Some frames are not titled with text description. |
| 2.4.2 | Page Titled | Supports with Exceptions | Some pages are not titled with text description. |
| 2.4.3 | Focus Order | Supports with Exceptions | For some pages, not all focusable elements are included in a logical tab order. |
| 2.4.4 | Link Purpose (In Context) | Supports |  |
| 3.1.1 | Language of Page | Supports with Exceptions | The LANG attribute is not always set to one of the ISO 639 language codes. |
| 3.2.1 | On Focus | Supports |  |
| 3.2.2 | On Input | Supports |  |
| 3.3.1 | Error Identification | Supports |  |
| 3.3.2 | Labels or Instructions | Supports with Exceptions | Some forms are not labeled correctly. |
| 4.1.1 | Parsing | Supports with Exceptions | Some elements use duplicate ID. |
| 4.1.2 | Name, Role, Value | Supports with Exceptions | Name, Role, and Value attributes are not set for some widgets. |

### Section 1194.24: Video and Multi-media Products – Detail

### Cisco Show and Share, Version 5.3.0

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| **508 Clause** | **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1194.24(a) | All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. |  Not Applicable |   |
| 1194.24(b) | Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry. |  Not Applicable |   |
| 1194.24(c) | All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned. | Support with Exceptions and dependent of Agency’s content | The Cisco Video Player supports Closed Captioned for only Windows Media (.wmv) videos. |
| 1194.24(d) | All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. |  Not Applicable |   |
| 1194.24(e) | Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent. |  Not Applicable |   |

### 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. | Supports with Exceptions | Overall there are some exceptions in keyboard navigation, electronic forms, and compatibility with Assistive Technology. See comments in WCAG 2.0 and 1194.22. |
| 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 | Overall there are minor exceptions for person with low vision impairment and compatibility with Assistive Technology. See comments in WCAG 2.0 and 1194.22 |
| 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 | Video and audio content can be accessed through the portal, but is not within the framework of the portal. It does not have a video or audio player and is dependent on whether the customer’s content provides Captioning or transcripts. |
| 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 | There are not instances of audio features in this product. |
| 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 | There are not instances that require user speech in this product. |
| 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 | Overall there are some exceptions in keyboard navigation, electronic forms, and compatibility with Assistive Technology. See comments in WCAG 2.0 and 1194.22.There are not instances of simultaneous actions. |

### 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 | 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. |