



iCohere® Products and Section 508 Standards Voluntary Product Accessibility Template® (VPAT®)

*iCohere and the Twenty-First Century Communications and Video
Accessibility Act of 2010 (CVAA)*

The webcast portion of iCohere already contains accessible features that respond to the requirements outlined in CVAA.

iCohere 12 provides closed-captioning for real-time webcast events and is included in the archived, recorded copies of the event available after the web-cast for users to review. Captioning is provided in partnership with Caption Colorado. Users can control the font size and color/contrast settings in the captioning for greater usability. The core user commands for these webcasts are keyboard accessible.* In addition, iCohere has a feature for providing a text file alternative to the embedded streaming captioning in the multi-media event recording.

GSA IT 70 Schedule

Contract No. GS-35F-0490U

SINs 132-32, 132-33

GSA Advertising and Integrated Marketing Solutions (AIMS), Schedule 541

Contract GS-07F-430AA

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NAIC CODES:

511210 – Software Publishers

541511 – Custom Computer Programming

541512 – Computer Systems Design Services

518210 – Data Processing, Hosting, and Related Services

517410 – Professional Support Services

The following VPAT documents describe how the accessibility features of iCoHere Collaboration Platform help federal agencies address the requirements of Section 508 Standards. A Voluntary Product Accessibility Template, or VPAT, is a standardized form developed by the Information Technology Industry Council to show how a software product meets key regulations of Section 508 of the Rehabilitation Act.

* See *iCoHere Webinar Webcast Room Documentation for keyboard webcast shortcuts*

“iCoHere 12” is the standard web-based iCoHere online collaboration product.

“iCoHere Accessible” is the name for iCoHere’s Section 508 end-user compatibility feature set that is accessed by the user through a variant login URL for entry into any iCoHere site. iCoHere does not currently support Section 508 for site administrative functions.

For example if a standard URL entry point is:

<http://secure.icohere.com>

...then the iCoHere Accessible entry URL for the same site is:

http://secure.icohere.com/login/login_508.cfm

Testing can be accomplished using this site:

- Accessibility login:
<http://secure.icohere.com/508test>
- Username: vpat
- Password: vpattest

iCoHere integrates with WebEx® for web conferencing. WebEx VPATs are available at:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#webex

VPAT Summary

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported</p>	See detailed explanation below
Section 1194.22 Web-based internet information and applications	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported</p>	See detailed explanation below
Section 1194.23 Telecommunications Products	<p>iCohere Accessible: Not Applicable</p> <p>iCohere 12: Supported where applicable</p>	
Section 1194.24 Video and Multi-media Products	<p>iCohere Accessible: Not applicable</p> <p>iCohere 12: Partially supported</p>	See detailed explanation below
Section 1194.31 Functional Performance Criteria	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported</p>	See detailed explanation below
Section 1194.41 Information, Documentation and Support	Supported	See detailed explanation below

Section 1194.21 Software Applications and Operating Systems - Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(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.	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported</p>	<p>iCohere 12: The core user commands for iCohere webcasts are keyboard accessible.</p>
(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.	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Supported</p>	
(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.	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	
(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.	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	

Criteria	Supporting Feature	Remarks and Explanations
(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.	iCohere Accessible: Supported iCohere 12: Not supported	
(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.	Not applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	iCohere Accessible: Supported iCohere 12: Not supported	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	iCohere Accessible: Supported iCohere 12: Partially supported	
(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.	iCohere Accessible: Supported iCohere 12: Not supported	
(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.	iCohere Accessible: Supported iCohere 12: Supported	If the user is using iCohere Accessible exclusively, they must contact the iCohere support staff in order to select a contrast scheme that works best for them. The closed-captioning in the webcast module allows the user to select font size and color contrast settings.
(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.	iCohere Accessible: Supported iCohere 12: Supported	

Criteria	Supporting Feature	Remarks and Explanations
(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.	iCohere Accessible: Supported iCohere 12: Not supported	

Section 1194.22 Web-based Internet information and applications – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	iCohere Accessible: Supported iCohere 12: Partially supported	For example the archived copy of webcasts iCohere has a feature for providing a text file alternative to the embedded streaming captioning in the multi-media event recording.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	iCohere Accessible: Not applicable iCohere 12: Partially supported	iCohere Accessible: The multi-media modules such as real-time meetings, are not yet available in this version except during conferences. iCohere 12: Real-time closed captioning is available for web-casts and synchronized captioning is available for multimedia presentations prepared in advance.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	iCohere Accessible: Supported iCohere 12: Generally supported	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	iCohere Accessible: Supported iCohere 12: Not supported	

Criteria	Supporting Feature	Remarks and Explanations
(e) Redundant text links shall be provided for each active region of a server-side image map.	iCohere Accessible: Supported iCohere 12: Not supported	
(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.	iCohere Accessible: Supported iCohere 12: Not supported	
(g) Row and column headers shall be identified for data tables.	iCohere Accessible: Supported iCohere 12: Not supported	
(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.	iCohere Accessible: Supported iCohere 12: Not supported	
(i) Frames shall be titled with text that facilitates frame identification and navigation	iCohere Accessible: Supported iCohere 12: Not supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	iCohere Accessible: Supported iCohere 12: Supported	

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported.</p>	<p>The iCohere support staff can assist with real-time meetings in the following ways. Teleconferencing is available. Attachments can be sent via email; transcripts of chats can be sent via email; for text-chat only meetings, users can be included in a teleconference where the text dialog is read-out; users can send posts via email to an administrator who can post on their behalf. iCohere has a feature for providing a text file alternative to the embedded streaming captioning in its multi-media event recording from webcasts.</p>
<p>(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.</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	
<p>(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).</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	
<p>(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.</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	

Criteria	Supporting Feature	Remarks and Explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	iCohere Accessible: Supported iCohere 12: Not supported	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	iCohere Accessible: Supported iCohere 12: Not supported	iCohere Accessible: Accessible interface users are not subject to any task-specific time limits. They are, however, subject to a session timeout if they leave the application idle for several hours.

Section 1194.23 Telecommunication Products – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>iCohere Accessible: Not Applicable</p> <p>iCohere 12: Supported via an equivalent feature.</p>	<p>iCohere 12: A chat tool in the Collaboration Room provides this functionality in the same manner that TTY would. See http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#webex for collaboration room details.</p>
<p>(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.(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>iCohere Accessible: Not Applicable</p> <p>iCohere 12: Not Applicable</p>	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>iCohere Accessible: Not Applicable</p> <p>iCohere 12: Not Applicable</p>	

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>iCohere Accessible: Not Applicable</p> <p>iCohere 12: Not Applicable</p>	

Section 1194.24 Video and Multi-media Products – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>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.</p>	<p>Not Applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>iCohere Accessible: Not applicable.</p> <p>iCohere 12: Partially supported</p>	<p>iCohere 12: Captioning is available on iCohere training materials.</p> <p>iCohere's Collaboration Rooms provide closed captioning capabilities. iCohere is often used as a vehicle for presentations created outside of the platform. These presentations may or may not include accessibility features depending on the authoring tool. See http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#webex for collaboration room details.</p>
<p>(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.</p>	<p>iCohere Accessible: Not applicable.</p> <p>iCohere 12: Not supported</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>iCohere Accessible: Not applicable.</p> <p>iCohere 12: Supported</p>	<p>iCohere 12: The user can turn closed-captioning on or off.</p>

Section 1194.31 Functional Performance Criteria – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>(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.</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Partially supported</p>	<p>We assume that our visually impaired users will make use of one or another of the available screen readers. Our accessible version has been written to work with standard screen readers.</p>
<p>(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.</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Not supported</p>	
<p>(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</p>	<p>iCohere Accessible: Supported</p> <p>iCohere 12: Supported</p>	<p>iCohere 12: iCohere provides closed captioning capabilities in its Collaboration Room tool. Text-only transcripts of captioning from a webcast can be produced by the iCohere application making review of a presentation easier and more flexible. iCohere documentation is provided in written format as well as narrated presentations. See http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#webex for collaboration room details.</p>

Criteria	Supporting Feature	Remarks and Explanations
(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.	iCohere Accessible: Not applicable iCohere 12: Partially supported	Users participate using their own computers and/or phone sets. Whatever assistive technologies they normally employ for Internet browsing and/or conference calls should be compatible.
(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.	iCohere Accessible: Not applicable iCohere 12: Supported	iCohere 12: This would apply only in live presentation/chats. In all cases users are able to submit written comments/ questions via keyboard as well as voice.
(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.	iCohere Accessible: Not applicable iCohere 12: Not supported	

Criteria	Supporting Feature	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	iCohere Accessible: Supported iCohere 12: Supported	
(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.	iCohere Accessible: Supported iCohere 12: Supported	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	iCohere Accessible: Supported iCohere 12: Supported	Our help desk staff is glad to assist users in learning how to use our accessible features and to provide equivalent access to content in a different format if a user is having difficulty.

