

Date: June 27, 2011
Product Name: Quest Collaboration Services
Product Version: 3.6.1
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Summary table

Criteria	Supporting features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Supported with exceptions.	
Section 1194.22: Web-based internet information and applications	Supported with exceptions.	
Section 1194.23: Telecommunications Products		Collaboration Services is not considered a telecommunications product.
Section 1194.24: Video and Multi-media Products		Collaboration Services does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		Collaboration Services is not a self-contained product.
Section 1194.26: Desktop and Portable Computers		Collaboration Services is software as defined under section 1194.21.
Section 1194.31: Functional Performance Criteria	Supported with exceptions.	
Section 1194.41: Information, Documentation and Support	Supported with exceptions.	

Section 1194.21 Software applications and operating systems

Criteria	Supporting features	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.	Supported with minor exceptions: Keyboard access is provided throughout Collaboration Services User Interface and its help system. Keyboard shortcuts, shortcut keys, and menu commands are readily available. Collaboration Services also supports the on-screen keyboard access.	Minor exceptions in Collaboration Services involve limited number of commands for which the hot-keys are defined. Most of these occurrences are often solved by minor workarounds like selecting a command from a global menu.
(b.i) 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.	Supported Collaboration Services is not known to disrupt any other products features that are identified as accessibility features.	
(b.ii) 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.	Supported with exceptions: Collaboration Services supports all accessibility settings of the operating system and in no case disrupts or disables any accessibility features of the operating system. Collaboration Services does not support large fonts setting in some dialogs, however it supports Microsoft Windows accessibility features, such as Magnifier, in the content display frame.	Exceptions are features that do not support high contrast settings. These features are documented in 1194.21(g). Collaboration Services may not support large font mode in dialogs where large fonts would render the dialog impossible to read. The operating system magnifier application is available to magnify all dialog texts.
(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.	Supported: Collaboration Services supports Windows Appearance Properties to provide visual on-screen focus and tracking throughout.	
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported: Collaboration Services fully supports Windows Appearance Properties to provide visual on-screen focus and tracking throughout.	
(d.i) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology.	Supported: Collaboration Services User Interface elements include only standard controls like menu bars, toolbars, check boxes and buttons.	
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with minor exceptions: All Collaboration Services User Interface image elements have a tooltip text, with a few exceptions.	All User Interfaces controls have a What's This help available.
(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.	Supported with minor exceptions: Collaboration Services utilizes standard and consistent images throughout. All Collaboration Services User Interface elements have a consisted meaning throughout an application's performance.	
(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.	Supported: Collaboration Services uses standard system functions to send textual information to the operating system in all cases.	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported with minor exceptions: High contrast settings are not supported in the right-hand pane where HTML pages are displayed (such as statistical information pages), and on some buttons with icons.	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported: Collaboration Services does not use animation to display critical information to the user.	
(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.	Supported: Collaboration Services does not use color as the only means to convey information, indicating an action or prompting a response.	
(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.	Supported: Collaboration Services does not allow to change colors and contrast levels. However it supports the operating system settings as described in 1194.21(g).	
(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.	Supported: Collaboration Services does not use flashing or blinking objects or text in any portion of the application interface.	

Voluntary Product Accessibility



<p>(1) 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.</p>	<p>Supported: Collaboration Services does not use any electronic forms.</p>	
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Section 1194.22 Web-based internet information and applications

Criteria	Supporting features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not supported: Collaboration Services web pages do not provide a text equivalent for any non-text elements. However, there are just a few of such elements present, and they do not convey any information.	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supported: Collaboration Services web pages do not use multimedia.	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported: Collaboration Services web pages do not use color as the only means to convey information.	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported: Collaboration Services web pages do not require an associated style sheet for the documents to be readable.	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supported: Collaboration Services web pages do not use any server-side image maps.	
(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.	Supported: Collaboration Services web pages do not use any image maps.	
(g) Row and column headers shall be identified for data tables.	Supported: Collaboration Services web page have row and column headers in all tables identified.	
(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.	Supported: Collaboration Services web pages do not use any data tables that have more than one logical levels of row or column headers.	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported: Collaboration Services does not use any frames.	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported: Collaboration Services web pages do not cause the screen to flicker.	
(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.	Supported with minor exceptions: Collaboration Services web pages are mostly text-only. There are just a few of graphic elements present, and they do not convey any information.	
(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.	Supported: Collaboration Services web pages do not utilize scripting languages to display content, or to create interface elements.	
(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).	Supported: Collaboration Services web pages do not utilize scripting languages to display content, or to create interface elements.	
(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.	Supported: Collaboration Services web pages do not utilize electronic forms.	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported: Collaboration Services web pages have just a few links, for all of which alternative methods of invoking the functionality is provided.	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported: Collaboration Services web pages do not require timed response.	

Section 1194.31 Functional performance criteria

Criteria	Supporting features	Remarks and explanations
(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.	Supported with minor exceptions: Collaboration Services supports technologies that make computer programs more accessible to people who use Assistive Technology. Collaboration Services supports the use of screen readers to access user interface information.	Commonly-used Assistive Technology may be used with Collaboration Services. Users of AT should contact their AT vendor to assess the compatibility of their product. The operating system magnifier application is available to magnify both images and texts displayed in all wizards' dialogs.
(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.	Supported with minor exceptions: Collaboration Services supports the use of screen readers to access user interface information. Collaboration Services does not support large font mode in some cases. Refer to 1194.21(b.ii) for more details.	
(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	Supported: Collaboration Services does not require user hearing for access to any application functionality. Collaboration Services does not use any form of audio cues.	
(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.	Supported: Collaboration Services does not require user hearing for access to any application functionality.	
(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.	Supported: Collaboration Services does not require speech recognition.	
(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.	Supported with minor exceptions: Collaboration Services supports some operating system tools such as StickyKeys and FilterKeys as well as other Assistive Technologies. When the StickyKeys feature is on, the user can press a modifier key (SHIFT, CTRL, or ALT) and then another key in sequence rather than at the same time, to enter shifted (modified) characters and other key combinations. Pressing a modifier key once <i>latches</i> the key down until the user presses a non-modifier key or clicks a mouse button. Pressing a modifier key twice <i>locks</i> the key until the user presses the key a third time. The FilterKeys accessibility feature allows the user to set the keyboard repeat rate, acceptance delay and bounce rate.	

Section 1194.41 Information, Documentation and Support

Criteria	Supporting features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Collaboration Services documentation is provided in PDF format. Additional documentation is completely accessible using the Help application supplied with Microsoft Windows.
(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.	Supported with minor exceptions Collaboration Services documentation includes complete information on product navigation. However, it does not include system and user-defined shortcut keys.	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Quest Software's Support Services is familiar with such features as keyboard access and other options important to people with disabilities. For technical assistance in the United States, you can contact Quest Software Support Services on a text telephone at (800) 306-9329 between 5:00 A.M. and 5:00 P.M. Pacific Time, Monday through Friday, excluding holidays.