Adobe® Connect™ 9 (Windows) Voluntary Product Accessibility Template

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial Electronic and Information Technology products and services with features that support accessibility. It is assumed that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: 08/17/2012
Name of Product: Adobe® Connect™ 9 (Windows)
Contact for more Information: access@adobe.com

Guideline	Applicable	Compliance
§1194.21 – Software Applications and Operating Systems	Meeting Client: Applicable	Supports with Exceptions
§1194.22 – Web-based Intranet and Internet Information and Systems	Meeting Client: Applicable Administrative Interface: Applicable	Supports with Exceptions
§1194.23 – Telecommunications Products	Not Applicable	–
§1194.24 – Video and Multimedia Products	Meeting Client: Applicable	Supports
§1194.25 – Self-Contained, Closed Products	Not Applicable	–
§1194.26 – Desktop and Portable Computers	Not Applicable	–
§1194.31 – Functional Performance Criteria	Meeting Client: Applicable Administrative Interface: Applicable	Supports
§1194.41 – Information, Documentation, Support	Applicable	Supports

Section 1194.21 Software Applications and Operating Systems - Detail

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.	**Supports with Exceptions**	Adobe Connect provides keyboard support for all elements in the meeting interface, but does not provide the ability to resize individual pods without a mouse.
(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 with Exceptions**	Adobe Connect does not disrupt or disable Windows operating system accessibility features such as filter keys, toggle keys, sticky keys, and the on-screen keyboard, but it does not respond to user-defined operating system color contrast settings in Windows. Adobe Connect depends on Adobe Flash Player, which does not have access to operating-system settings for user-defined color and contrast.
(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**	Focus is well-defined visually and exposed to assistive technology via the MSAA interface.
(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**	Adobe Connect provides information about user interface elements to assistive technology in the meeting and administrative interface with a few exceptions such as the view selector in the meeting room's Attendee pod and the information in the Engagement Dashboard pod (found only in seminar rooms and only by presenters).

Criteria	Supporting Features	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.	**Supports**	
(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 is made available to assistive technologies via the MSAA interface.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	**Does Not Support**	Adobe Connect does not honor user-defined color and contrast settings in Windows.
(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**	Adobe Connect does not use animation to convey information. Users sharing animated information during a Connect meeting will need to provide an alternative rendering.
(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**	Adobe Connect does not rely on color coding alone to convey information.
(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**	Adobe Connect does not have color or contrast adjustment 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.	**Supports**	Flashing and blinking text and objects are not used in the Adobe Connect user interface.
(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.	**Not Applicable**	Adobe Connect does not use forms.

Section 1194.22 Web-based Internet information and applications - Detail

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).	**Meeting Client: Supports** **Administrative Interface: Supports with Exceptions**	Adobe Connect provides equivalents for most images. Exceptions include the administrative interface's Conversion Funnel graphic which lacks a text equivalent, although most of the graphic's information is provided in the adjacent Comma Separated Value (CSV) data download file.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	**Meeting Client: Supports** **Administrative Interface: Not Applicable**	Adobe Connect provides support for real-time closed captioning using the Adobe Connect captioning extension available at the Adobe Exchange. ([link](#))
(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**	Adobe Connect does not rely on color coding to convey information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	**Not Applicable**	Adobe Connect does not use style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	**Not Applicable**	Adobe Connect does not use 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.	**Not Applicable**	Adobe Connect does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	**Meeting Client: Supports** **Administrative Interface: Supports with Exceptions**	The meeting client does not use tables. However, the Administrative interface contains some tables which lack proper identification of table column headings.
(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**	Adobe Connect does not contain tables with multiple levels of headings.

Criteria	Supporting Features	Remarks and explanations
(i) Frames shall be titled with text that facilitates frame identification and navigation	**Meeting Client: Not Applicable** **Administrative Interface: Supports with Exceptions**	HTML iframes used in the Events Management section lack titles.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	**Supports**	Adobe Connect does not create flickering content.
(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.	**Supports**	A text-only page cannot be used as a substitute for a live meeting. However, a transcript of the information shared in a meeting is beneficial to some users.
(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**	Adobe Connect utilizes scripting to provide content and interface items for the meeting client, and this information is provided for assistive technologies via MSAA.
(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**	Users who do not have the Flash Player installed will be prompted to do so when joining a Connect meeting or interacting with the administrative interface.
(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.	**Meeting Client: Not Applicable** **Administrative Interface: Supports with Exceptions**	The Adobe Connect meeting interface does not use forms. The Adobe Connect administrative interface contains some forms which do not provide complete information for form control labeling. The administrative interface provides support for all functionality from the keyboard except for the optional selection of meeting participants during the meeting set-up process, which impacts users of assistive technologies.

Criteria	Supporting Features	Remarks and explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	**Meeting Client: Not Applicable** **Administrative Interface: Does Not Support**	The Adobe Connect Administrative Interface contains a global navigation bar, but no means to skip the navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	**Not Applicable**	

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.24 Video and Multi-media Products - Detail

Criteria	Supporting Features	Remarks and explanations
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**	Adobe Connect does not include any display hardware.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	**Not Applicable**	Adobe Connect does not include any television tuner hardware.

Criteria	Supporting Features	Remarks and explanations
(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.	**Supports**	Adobe Connect provides support for real-time captioning via the Connect Captioning Extension.
(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.	**Supports**	Content presented in an Adobe Connect meeting can be described by a participant functioning as a live audio describer.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	**Supports**	Display of captions in the Adobe Connect captioning extension is user-selectable.

Section 1194.31 Functional Performance Criteria - Detail

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.	**Meeting Client: Supports** **Administrative Interface: Supports with Exceptions**	Support for Assistive Technology is provided.
(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.	**Meeting Client: Supports** **Administrative Interface: Supports**	Support for Assistive Technology is provided.
(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	**Meeting Client: Supports** **Administrative Interface: Supports**	Support for closed captioning of Adobe Connect meetings is provided using the Connect captioning extension.

Criteria	Supporting Features	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.	**Meeting Client: Supports** **Administrative Interface: Supports**	
(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.	**Meeting Client: Supports** **Administrative Interface: Supports**	Adobe Connect does not require speech on the part of users.
(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.	**Meeting Client: Supports** **Administrative Interface: Supports**	Adobe Connect provides support for keyboard access to all but a very small number of features.

Section 1194.41 Information, Documentation, and Support - Detail

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.	**Supports**	Adobe provides electronic versions of all product support documentation.
(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**	Adobe provides information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	**Supports**	Product support for Adobe products is available in a variety of formats and from a number of online sources available from Adobe Systems.