



Zimbra Collaboration Suite Standard HTML VPAT© 4.1

August 9, 2010



VPAT®

Since the VPAT must be comprehensive, all Section 508 issues on all pages must be corrected to sustain compliance.

Summary of Voluntary Product Accessibility Template		
<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	Please reference the included 1194.21 section.
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	Please reference the included 1194.22 section.
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multimedia 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	Supports with Exceptions	Please reference the attached 1194.21, 1194.22 and 1194.31 sections.
Section 1194.41 Information, Documentation and Support	Supports	Please reference the attached 1194.41 section.

Supporting Features (Second Column on VPAT)

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.
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.
Supports when Combined with Compatible AT	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 ("AT"). For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used AT for people who are blind).
Does Not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine the Criteria does not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board's standards for the definition of "fundamental alteration").

1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
(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	All functions of the application are keyboard accessible. In addition many shortcut keys are supplied.
(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 Equivalent Facilitation	The application does honor high contrast but does not allow text enlargement through the operating system however the text can be enlarged with the browser.

1194.21 Software Applications and Operating Systems, continued

Criteria	Supporting Features	Remarks & Explanations
(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	Assistive technology can track focus changes and determine what interactive interface element has the current focus in many cases. Focus can also be tracked visually.
(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	Many controls have sufficient information for identifying them to Assistive Technology. However, controls do exist that do not have identifying information that assistive technology can use. For example, there are many form fields in the application that are not properly labeled.
(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	Image meaning is consistent.
(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	Text is displayed and readable with Assistive Technology.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Equivalent Facilitation	The application does honor high contrast but does not allow text enlargement through the operating system. However the text can be enlarged with the browser.

1194.21 Software Applications and Operating Systems, continued

Criteria	Supporting Features	Remarks & Explanations
(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	Animation is not used.
(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	Color coding is not used as the sole means of conveying 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	The product does not permit the user to adjust color and 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.	Supports	Blinking and flashing does not occur in the prohibited range.
(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	Some form fields are not labeled. For example, the check box situated by each message in the email section, is not labeled. Another example is the drop down list for Date where it says "Arranged by" is not labeled.

1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Supporting Features	Remarks & Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	All images which convey important information have Alt attributes.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There is no 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.	Supports	Color is not used as a sole means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	When Style Sheets are disabled the product is usable.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(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	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports	There are not any data tables in the application.
(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	Data tables with two or more logical levels are not present.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	Frames are not used.

1194.22 Web-based Intranet and Internet Information and Applications, continued

Criteria	Supporting Features	Remarks & Explanations
(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	Flickering does not occur in the prohibited range.
(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.	Not Applicable	A text only page is not needed to access information provided in the help files.
(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 (AT).	Supports with Exceptions	Many controls have sufficient information for identifying them to Assistive Technology. However, controls do exist that do not have identifying information that assistive technology can use. For example, there are many form fields in the application that are not properly labeled.
(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).	Not Applicable	Zimbra Collaboration Suite does not have plug-ins or applets.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using (AT) 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 form fields are not labeled. For example, the check box situated by each message in the email section, is not labeled. Also the drop down list for Date where it says "Arranged by" is not labeled.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	No Link is provided to move over repetitive Navigation.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	There are no timed responses required.

1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks & 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.	Supports with Exceptions	Zimbra Collaboration Suite Standard HTML some limitations that do not allow full support for screen reader assistive technology. Please reference the included 1194.21 and 1194.22 sections for specific details.
(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	Screen magnifiers do work with Zimbra Collaboration Suite Standard HTML.
(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	Hearing is not required.
(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.	Not Applicable	Audio is not present.
(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	User speech is not required.

1194.31 Functional Performance Criteria, continued

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
(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	Fine motor control is not required to use the application.

1194.41 Information, Documentation and Support

Criteria	Supporting Features	Remarks & Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Upon request, Product support documentation shall be made available in other printed or online formats that Zimbra has available at the time of the request, at no additional charge.
(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	Upon request, Product support documentation shall be made available in other printed or online formats that Zimbra has available at the time of the request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is available online and via telephone. Deaf or hard of hearing users can use the national relay service to converse with VMware representatives.