

Otter Voice Meeting Notes (Otter.ai) Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

Name of Product/Version:

Otter Voice Meeting Notes (Otter.ai) 2.1.14.527

Report Date:

May 20, 2020

Product Description:

[Otter Voice Meeting Notes \(Otter.ai\)](#) is a note-taking and collaboration app that records, transcribes, and shares meeting notes and conversations live, with the help of AI. It generates smart notes that sync audio, text, and images, and lets you search, play, edit, highlight, and share notes from any device. Ideal for meetings, lectures, interviews, and events.

Contact Information:

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Notes:

BarrierBreak performed an accessibility audit for Otter Voice Meeting Notes (Otter.ai) native iOS mobile application.

Evaluation Methods Used:

A sample set of 28 screens were selected to perform the audit. The screens were tested with VoiceOver on an iPhone with iOS 13.3. Accessibility testers perform the audit using automated tools, screen reader (VoiceOver), keyboard interaction with screen reader running, screen magnifier (iPhone in-built Zoom feature) and iPhone's in-built Large Text settings. Accessibility testers perform the test using color contrast checker keeping WCAG 2.1 guidelines in mind.

These results reflect accessibility of the Otter Voice Meeting Notes (Otter.ai) application for sample set of 28 screens.



The following screens of the iOS mobile application were evaluated:

- Login
- What's your email
- Want to skip typing
- What's your password
- Forgot your password
- Home
- My Conversations
- Customize Output
- Highlights
- Playback Options
- New Recording
- Connect Calendars
- New Group
- Group
- Select Conversations



- Manage Members
- Add Member
- Folder 1
- Trash
- Settings
- Crop
- Notifications
- Advanced Settings
- Connect Cloud Storage
- Manage Vocabulary
- Names of People – Team
- Tutorials
- Contact Support

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.1	Level A: Yes Level AA: Yes Level AAA: No

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Applicable for sample set of 28 screens of the Otter Voice Meeting Notes (Otter.ai) application.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Mobile Application: Partially Supports	<p>Mobile Application: Appropriate textual descriptions are specified for most of the image buttons across the tested screens.</p> <p>Few instances of inappropriate textual descriptions specified for image buttons are found on Settings and Crop screens.</p> <p>Few instances wherein screen reader users cannot edit the textual description of the image button is found on New Recording and Tutorials screens.</p> <p>Few instances of image not available for screen reader users are found on New Recording and Tutorials screens.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Mobile Application: Supports	Mobile Application: Transcript is provided for the audio-only content on the tested screens.
1.2.2 Captions (Prerecorded) (Level A)	Mobile Application: Not Applicable	Mobile Application: Prerecorded multimedia content is not present on the tested screens.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Mobile Application: Not Applicable	Mobile Application: Prerecorded multimedia content is not present on the tested screens.
1.3.1 Info and Relationships (Level A)	Mobile Application: Partially Supports	Mobile Application: Most headings are defined correctly

Criteria	Conformance Level	Remarks and Explanations
		<p>on the tested screens.</p> <p>Labels are specified for most of the form controls on the tested screens.</p> <p>Few instances of heading not defined are found on What's your password and Connect Calendars screens.</p> <p>Few instances of label not specified for text fields are found on New Recording and Tutorials screens.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p>	<p>Mobile Application: Supports</p>	<p>Mobile Application: Information on all the tested screens is presented in a correct sequence through code to ensure that it can be accessed in a logical order by assistive technologies, such as screen reader.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p>	<p>Mobile Application: Supports</p>	<p>Mobile Application: Important instructions to access the screen content are not presented using sensory characteristics, such as size, shape, sound etc.</p>
<p>1.4.1 Use of Color (Level A)</p>	<p>Mobile Application: Supports</p>	<p>Mobile Application: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element across the tested screens.</p>
<p>1.4.2 Audio Control (Level A)</p>	<p>Mobile Application: Not Applicable</p>	<p>Mobile Application: Audio content that plays automatically is not present on the tested screens.</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>Mobile Application: Supports</p>	<p>Mobile Application: All the interactive elements across the tested screens can be operated using a keyboard.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p>	<p>Mobile Application: Supports</p>	<p>Mobile Application: User's keyboard focus does not get trapped at any point while interacting with the screen functionality and they are able to navigate between</p>

Criteria	Conformance Level	Remarks and Explanations
		different interactive elements easily.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Mobile Application: Not Applicable	Mobile Application: Character key shortcuts are not defined for the interactive elements on the tested screens.
2.2.1 Timing Adjustable (Level A)	Mobile Application: Not Applicable	Mobile Application: Time dependent content is not available on the tested screens.
2.2.2 Pause, Stop, Hide (Level A)	Mobile Application: Not Applicable	Mobile Application: Tested screens do not have moving, blinking, or scrolling content that starts automatically, lasts more than five seconds, and is presented in parallel with other content.
2.3.1 Three Flashes or Below Threshold (Level A)	Mobile Application: Not Applicable	Mobile Application: Tested screens do not have flickering and flashing content.
2.4.1 Bypass Blocks (Level A)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for native mobile applications.
2.4.2 Page Titled (Level A)	Mobile Application: Supports	Mobile Application: Unique and meaningful screen titles are provided that clearly describe the content available on the screens.
2.4.3 Focus Order (Level A)	Mobile Application: Supports	Mobile Application: Keyboard users are able to navigate between different elements in a meaningful and sequential order on the tested screens.
2.4.4 Link Purpose (In Context) (Level A)	Mobile Application: Supports	Mobile Application: Unique and descriptive text is defined for the links present on the tested screens.
2.5.1 Pointer Gestures (Level A 2.1 only)	Mobile Application: Not Applicable	Mobile Application: Functionality that depends on multipoint or path-based gestures is not present on the tested screens.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Mobile Application: Supports	Mobile Application: Interactive elements are not activated on down event across the tested screens.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Mobile Application: Partially Supports	<p>Mobile Application: Accessible name for most user interface controls matches with the visual labels on the tested screens.</p> <p>An instance of user interface control label that does not match with the visual label is found on Settings screen.</p>
2.5.4 Motion Actuation (Level A 2.1 only)	Mobile Application: Not Applicable	Mobile Application: Functionality that requires device motion or user motion is not present on the tested screens.
3.1.1 Language of Page (Level A)	Mobile Application: Supports	Mobile Application: Primary language is defined programmatically for the tested screens.
3.2.1 On Focus (Level A)	Mobile Application: Supports	Mobile Application: When any component receives focus, it does not initiate a change of context across the tested screens.
3.2.2 On Input (Level A)	Mobile Application: Supports	Mobile Application: When user inputs any data, it does not initiate a change of context across the tested screens.
3.3.1 Error Identification (Level A)	Mobile Application: Supports	Mobile Application: Error messages are identified programmatically for screen reader users on the tested screens.
3.3.2 Labels or Instructions (Level A)	Mobile Application: Partially Supports	<p>Mobile Application: Labels are specified for most of the form controls on the tested screens.</p> <p>Few instances of label not specified for text fields are found on New Recording and Tutorials screens.</p>
4.1.1 Parsing (Level A)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for native mobile applications.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p>	<p>Mobile Application: Partially Supports</p>	<p>Mobile Application: Name, role, state and value for most of the interactive elements are defined correctly on the tested screens.</p> <p>Few instances of role not defined for "Send diagnostics", "Rate and review Otter", "Refer & earn" and "Log out" interactive elements are found on the Settings screen.</p> <p>Few instances of highlight / unhighlight information not available for screen reader users are found on New Recording and Tutorials screens.</p> <p>An instance of content not available for screen reader users is found on Highlights screen.</p> <p>Some instances of content which gets updated dynamically and no notification is provided about the update by the screen reader when users interacted with buttons and input field are found on New Recording, Add Member, Crop and Tutorials screens.</p>

Table 2: Success Criteria, Level AA

Notes: Applicable for sample set of 28 screens of the Otter Voice Meeting Notes (Otter.ai) application.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Mobile Application: Not Applicable	Mobile Application: Live multimedia content is not present on the tested screens.
1.2.5 Audio Description (Prerecorded) (Level AA)	Mobile Application: Not Applicable	Mobile Application: Prerecorded multimedia content is not present on the tested screens.
1.3.4 Orientation (Level AA 2.1 only)	Mobile Application: Partially Supports	Mobile Application: The content of most screens can be viewed and accessed in portrait as well as landscape orientations by disabling "Portrait mode lock" option available in app settings. On the Playback Options screen, "Skip silence" switch button overlaps with "Save" button in landscape orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for native mobile applications.
1.4.3 Contrast (Minimum) (Level AA)	Mobile Application: Partially Supports	Mobile Application: Sufficient color contrast is used for displaying textual information on several tested screens. However, some instances of insufficient color contrast are found on Connect Calendars, New Recording, Manage Members, Trash, Settings, Names of People – Team and Tutorials screens.
1.4.4 Resize text (Level AA)	Mobile Application: Partially	Mobile Application: The content can be resized without loss of content or functionality using Zoom feature.

Criteria	Conformance Level	Remarks and Explanations
	Supports	<p>However, only some content can be resized correctly using Large Text settings.</p> <p>Some instances of text not resizing with Large Text settings are found on Highlights, Connect Calendars, Customize Output, Select Conversations, etc. screens.</p> <p>Some instances of content not available when the Large Text settings are enabled are found on Playback Options, New Group, Folder 1, Trash, etc. screens.</p> <p>Some instances of content gets overlapped when the Large Text settings are enabled are found on Trash, Settings, Notifications and Tutorials screens.</p>
1.4.5 Images of Text (Level AA)	Mobile Application: Partially Supports	<p>Mobile Application: Plain text is used to convey information rather than image of text on most of the tested screens.</p> <p>Few instances of image of text being used to convey information are found on Login and Settings screens.</p>
1.4.10 Reflow (Level AA 2.1 only)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for mobile applications.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Mobile Application: Partially Supports	<p>Mobile Application: Sufficient color contrast is used for interactive elements and key images on several tested screens.</p> <p>Some instances of insufficient color contrast for text field borders are found on My Conversations, Customize</p>

Criteria	Conformance Level	Remarks and Explanations
		Output, New Recording and Tutorials screens. Few instances of insufficient color contrast for key images are found on New Recording and Tutorials screens.
1.4.12 Text Spacing (Level AA 2.1 only)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for mobile applications.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Mobile Application: Not Applicable	Mobile Application: Additional content is not triggered when any component receives focus.
2.4.5 Multiple Ways (Level AA)	Mobile Application: Not Applicable	Mobile Application: The success criteria is not applicable for mobile applications.
2.4.6 Headings and Labels (Level AA)	Mobile Application: Supports	Mobile Application: Unique and descriptive heading and form control label is used on the tested screens.
2.4.7 Focus Visible (Level AA)	Mobile Application: Supports	Mobile Application: Focus is clearly visible for all the interactive elements available on the tested screens.
3.1.2 Language of Parts (Level AA)	Mobile Application: Not Applicable	Mobile Application: Content in secondary language is not present on the tested screens.
3.2.3 Consistent Navigation (Level AA)	Mobile Application: Supports	Mobile Application: A consistent navigation mechanism is used on the tested screens.
3.2.4 Consistent Identification (Level AA)	Mobile Application: Supports	Mobile Application: Elements with identical functionality are identified consistently across the tested screens.
3.3.3 Error Suggestion (Level AA)	Mobile Application: Supports	Mobile Application: Error messages for form fields are descriptive on the tested screens.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Mobile Application: Supports	Mobile Application: A message is available for confirming before deleting the conversation on the tested screens.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Mobile Application: Supports	Mobile Application: Status messages are defined programmatically to make them available for assistive technology users across the tested screens.



Table 3: Success Criteria, Level AAA

Notes: Not Evaluated



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Otter Voice Meeting Notes (Otter.ai) is committed to making their application accessible and plans to make the accessibility improvements within 6 to 12 months.