

Section 508

Product Assessment

<Projects/Products Applicable to FNS Technology Division>

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Instructions for Completing the

Section 508 Product Assessment

# Purpose:

The purpose of the Section 508 Product Assessment is to assist contracting officials and other buyers of the United States Department of Agriculture (USDA) in making preliminary assessments regarding the availability of Electronic and Information Technology (EIT) products and services with features that support accessibility.

# Background:

In 2001, the Information Technology Industry Council partnered with the General Services Administration to create a tool that would assist Federal contracting and procurement officials in fulfilling the market research requirements specified in Section 508. The result of their collaboration was the Section 508 Voluntary Product Accessibility Template (VPAT) – a simple, Web-based checklist that allows manufacturers, developers, or vendors to document how their product **does** or **does not** meet the various Section 508 Requirements. CMS has adopted the VPAT for use in assessing Section 508 compliance of EIT products being acquired by or developed for the Agency, hence referred to by the Agency as the Section 508 Product Assessment.

# Who should complete the Section 508 Product Assessment?

USDA requires a measure of technical detail in the responses submitted in a Section 508 Product Assessment in order to effectively determine compliance of the identified EIT product. Therefore, a technical specialist for the manufacturer, developer, or vendor of the EIT product should complete the Section 508 Product Assessment.

It is the responsibility of the manufacturer, developer, or vendor of the EIT product to maintain the integrity of the data provided in the Section 508 Product Assessment. The information provided in the completed Section 508 Product Assessment for an EIT product is considered to be a self-representation unless expressly affirmed otherwise.

# Procedure for Completing the Section 508 Product Assessment:

**Step 1:** Utilizing the information provided in the following table, determine which sections of the **Technical Standards (Subpart B - 1194.21 through 1194.26)** apply to the EIT product**.** Note that the **Functional Performance Criteria (Subpart C – 1194.31)** and the **Information, Documentation, and Support (Subpart D – 1194.41)** sections of the USDA Section 508 Product Assessment must be completed for every EIT product.

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| **Product** | **Applicable Sections** |
| Telecommunications | 1194.23Telecommunications Products  1194.31 Functional Performance Criteria  1194.41 Information, Documentation, and Support |
| Video/Multimedia | 1194.24 Video and Multimedia Products  1194.31 Functional Performance Criteria  1194.41 Information, Documentation, and Support |
| Self-Contained | 1194.25 Self-Contained, Closed Products  1194.31 Functional Performance Criteria  1194.41 Information, Documentation, and Support |
| Personal Computers | 1194.26 Desktop and Portable Computers  1194.31 Functional Performance Criteria  1194.41 Information, Documentation, and Support |

**Step 2:** Determine if the EIT product **does** or **does not** meet the individual Criteria elements listed in the 1st column of each applicable section of the Section 508 Product Assessment. Utilizing the guidance provided in the following table, provide the appropriate responses in the ***Supporting Features*** column (2nd column) of the Section 508 Product Assessment document for each Criteria element.

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| **Response** | **Means…** |
| **Supports** | Product **fully** **meets** the letter and intent of the Criteria. |
| **Supports with Exceptions** | Product **does not** **entirely** **meet** the letter and intent of the Criteria, but does provide some level of access. |
| **Supports through Equivalent Facilitation** | Product **provides alternative methods to meet** the intent of the Criteria. |
| **Does Not Support** | Product **does not** **meet** the letter or intent of the Criteria. |
| **Not Applicable** | The Criteria **does not** **apply** to the product. |

If the EIT product **Does Not Support** the Criteria, remember that Section 508 allows for products to meet the Access Board Standards in innovative, non-traditional ways. The EIT product can meet the standard (i.e., **Supports through Equivalent Facilitation**) by providing an innovative solution, as long as the feature performs in the same manner as it does for any other user.

**Step 3:** Utilizing the guidance provided in the following table, document in the ***Remarks & Explanations*** column (3rd column) for each Criteria listed in the 1st column of the applicable sections of the Section 508 Product Assessment document, exactly **how** the EIT product **does** or **does not** meet the Criteria.

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| **If Supporting Features (2nd column) response is…** | **Then Remarks & Explanations (3rd column) response should be…** |
| **Supports** | List exactly **what** features of the product **do** meet the Criteria and describe **how** the features are used to support the standard. |
| **Supports with Exceptions** | List exactly **what** features of the product **do** meet the Criteria and describe **how** the features are used to support the standard.  **AND**  List exactly **what** aspects of the product **do not** meet the Criteria and describe **how** they fail to support the Criteria. |
| **Supports through Equivalent Facilitation** | List exactly **what** *alternative* methods exist in the product and describe **how** they are used to support the Criteria. |
| **Does Not Support** | Describe exactly **how** the product **does not** support the Criteria. |
| **Not Applicable** | Describe exactly **why** the Criteria are not applicable to the product. |

**Step 4:** Provide the completed Section 508 Product Assessment to the USDA Requestor.

# Section 508 Product Assessment

**USDA Requestor:** **Date:**

**Product Name:** **Version:**

**Vendor:** **Vendor Contact:**

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| Section 1194.23 Telecommunications Products ***Refer to*** [***http://www.access-board.gov/sec508/guide/1194.23.htm***](http://www.access-board.gov/sec508/guide/1194.23.htm) ***for details on the criteria listed below.*** | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. 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.   **(a.1) A TTY (teletypewriter) uses two-way text conversations over an analog phone line. Tones are converted to text using ANSI/TIA/EIA 835 and Baudot specifications or standards. Voice Carry Over (VCO) allows people who can use speech to converse and Hearing Carry Over (HCO) allows people to use t heir hearing, but not speech.**  **Note: VCO allows for text to be received and HCO allows for**  **(a.2) Does the product have the ability to send and receive text messages?** |  |  |
| 1. Telecommunications products that include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.   **(b.2) Does the required product support 45.5 baud Baudot or the industry standard for baud.**  **Note: the fast 300 baud can be problematic with Voice Carry Over (VCO).** |  |  |
| 1. Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.   **c.1) Voice mail must be receivable by TTY devices** |  |  |
| 1. 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.   **(d.1) Does voice mail, auto-attendant, and interactive voice response telecommunication systems work with or is it usable by TTY users with the TTYs.**  **(c.2) any time-out requirements must be alerted to non-audibly.** |  |  |
| 1. Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.   **(e.1) Caller ID and other information data transmitted to visual display must be available on TTY for deaf and blind users.** |  |  |
| 1. For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20dB. For incremental volume control, at least one intermediate step of 12dB of gain shall be provided.   **(f.1) The telecommunications product must provide a volume control adjustable to a minimum of 20 db.**  **(f.2) For incremental volume control, at least one intermediate step of 12 db must be provided.** |  |  |
| 1. If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.   **(g.1) If the product allows for adjusting the receiver volume, capability to reset to default level must exist** |  |  |
| 1. Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.   **(h.1) Requirement for hearing aids to be compatible with the telecommunications product.**  **Note; this also applies to other hearing devices ( cochlear implants and assistive listening devices)** |  |  |
| 1. Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.   **(i.1) ANSI C63.192001 standard provides procedures for testing the interference level produced by handsets.** |  |  |
| 1. Products that transmit or conduct information or communication shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats, or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.   **(j.1) The retention of captioning and audio descripti09n must be available in the reformatting and transmission processes.**  **(j.2) Products must not strip out captioning and timing information so that synchronization can occur between audio and video.**  **(j.3) TTY signals applied to VoIP and other emerging technologies must remain intact.** |  |  |
| (k)(1) Products that have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.  **(k1.a) Keys and controls must be located and distinguished from adjacent objects by touch.**  **(k1.b) Braille or raised labels can be used to satisfy this requirement.**  **(k1.c) identifying keys tactilely must not activate keys or controls.** |  |  |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 pounds (22.2N) maximum.  **(k2.a) Controls and keys must be operable by people with dexterity issues, users with one hand, and people with hand strength problems.**  **(k2.b) All controls and keys must be large enough and distanced enough for those with dexterity issues to operate.** |  |  |
| (k)(3) Products that have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.  **(k3.a) If key repeat is present, it must be tested for startup delay and repeat rate.**  **(k3.b) The Key repeat rate must be adjustable to 2 seconds per character.** |  |  |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.  **(k4.a) All locking or toggle controls must be visually discernible.**  **(k4.b) For any visually discernable control there must be an equivalent audible or tactile indicator.** |  |  |

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| Section 1194.24 Video and Multimedia Products ***Refer to (*** [***http://www.access-board.gov/sec508/guide/1194.24.htm***](http://www.access-board.gov/sec508/guide/1194.24.htm) ***) for details on the criteria listed below.*** | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. 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, wide-screen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, 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.   **(a.1) do you have open captioning that is automatically part of the video, without having to be selected by the user?**  **(a.2) do you have closed captioning which requires a caption decoder circuitry; (the decoder will allow hidden data within the television signal to be displayed on the user’s screen (TV or computer))?** |  |  |
| 1. Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.   **(b.1) do your application or product have an “audio description” of the visual content of a presentation, synchronized with the existing soundtrack or product?** |  |  |
| 1. All training and informational video and multimedia productions that 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.   **(c.1) Is all the 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, open or closed captioned?** |  |  |
| 1. 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.   **(d.1) Are the Videos and multimedia products that "support the agency’s mission “ captioned and audio-described?** |  |  |
| 1. Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.   **(e.1) The “user-selected” language generally applies to closed captioning; Does the view have the option of turning it on or off?**  **(e.2) Can the user independently enable audio description?**  **Note: The means of choosing alternate tracks for audio description varies by the medium, but usually involves selection from an on-screen menu. Therefore those menus must be made audible or otherwise readily selectable so that people with visual disabilities can independently gain access to audio descriptions.** |  |  |

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| Section 1194.25 Self-Contained, Closed Products ***Refer to*** [***http://www.access-board.gov/sec508/guide/1194.25.htm***](http://www.access-board.gov/sec508/guide/1194.25.htm) ***for details on the criteria listed below.*** | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.   **(a.1) does your product have embedded software?**  **(a.2) Does your self contained, closed products have built-in accessibility?**  **Note: self-contained products generally have embedded software and are commonly designed in such a fashion that a user cannot easily attach or install assistive technology**  **(example: copier machine, calculators, fax machines, information transaction machines, and information kiosks)** |  |  |
| 1. When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.   **(b.1) does your self-contained, closed system notified the user if a process is about to time-out and be given an opportunity to answer a prompt asking whether additional time is needed.** |  |  |
| 1. Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k)(1) through (4).   **(k1) Controls and keys shall be tactilely discernible without activating the controls or keys.**  **(k2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.**  **(k3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.**  **(k4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.** |  |  |
| 1. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.   **(d.1) Does your application/product contain Biometric controls that are activated only if a particular biological feature (e.g., voiceprint) of the user exists and matches specific criteria? ( Other examples include retinal scans and fingerprint identification that may become a common practice for allowing an individual to gain access to personal data from an information transaction type of machine)**  **If so,** **when a system needs to be accessed by a person with a disability and that disability prohibits the use of a specific biometric feature, a non-biometric alternative should be provided that does not compromise security.** |  |  |
| 1. When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry-standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.   **(e.1) This provision applies only to voice output. For example, it could apply to a device that is providing voice output for a person who is unable to see a visual display.**  **(e.2) A standard connector- People who regularly use information transaction kiosks may plan to carry a portable headset (or other listening coupler) with them. Examples of common plugs on headsets include those that fit 2.5 mm jacks (such as those in most cellular phones) and 3.5 mm plugs (such as those in most portable stereos). There have been problems in the past when manufacturers made proprietary plugs that were flat with multiple pins and were compatible only to their own products.** |  |  |
| 1. When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45dB, a volume gain of at least 20dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.   **(f.1) Is the audio outputs from the kiosk type product have a minimum level of 65 dB? (A feature has been required to automatically reset the volume to the default level after every use. This is consistent with a similar provision addressing telecommunications products.)**  **Note: People who are hard of hearing, generally speaking, require voice levels to be 20 dB above the ambient sound level to understand speech. This means that as long as the noise level in the surrounding environment is below 45 dB, the 65 dB output level would be sufficient. If the product is in an environment with a high noise level, the user must be able to raise the volume to a setting of 20 dB higher than the ambient noise level.** |  |  |
| 1. Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.   **(g.1) This provision does not prohibit the use of color to enhance identification of important features. It does, however, require that some other method of identification, such as text labels, be combined with the use of color.** |  |  |
| 1. When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.   **(h.1**) **This provision is applied to those products that already allow a user to adjust screen colors.**  **Note: This provision requires more than just providing color choices. The available choices must also allow for different levels of contrast. Many people experience a high degree of sensitivity to bright displays. People with this condition cannot focus on a bright screen for long because they will soon be unable to distinguish individual letters. An overly bright background causes a visual "white-out". To alleviate this problem, the user must be able to select a softer background and appropriate foreground colors. On the other hand, many people with low vision can work most efficiently when the screen is set with very sharp contrast settings. Because there is such a variance in individual needs it is necessary for a program to have a variety of color and contrast settings.** |  |  |
| 1. Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2Hz and lower than 55Hz.   **(i.1) This requirement is necessary because some individuals with photosensitive epilepsy can have a seizure triggered by displays that flicker or flash, particularly if the flash has a high intensity and is within certain frequency ranges. The 2 Hz limit was chosen to be consistent with proposed revisions to the ADA Accessibility Guidelines which, in turn, are being harmonized with the International Code Council (ICC)/ANSI A117 standard, "Accessible and Usable Buildings and Facilities", ICC/ANSI A117.1-1998 which references a 2 Hz limit. An upper limit was identified at 55 Hz.** |  |  |
| (j)(1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48- inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.  **(j.1) These provisions apply to the physical characteristics of large office equipment including reach ranges and the general physical accessibility of controls and features.**  **Examples of these products, include but are not limited to copiers, information kiosks, and free standing printers. These provisions are based on the** [**Americans with Disabilities Act Accessibility Guidelines**](http://www.access-board.gov/adaag/html/adaag.htm) **(ADAAG 4.2 Space Allowance and Reach Ranges).** |  |  |
| (j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.  **(j.2) These provisions apply to the physical characteristics of large office equipment including reach ranges and the general physical accessibility of controls and features.**  **Examples of these products, include but are not limited to copiers, information kiosks, and free standing printers. These provisions are based on the** [**Americans with Disabilities Act Accessibility Guidelines**](http://www.access-board.gov/adaag/html/adaag.htm) **(ADAAG 4.2 Space Allowance and Reach Ranges).** |  |  |
| (j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.  **(j.3)**  **These provisions apply to the physical characteristics of large office equipment including reach ranges and the general physical accessibility of controls and features.**  **Examples of these products, include but are not limited to copiers, information kiosks, and free standing printers. These provisions are based on the** [**Americans with Disabilities Act Accessibility Guidelines**](http://www.access-board.gov/adaag/html/adaag.htm) **(ADAAG 4.2 Space Allowance and Reach Ranges).** |  |  |
| (j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.  **(j.4) These provisions apply to the physical characteristics of large office equipment including reach ranges and the general physical accessibility of controls and features.**  **Examples of these products, include but are not limited to copiers, information kiosks, and free standing printers. These provisions are based on the** [**Americans with Disabilities Act Accessibility Guidelines**](http://www.access-board.gov/adaag/html/adaag.htm) **(ADAAG 4.2 Space Allowance and Reach Ranges).** |  |  |

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| Section 1194.26 Desktop and Portable Computers ***Refer to*** [***http://www.access-board.gov/sec508/guide/1194.26.htm***](http://www.access-board.gov/sec508/guide/1194.26.htm) ***for details on the criteria listed below.*** | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. All mechanically operated controls and keys shall comply with §1194.23 (k) (1) - (4).   **(a.1) These provisions cover the keyboards, keypads, and other controls on desktop and laptop computers that need to be activated during the normal operation of the system. Examples of controls that are not located on a keyboard but are still covered include but are not limited to, on/off switches, reset buttons, unlocking controls for docking stations, and releases on items such as PCMCIA card slots and drives.** |  |  |
| 1. If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) - (4).   **(b.1) This provision covers both desktop and portable computers that use touchscreens or other controls which operate through a person’s touch. Touchscreens and other controls that operate by sensing a person’s touch pose access problems for a range of persons with disabilities. This provision does not prohibit the use of touchscreens and contact sensitive controls, but requires a redundant set of controls that can be used by persons who have access problems with touchscreens.** |  |  |
| 1. When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.   **(c.1) Biometric controls refer to controls that are activated only if a particular biological feature (e.g., voiceprint) of the user exists and matches specific criteria.**  **Fortunately, many computer software manufacturers are aware that voice recognition is a beneficial input or activation method intended to supplement, not replace, other input controls such as standard keyboards.** |  |  |
| 1. Where provided, at least one of each type of expansion slot, port, and connector shall comply with publicly available industry standards.   **(d.1) This provision requires connection points on a computer system to comply with an industry standard technical specification that is available to other manufacturers. This assures that the developers of assistive technology will have access to information concerning the design of system connections and thus be able to produce products that can utilize those connections.**  **Examples of publicly available industry standards may include RS-232, Centronics, SCSI interfaces, PCMCIA, or USB.** |  |  |

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| Section 1194.31 Functional Performance Criteria **Note:** The performance requirements of this section are intended for overall product evaluation and for technologies or components for which there is no specific requirements under the technical standards in Subpart B. These criteria are designed to ensure that the individual accessible components work together to create an accessible product. They cover operation, including input and control functions, operation of mechanical mechanisms, and access to visual and audible information. These provisions are structured to allow people with sensory or physical disabilities to locate, identify, and operate input, control and mechanical functions and to access the information provided, including test, static or dynamic images, icons, labels sounds or incidental operating cues. | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. 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.   **Is at least one mode of operation and information retrieval that does not require user vision provided, or is support for assistive technology used by people who are blind or visually impaired provided?** |  |  |
| 1. 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.   **Is at least one mode of operation and information retrieval that does not require visual perception greater than 20/70 provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired provided?** |  |  |
| 1. 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.   **Is at least one mode of operation and information retrieval that does not require user hearing provided, or support for assistive technology used by people who are deaf or hard of hearing provided?** |  |  |
| 1. 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.   **Where audio information is important for the use of a product, is at least one mode of operation and information retrieval provided in an enhanced auditory fashion, or support for assistive hearing devices provided?** |  |  |
| 1. 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.   **Where audio information is important for the use of a product, is at least one mode of operation and information retrieval provided in an enhanced auditory fashion, or support for assistive hearing devices provided?** |  |  |
| 1. 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.   **Is 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 provided?** |  |  |

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| Section 1194.41 Information, Documentation, and Support **Note:** The requirements in this section addresses access to all information, documentation, and support provided to end users (i.e., Federal Employees) of covered technologies. This includes user guides, installation guides for end-user installable devices, and customer support and technical support communications. Such information must be available in alternate formats upon request at no additional charge. Alternate formats or methods of communication can include Braille, large print, electronic text, TTY access, and captioning and audio description for video materials. | | |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 1. Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.   **(a.1) Is product support documentation provided to end-users available in alternate formats (i.e., ASCII test or HTML) upon request for no additional charge?**  **(a.2) Are all manuals and documentation provided in electronic formats as well as text files, including text descriptions of any charts, graphs, pictures, or graphics of any nature?** |  |  |
| 1. 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.1) Is a description of the product’s accessibility and compatibility features that are built into a product fully documented and available in alternate formats or alternate modes upon request at no additional charge?**  **(b.2) Are all keyboards navigation which does not follow documented**  **system conventions fully documented and available in alternate formats or alternate modes upon request at no additional charge?** |  |  |
| 1. Support services for products shall accommodate the communication needs of end-users with disabilities.   **Are help desks and other support services for products or services capable of accommodating the communication needs of persons with disabilities?** |  |  |