

# [Company] Accessibility Conformance Report

VPAT® Version 2.0

**Name of Product/Version:** Kyocera ECOSYS M3660idn

**Product Description:** Multifunction Product

**Date:** 11/2018

**Contact information:** Douglas.Cole@da.Kyocera.com

**Notes:** Encompasses MFP, Drivers and Applications

**Evaluation Methods Used:** Drivers, Application and Hardware Testing

**Applicable Standards/Guidelines:** Reflects Revised 508 Standards

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes ) Level AA (Yes ) Level AAA (Yes )
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	(Yes )
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	(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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 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:**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Supported with exceptions</p>	<p>Web:            There are control images that are also generated by third-party developer’s applications that may not be able to adjust properly for alternative text narrative</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web            Not Applicable</p>	<p>Web:</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Supported with exceptions</p>	<p>Web:            (Device Animation provides text captioning)            Third-party developer’s applications that may not offer text Captioning with Animation</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Not Applicable</p>	<p>Web:</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Supported with exceptions</p>	<p>Web:            Device supports electronic and physical labeling of information.</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Supported</p>	<p>Web:</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:            Supported</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supported with exceptions</p>	<p>Web: Display provides the ability to adjust the contrast and tilt of screen</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Not Supported</p>	<p>Web:</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supported with exceptions</p>	<p>Web: Ability to place next to the MFP a QWERTY Keyboard which does not offer 100% operational functionality of the MFP</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supported with exceptions</p>	<p>Web: Located on the MFP is a large single keystroke home button, there is no recovery key on the keyboard place next to the MFP</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Supported	
<u><a href="#">2.4.2 Page Titled</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">2.4.3 Focus Order</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">2.4.4 Link Purpose (In Context)</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">3.1.1 Language of Page</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Not Applicable	Web:
<u><a href="#">3.2.1 On Focus</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">3.2.2 On Input</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">3.3.1 Error Identification</a></u> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<u><a href="#">3.3.2 Labels or Instructions</a></u> (Level A) Also applies to:	Web: Supported	Web:

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>		
<b>4.1.1 Parsing</b> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Not Supported	Web:
<b>4.1.2 Name, Role, Value</b> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supported	Web

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Not Applicable	Web:
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Not Applicable	Web:
<b>1.4.3 Contrast (Minimum)</b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<b>1.4.4 Resize text</b> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Not Supported	Web:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported with exceptions</p>	<p>Web: Display provides the ability to adjust the contrast and tilt of screen</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: Supported</p>	<p>Web:</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web: Supported with exceptions</p>	<p>Web: Common navigation and consistence across all pages viewed in the display. Third-party developer’s applications that may not offer a common navigation as the Device</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supported	Web:
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web: Supported	Web:

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Applicable	Web:
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Applicable	Web:
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	We Not Applicable b:	Web:
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Applicable	Web:
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supported with exceptions	Web: Display provides the ability to adjust the contrast and tilt of screen
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Web:	Web:



Criteria	Conformance Level	Remarks and Explanations
Also applies to: 2017 Section 508 – Does not apply	Supported	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Not Supported	Web:
<a href="#">2.2.3 No Timing</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.2.4 Interruptions</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.4.8 Location</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">2.4.10 Section Headings</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: 2017 Section 508 – Does not apply	Supported with exceptions	Display utilize common words and definition Third-party developer’s applications that may have words that are not considered standard
<a href="#">3.1.4 Abbreviations</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported with exceptions	Web: Display utilize common words and limited abbreviations Third-party developer’s applications that may have abbreviations that are not considered standard
<a href="#">3.1.5 Reading Level</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported with exceptions	Web: Display utilize common words Third-party developer’s applications may have more complex vocabulary standards
<a href="#">3.1.6 Pronunciation</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported with exceptions	Web: Display utilize common words Third-party developer’s applications may have more complex vocabulary standards
<a href="#">3.2.5 Change on Request</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">3.3.5 Help</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA) Also applies to: 2017 Section 508 – Does not apply	Web: Supported	Web:

## 2017 Section 508 Report

Notes:

### Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Not Supported	
302.2 With Limited Vision	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen
302.3 Without Perception of Color	Supported with Exceptions	Display provides the ability to adjust the contrast and tilt of screen
302.4 Without Hearing	Supported	
302.5 With Limited Hearing	Supported	
302.6 Without Speech	Supported	
302.7 With Limited Manipulation	Supported	
302.8 With Limited Reach and Strength	Supported	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supported	

## Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Supported	
402.2.2 Transactional Outputs	Not Supported	
402.2.3 Speech Delivery Type and Coordination	Not Supported	
402.2.4 User Control	Not Supported	
402.2.5 Braille Instructions	Not Supported	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Supported	
402.3.2 Non-private Listening	Not Supported	
402.4 Characters on Display Screens	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen
402.5 Characters on Variable Message Signs	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not applicable	
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supported	
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Supported	
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supported	
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supported	
407.3.2 Alphabetic Keys	Supported	
407.3.3 Numeric Keys	Supported	
407.4 Key Repeat	Supported	
407.5 Timed Response	Not Supported	
407.6 Operation	Supported	
407.7 Tickets, Fare Cards, and Keycards	Supported	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supported	
407.8.1.1 Vertical Plane for Side Reach	Supported	
407.8.1.2 Vertical Plane for Forward Reach	Supported	
407.8.2 Side Reach	Supported	
407.8.2.1 Unobstructed Side Reach	Supported	
407.8.2.2 Obstructed Side Reach	Supported	
407.8.3 Forward Reach	Supported	
407.8.3.1 Unobstructed Forward Reach	Supported	
407.8.3.2 Obstructed Forward Reach	Supported	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Supported	

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supported	
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supported	
408.3 Flashing	Supported	
<b>409 Status Indicators</b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supported	
<b>410 Color Coding</b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen
<b>411 Audible Signals</b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supported with Exceptions	Audible Tones for navigation and errors
<b>412 ICT with Two-Way Voice Communication</b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
<b>413 Closed Caption Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<b>414 Audio Description Processing Technologies</b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<b>415 User Controls for Captions and Audio Descriptions</b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supported	
502.2.2 No Disruption of Accessibility Features	Supported	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supported	
502.3.2 Modification of Object Information	Supported	
502.3.3 Row, Column, and Headers	Supported	
502.3.4 Values	Supported	
502.3.5 Modification of Values	Supported	
502.3.6 Label Relationships	Supported	
502.3.7 Hierarchical Relationships	Supported	
502.3.8 Text	Not supported	
502.3.9 Modification of Text	Supported with exceptions	Display provides the ability to adjust the contrast and tilt of screen
502.3.10 List of Actions	Supported	
502.3.11 Actions on Objects	Supported with exceptions	Functions can be executed by touch screen, hard keys, mobile device and full keyboard placed next to the MFP
502.3.12 Focus Cursor	Supported	
502.3.13 Modification of Focus Cursor	Not Supported	
502.3.14 Event Notification	Supported	
502.4 Platform Accessibility Features	Supported with exceptions	Device offers double check key stroke detection with Fax
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supported with exceptions	Applications provides unique Icon
503.3 Alternative User Interfaces	Supported	

Criteria	Conformance Level	Remarks and Explanations
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Supported	
503.4.2 Audio Description Controls	Not Supported	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supported	PDF, XPS, JPEG
504.2.2 PDF Export	Supported	PDF
504.3 Prompts	Supported	
504.4 Templates	Support	

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supported	
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Support with exception	Material can be printed to paper base (No Braille ) provided
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supported	
603.3 Accommodation of Communication Needs	Supported	

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