**SmartSoft Accessibility Conformance Report**

**Revised Section 508 Edition**

**(Based on VPAT**® **Version 2.5)**

**Name of Product/Version:** SmartFTP Client / 10.0

**Platform:** Win32

**Report Date:** March 29, 2024

**Product Description:** FTP client for Windows

**Contact Information:** [Contact](https://www.smartftp.com/corporate/contact)

**Website:** [SmartFTP](https://www.smartftp.com)

**Evaluation Methods Used**

SmartSoft uses established industry standards, including the Web Content Accessibility Guidelines, Section 508, and EN 301 549, to guide product evaluation during development and throughout the product lifecycle. SmartSoft’s accessibility evaluation assessments incorporate a variety of measures, which can include: (i) conducting automated testing using a variety of proprietary and external tools; (ii) performing inspection and manual testing with a keyboard and adaptive technologies, such as screen readers and speech recognition software; and (iii) testing by individuals with disabilities. Conformance to the accessibility standards documented in this Conformance Report was evaluated according to the [Department of Homeland Security Trusted Tester Program.](https://www.dhs.gov/trusted-tester)

**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 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211)  | Level A: YesLevel AA: YesLevel AAA: No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines)  | Yes |

**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 only be used in WCAG Level AAA criteria.

Note: For criteria marked “Supports,” substantial conformance with the criterion by the product or service has been determined through the Evaluation Testing, which includes a mix of automated and manual testing, as described above.

Note: In the tables below, for all criteria marked “Not Applicable,” the specific feature covered by that criterion is not part of the product. For example:

* If pre-recorded audio-only or video-only content is not part of a product, then WCAG criterion 1.2.1 Audio-only and Video-only (Prerecorded) will be marked “Not Applicable.”
* If the product is software only, then all Section 508 Chapter 4 Hardware criteria will be marked “Not Applicable.”

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [1.1.1 Non-text Content](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.2.1 Audio-only and Video-only (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [1.2.2 Captions (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [1.2.3 Audio Description or Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc)(Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [1.3.1 Info and Relationships](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.3.2 Meaningful Sequence](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.3.3 Sensory Characteristics](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.4.1 Use of Color](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.4.2 Audio Control](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.1.1 Keyboard](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.1.2 No Keyboard Trap](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.2.1 Timing Adjustable](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.2.2 Pause, Stop, Hide](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.3.1 Three Flashes or Below Threshold](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.4.1 Bypass Blocks](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports |  |
| [2.4.2 Page Titled](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.4.3 Focus Order](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.4.4 Link Purpose (In Context)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.1.1 Language of Page](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [3.2.1 On Focus](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.2.2 On Input](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.3.1 Error Identification](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.3.2 Labels or Instructions](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [4.1.1 Parsing](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [4.1.2 Name, Role, Value](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |

### Table 2: Success Criteria, Level AA

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [1.2.4 Captions (Live)](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [1.2.5 Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [1.4.3 Contrast (Minimum)](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.4.4 Resize text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [1.4.5 Images of Text](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.4.5 Multiple Ways](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports |  |
| [2.4.6 Headings and Labels](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [2.4.7 Focus Visible](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.1.2 Language of Parts](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Not Applicable |  |
| [3.2.3 Consistent Navigation](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports |  |
| [3.2.4 Consistent Identification](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software) – Does not apply to non-web software
* 504.2 (Authoring Tool)
* 602.3 (Support Docs) – Does not apply to non-web docs
 | Supports |  |
| [3.3.3 Error Suggestion](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |
| [3.3.4 Error Prevention (Legal, Financial, Data)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:Revised Section 508* 501 (Web) (Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | Supports |  |

### Table 3: Success Criteria, Level AAA

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [1.2.6 Sign Language (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-sign) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.2.7 Extended Audio Description (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.2.8 Media Alternative (Prerecorded)](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.2.9 Audio-only (Live)](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.4.6 Contrast (Enhanced](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7)) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.4.7 Low or No Background Audio](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.4.8 Visual Presentation](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [1.4.9 Images of Text (No Exception)](http://www.w3.org/TR/WCAG20/#http://www.w3.org/TR/WCAG20/) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.1.3 Keyboard (No Exception)](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.2.3 No Timing](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.2.4 Interruptions](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.2.5 Re-authenticating](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.3.2 Three Flashes](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.4.8 Location](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.4.9 Link Purpose (Link Only)](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [2.4.10 Section Headings](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.1.3 Unusual Words](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.1.4 Abbreviations](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.1.5 Reading Level](http://www.w3.org/TR/WCAG20/#meaning-supplements) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.1.6 Pronunciation](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.2.5 Change on Request](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.3.5 Help](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |
| [3.3.6 Error Prevention (All)](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA)Revised Section 508 – Does not apply | Web:Not Evaluated | Web:Not Evaluated |

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria) (FPC)

|  **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.2 With Limited Vision | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.3Without Perception of Color | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.4Without Hearing | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.5With Limited Hearing | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.6Without Speech | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.7With Limited Manipulation | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.8With Limited Reach and Strength | Not Applicable | All functions of the product are addressed by the technical requirements. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Not Applicable | All functions of the product are addressed by the technical requirements. |

### Chapter 4: [Hardware](https://www.access-board.gov/ict/#chapter-4-hardware)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [402 Closed Functionality](https://www.access-board.gov/ict/#402-closed-functionality) | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable |  |
| 402.2.2 Transactional Outputs | Not Applicable |  |
| 402.2.3 Speech Delivery Type and Coordination. | Not Applicable |  |
| 402.2.4 User Control | Not Applicable |  |
| 402.2.5 Braille Instructions | Not Applicable |  |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening.  | Not Applicable |  |
| 402.3.2 Non-private Listening | Not Applicable |  |
| 402.4 Characters | Not Applicable |  |
| 402.5 Characters on Variable Message Signs | Not Applicable |  |
| [403 Biometrics](https://www.access-board.gov/ict/#403-biometrics) | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable |  |
| [404 Preservation of Information Provided for Accessibility](https://www.access-board.gov/ict/#404-preservation-information) | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable |  |
| [405 Privacy](https://www.access-board.gov/ict/#405-privacy) | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Not Applicable |  |
| [406 Standard Connections](https://www.access-board.gov/ict/#406-standard-connections) | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable |  |
| [407 Operable Parts](https://www.access-board.gov/ict/#407-operable-parts) | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable |  |
| 407.3 Input Controls | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable |  |
| 407.3.2 Alphabetic Keys | Not Applicable |  |
| 407.3.3 Numeric Keys | Not Applicable |  |
| 407.4 Key Repeat | Not Applicable |  |
| 407.5 Timed Response | Not Applicable |  |
| 407.6 Operation | Not Applicable |  |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable |  |
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable |  |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable |  |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable |  |
| 407.8.2 Side Reach | Not Applicable |  |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable |  |
| 407.8.2.2 Obstructed Side Reach | Not Applicable |  |
| 407.8.3 Forward Reach | Not Applicable |  |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable |  |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable |  |
| [408 Display Screens](https://www.access-board.gov/ict/#408-display-screens) | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable |  |
| 408.3 Flashing | Not Applicable |  |
| [409 Status Indicators](https://www.access-board.gov/ict/#409-status-indicators) | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable |  |
| [410 Color Coding](https://www.access-board.gov/ict/#410-color-coding) | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable |  |
| [411 Audible Signals](https://www.access-board.gov/ict/#411-audible-signals) | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable |  |
| [412 ICT with Two-Way Voice Communication](https://www.access-board.gov/ict/#412-two-way-communication) | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | 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 |  |
| 412.3 Interference Reduction and Magnetic Coupling | 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 |  |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable |  |
| 412.7 Video Communication | Not Applicable |  |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Applicable |  |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable |  |
| 412.8.3 Signal Compatibility | Not Applicable |  |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable |  |
| [413 Closed Caption Processing Technologies](https://www.access-board.gov/ict/#413-closed-caption) | 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 |  |
| [414 Audio Description Processing Technologies](https://www.access-board.gov/ict/#414-audio-description) | 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 |  |
| [415 User Controls for Captions and Audio Descriptions](https://www.access-board.gov/ict/#415-user-controls-captions-audio-descriptions) | 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](https://www.access-board.gov/ict/#chapter-5-software)

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See WCAG 2.0 section | See information in WCAG 2.0 section |
| [502 Interoperability with Assistive Technology](https://www.access-board.gov/ict/#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable |  |
| 502.2.2 No Disruption of Accessibility Features | Supports |  |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports |  |
| 502.3.2 Modification of Object Information | Supports |  |
| 502.3.3 Row, Column, and Headers | Supports |  |
| 502.3.4 Values | Supports |  |
| 502.3.5 Modification of Values | Supports |  |
| 502.3.6 Label Relationships | Supports |  |
| 502.3.7 Hierarchical Relationships | Supports |  |
| 502.3.8 Text | Supports |  |
| 502.3.9 Modification of Text | Supports |  |
| 502.3.10 List of Actions | Supports |  |
| 502.3.11 Actions on Objects | Supports |  |
| 502.3.12 Focus Cursor | Supports |  |
| 502.3.13 Modification of Focus Cursor | Supports |  |
| 502.3.14 Event Notification | Supports |  |
| 502.4 Platform Accessibility Features | Not Applicable |  |
| [503 Applications](https://www.access-board.gov/ict/#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports |  |
| 503.3 Alternative User Interfaces | Not Applicable |  |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable |  |
| 503.4.2 Audio Description Controls | Not Applicable |  |
| [504 Authoring Tools](https://www.access-board.gov/ict/#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable |  |
| 504.2.2 PDF Export | Not Applicable |  |
| 504.3 Prompts | Not Applicable |  |
| 504.4 Templates | Not Applicable |  |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services)

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| [602 Support Documentation](https://www.access-board.gov/ict/#602-support-documentation) | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports |  |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#_WCAG_2.0_Report) section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports |  |
| [603 Support Services](https://www.access-board.gov/ict/#603-support-services) | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Supports |  |
| 603.3 Accommodation of Communication Needs | Supports | Customers can contact support for assistance with conformance documentation and accessibility support |

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