SMART Technologies ULC Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: SMART Board GX-V4G series interactive display

Report Date: January 2026

Product Description: The SMART Board GX-V4G series interactive display is an interactive flat panel with an associated embedded user experience.

Contact Information: Jas Marwaha (Product Manager) – jmarwaha@smarttech.com

Notes:

Evaluation Methods Used: The evaluation method for assessing the accessibility compliance of the Smartboard was carried out based on section 508 hardware accessibility guidelines, which involved conducting a visual inspection to identify potential barriers. Interaction testing using various input methods and devices was also performed to assess compatibility and ease of use. The availability of clear documentation with the device and on the help section of SMART Tech website was also reviewed in compliance with WCAG 2.0 guidelines.

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	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549:
    - Clause 9 - Web
    - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
    - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
    - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
    - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
    - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.1 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Non-text content has a text alternative Software: Non-text content has a text alternative
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Support Media provide both audio and video content with captioning functionality Software: Prerecorded audio-only and prerecorded video-only media is not present in the software
1.2.2 Captions (Prerecorded) (Level A) Also applies to:	Electronic Docs: Supports	Electronic Docs: Support videos are hosted on YouTube channel with captioning functionality

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Software: Not Applicable	Software: Prerecorded audio content in synchronized media is not present in the software
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Does Not Support Software: Not Applicable	Electronic Docs: Audio Description is not provided for support videos Software: Prerecorded video content in synchronized media is not present in the software
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool)	Electronic Docs: Supports Software: Supports	Electronic Docs: The webpage and support documentation are properly formatted Software: The software user interface is properly formatted

Criteria	Conformance Level	Remarks and Explanations
● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: The sequence of elements is in logical reading sequence and meeting the expectations for website and support documentation Software: The sequence of elements in the software user interface is in logical reading sequence
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components Software: Graphical symbols have either text description or audio description in Accessibility features "Select to Speak" and "Talk Back"

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Color is not used as the only visual means of conveying information Software: Color is not used as the only visual means of conveying information
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Support videos have the ability to pause or stop the audio and independently control audio volume Software: When using Accessibility features "Select to Speak" and "Talk Back" the user is able to control audio volume independently from the overall system volume level
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software)	Electronic Docs: Supports Software: Supports	Electronic Docs: Keyboard can be used to navigate electronic support documents and the support website Software: Keyboard can be used to navigate the software user interface

Criteria	Conformance Level	Remarks and Explanations
11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: There are no keyboard traps on the electronic support documents or support website Software: There are no keyboard traps on the software user interface
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There are no character key shortcuts on the electronic support documents or support website Software: There are no character key shortcuts on the software user interface

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Does Not Support	Electronic Docs: There are no time limits on the electronic support documents or support website Software: There is a 10 second timer in the user interface when powering off the panel, allowing the user to Cancel, that is less than the 20 seconds required in this criteria
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: There is no moving, blinking, scrolling or auto-updating information on the electronic support documents or support website Software: There is no moving, blinking, scrolling or auto-updating information on the software user interface
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software)	Electronic Docs: Supports Software: Supports	Electronic Docs: The electronic support documents and support website does not contain anything that flashes more than three times in any one second period

Criteria	Conformance Level	Remarks and Explanations
• 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Software: The software user interface does not contain anything that flashes more than three times in any one second period
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 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	Electronic Docs: Supports	Electronic Docs: Online support documentation has an expandable and collapsible menu
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Electronic Docs: Supports	Electronic Docs: Electronic support documents and support website content have titles that describe topic or purpose

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Focusable components on the webpage can be navigated in an order that preserves meaning and operability Software: Focusable components on the software user interface can be navigated in an order that preserves meaning and operability
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: The purpose of each link can be determined from the link text alone Software: The purpose of each link can be determined from the link text alone
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.1 (Web)	Electronic Docs: Supports Software: Supports	Electronic Docs: Electronic support documents and support website content does not require multipoint or path-based gestures for operation

Criteria	Conformance Level	Remarks and Explanations
● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Software: All functionality that uses multipoint or path-based gestures for operation of the software user interface can be operated with a single pointer without a path-based gesture
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports	Electronic Docs: Electronic support documents and support website content implement pointer cancellation for functionality that can be operated using a single pointer. Software: The software user interface implements pointer cancellation for functionality that can be operated using a single pointer.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports	Electronic Docs: For electronic support documents and support website content with labels that include text or images of text, the name contains the text that is presented visually. Software: For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Electronic support documents and support website content does not have functions triggered by moving a device or by gesturing towards the device

Criteria	Conformance Level	Remarks and Explanations
11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Software: Software user interface does not have functions triggered by moving a device or by gesturing towards the device
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: The language of the support website is available in multiple languages Software: The software user interface can be programmatically determined in Settings.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: When any user interface component receives focus, it does not initiate a change of context. Software: When any user interface component receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Support website has submit buttons for user interactive forms Software: Navigating the software user interface and with a keyboard does not change setting values unless explicitly toggled. Changing setting values does not cause an automatic change of context.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not apply	Does not apply
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Not Applicable	Electronic Docs: The support webpage informs users on the location of errors when completing the "Contact Support" form. Software: The software user interface does not automatically detect input errors.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria	Electronic Docs: Supports Software: Not Applicable	Electronic Docs: "Contact Support" form on the support website has labels or instructions to guide user input

Criteria	Conformance Level	Remarks and Explanations
9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Software: The software user interface does not have controls in a form that requires user input data
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not apply	Does not apply
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web)	Electronic Docs: Supports Software: Supports	Electronic Docs: All user interface components on the support website meet HTML specification for their Name, Role and Value and are available to user agents including assistive technologies

Criteria	Conformance Level	Remarks and Explanations
● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		Software: Room Control is available in the software user interface allowing the user to programmatically determine and set user interface components

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Supports	Electronic Docs: Support Documentation is pre-recorded content. Software: Product software can use Android Accessibility feature "Live Captions" to provide captions for live audio content
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria	Electronic Docs: Does Not Support	Electronic Docs: Audio Description is not provided for support videos

Criteria	Conformance Level	Remarks and Explanations
• 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There is no prerecorded video content in the software user interface
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Does Not Support	Electronic Docs: Support documentation can be viewed in both portrait and landscape orientation Software: Interactive Flat Panel is designed to be used in the landscape orientation
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Not Applicable	Electronic Docs: "Contact Support" form on the support website has input fields whose purpose can be programmatically determined Software: Software user interface does not incorporate user forms to collect information about the user

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Minimum contrast level is achieved for various text elements in support documentation Software: Minimum contrast level is achieved for various text elements in the user interface
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Text can be resized up to 200% without loss of content or functionality Software: Text can be resized up to 200% without loss of content or functionality
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software)	Electronic Docs: Supports Software: Supports	Electronic Docs: Text is used to convey information, rather than images of text Software: Text is used to convey information, rather than images of text

Criteria	Conformance Level	Remarks and Explanations
11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports	Electronic Docs: Users can enlarge text and other related content without having to scroll in two dimensions to read Software: Users can enlarge text and other related content without having to scroll in two dimensions to read
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports	Electronic Docs: Minimum contrast level is achieved for various non-text elements in support documentation Software: Minimum contrast level is achieved for various non-text elements in the user interface
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: User is unable to adjust text spacing in electronic documents and support website

Criteria	Conformance Level	Remarks and Explanations
● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Software: User is unable to adjust text spacing in the user interface
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: Pointer hover or keyboard focus does not trigger additional content to become visible Software: Pointer hover or keyboard focus does not trigger additional content to become visible
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	Electronic Docs: Supports	Electronic Docs: Support documentation can be located through search functions, and provided links to navigate to related web pages
2.4.6 Headings and Labels (Level AA) Also applies to:	Electronic Docs: Supports	Electronic Docs: Headings and Labels describe the topic or purpose

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
   ● 9.2.4.6 (Web)
   ● 10.2.4.6 (Non-web document)
   ● 11.2.4.6 (Open Functionality Software)
   ● 11.2.4.6 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Software: Supports	Software: User settings are organized with Headings and Labels that describe the topic or purpose

2.4.7 Focus Visible (Level AA)
Also applies to:
EN 301 549 Criteria
   ● 9.2.4.7 (Web)
   ● 10.2.4.7 (Non-web document)
   ● 11.2.4.7 (Open Functionality Software)
   ● 11.2.4.7 (Closed Software)
   ● 11.8.2 (Authoring Tool)
   ● 12.1.2 (Product Docs)
   ● 12.2.4 (Support Docs)
Revised Section 508
   ● 501 (Web)(Software)
   ● 504.2 (Authoring Tool)
   ● 602.3 (Support Docs)
	Electronic Docs: Supports
	
	Software: Supports
		Electronic Docs: Webpage and PDF documents support the use of a visible keyboard focus indicator for a keyboard operable user interface
		
		Software: Product user interface supports the use of a visible keyboard focus indicator for a keyboard operable user interface

2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not apply	Does not apply
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not apply	Does not apply
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Does not apply	Does not apply

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: The language of the support website is available in multiple languages Software: The software user interface can be programmatically determined in Settings.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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	Electronic Docs: Supports	Electronic Docs: Navigation of the support website is consistent between webpages
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply	Electronic Docs: Supports	Electronic Docs: Identification of elements on the support website is consistent between webpages

Criteria	Conformance Level	Remarks and Explanations
● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 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		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: The support webpage does not provide suggestions for correction of user errors when completing the "Contact Support" form. Software: The software user interface does not automatically detect input errors.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Electronic Docs: Not Applicable Software: Not Applicable	Electronic Docs: The support webpage does not have applicable criteria requiring error prevention Software: The software user interface does not have applicable criteria requiring error prevention

Criteria	Conformance Level	Remarks and Explanations
● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does not apply	Does not apply
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) ● 11.4.1.3 (Open Functionality Software) ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Supports	Electronic Docs: A screen reader can inform the user audibly about status updates on the support website Software: The Android Accessibility feature "TalkBack" can inform the user audibly about status updates displayed on the user interface

Table 3: Success Criteria, Level AAA

Notes: Not included in report.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Not required since product can be evaluated using the criteria of Chapters 4 and 5.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
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	Supports	The product has a "Select to Speak" and "Talk Back" screen reader in Android Accessibility settings that provides speech output for information displayed on-screen.
402.2.2 Transactional Outputs	Not Applicable	The product does not participate in any kind of transaction.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Speech output is not a feature of the product.
402.2.4 User Control	Not Applicable	Speech output is not a feature of the product.
402.2.5 Braille Instructions	Not Applicable	Speech output is not a feature of the product.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Supports	The product provides a feature for the connection of headsets. Volume control buttons are present on the product for increase/decrease of volume.

Criteria	Conformance Level	Remarks and Explanations
402.3.2 Non-private Listening	Partially Supports	The product has volume control buttons and volume amplification feature with amplification level as per the level specified in the guideline, but audio volume is not getting reset to default value after each use.
402.4 Characters on Display Screens	Supports	The product has a "Magnification" feature for the display screen in Android Accessibility settings. Characters use sans serif font and have good contrast with background.
402.5 Characters on Variable Message Signs	Not Applicable	Not a variable message sign
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics are not required from the user to allow access to the product
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	The product does not transmit or convert information for accessibility reasons
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The same degree of privacy is provided to all individuals.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Data Connections for Inputs and Outputs are industry standard non-proprietary formats (HDMI, Display Port, VGA, Stereo 3.5mm, S/PDIF, RS-232, RJ45, USB Type-A, USB Type-B, USB Type-C, OPS PC slot, Bluetooth)
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	The labels for keys and controls are visually discernible with sufficient contrast
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
407.3.1 Tactilely Discernible	Supports	Input controls are operable by touch and are tactilely discernible without activation.
407.3.2 Alphabetic Keys	Partially Supports	There is an onscreen digital keyboard with a QWERTY-based keyboard layout. The 'F' and 'J' keys are not tactilely discernable
407.3.3 Numeric Keys	Partially Supports	There is an onscreen digital keyboard with numeric keys. The numeric keys are not arranged in a 12-key ascending or descending keypad layout and the '5' key is not tactilely discernable.
407.4 Key Repeat	Does Not Support	No key repeat functionality on the onscreen keyboard
407.5 Timed Response	Partially Supports	The product has a timed response feature to shut down the panel but the user cannot indicate that more time is needed. The user is alerted visually but not by touch or sound.
407.6 Operation	Supports	Panel can be operated with one hand and does not require tight grasping, pinching, or twisting of the wrist. The force to activate operable parts as per the level specified in the guideline.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	This criterion is Not Applicable to this product
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The product meets this requirement with proper installation.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.1 Vertical Plane for Side Reach	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The product meets this requirement with proper installation.
407.8.1.2 Vertical Plane for Forward Reach	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The product meets this requirement with proper installation.
407.8.2 Side Reach	Partially Supports	The product is wall mount hardware. The reach of the display can be adjusted as per user requirement. Although the location of physical buttons and interface ports comply with the height and reach requirement, the product is an interactive touch screen. The smallest touch screen size of 65in has an overall control area with a vertical height greater than 33in, in conflict with requirement.
407.8.2.1 Unobstructed Side Reach	Partially Supports	The product is wall mount hardware. The reach of the display can be adjusted as per user requirement. Although the location of physical buttons and interface ports comply with the height and reach requirement, the product is an interactive touch screen. The smallest touch screen size of 65in has an overall control area with a vertical height greater than 33in, in conflict with requirement.

Criteria	Conformance Level	Remarks and Explanations
407.8.2.2 Obstructed Side Reach	Not Applicable	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. As a result, this criterion is Not Applicable with proper installation.
407.8.3 Forward Reach	Partially Supports	The product is wall mount hardware. The reach of the display can be adjusted as per user requirement. Although the location of physical buttons and interface ports comply with the height and reach requirement, the product is an interactive touch screen. The smallest touch screen size of 65in has an overall control area with a vertical height greater than 33in, in conflict with requirement.
407.8.3.1 Unobstructed Forward Reach	Partially Supports	The product is wall mount hardware. The reach of the display can be adjusted as per user requirement. Although the location of physical buttons and interface ports comply with the height and reach requirement, the product is an interactive touch screen. The smallest touch screen size of 65in has an overall control area with a vertical height greater than 33in, in conflict with requirement.
407.8.3.2 Obstructed Forward Reach	Not Applicable	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. As a result, this criterion is Not Applicable with proper installation.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. As a result, this criterion is Not Applicable with proper installation.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. As a result, this criterion is Not Applicable with proper installation.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	The product is wall mount hardware. The product meets this requirement with proper installation.
408.3 Flashing	Not Applicable	The product does not emit light in flashes
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	The product has status indicators which are visually discernible but not by touch or sound.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Color coding is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	The product does not provide any audible signals as the sole way of conveying information
412 ICT with Two-Way Voice 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	The product does not support wireline telephones

Criteria	Conformance Level	Remarks and Explanations
412.2.2 Volume Gain for Non-Wireline ICT	Supports	The product has volume keys for increasing and decreasing volume.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	This product is not a wireless handset
412.3.2 Wireline Handsets	Not Applicable	This product is not a wireline handset
412.4 Digital Encoding of Speech	Not Applicable	Two-way voice communication requires the installation of 3rd party software conferencing applications that control the digital encoding of speech.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	The product does not provide Caller ID as a service
412.7 Video Communication	Not Applicable	The product does not have an integrated video camera to provide real-time video functionality.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	The product has Bluetooth connectivity for compatible TTY devices.
412.8.2 Voice and Hearing Carry Over	Not Applicable	The product is not provided with a microphone
412.8.3 Signal Compatibility	Not Applicable	The product does not interoperate with the Public Switched Telephone Network (PSTN)
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	The product does not provide Voice Mail as a service
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Partially Supports	The product is not a player that decodes closed caption data. However, the product supports the display of available closed captions from a connected player device.

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	This product does not require cabling and ancillary equipment. As a result, this criterion is Not Applicable.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	This product is not a digital television tuner
414.1.2 Other ICT	Partially Supports	The product has an Android accessibility feature to provide audio description in supported movies and shows.
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Does Not Support	The product does not provide closed caption controls
415.1.2 Audio Description Controls	Does Not Support	The product does not provide audio description controls

Chapter 5: Software

Notes:

Chapter has been removed because any accessibility features in the product are specific to the Android OS and are not defined in the product documentation.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	A variety of support documentation is available (User Guides, Maintenance Guides, Installation Guides) but support documentation does not specifically

Criteria	Conformance Level	Remarks and Explanations
		identify accessibility and compatibility features.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic format in a variety of languages.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Support Services can provide requested information as needed to support the product
603.3 Accommodation of Communication Needs	Supports	User can receive support directly and will accommodate the communication needs of individuals with disabilities.

EN 301 549 Report

Notes:

Clause 4: Functional Performance Statements (FPS)

Notes: Not required since product can be evaluated using the criteria of Clauses 5 to 13

Clause 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Supports	The product has a "Select to Speak" and "Talk Back" screen reader in Android Accessibility settings that provides speech/auditory output for information displayed on-screen.
5.1.3.2 Auditory output delivery including speech	Supports	Auditory Output can be delivered via internal speaker or personal headset connected through a 3.5 mm audio jack, or an industry standard connection, without requiring the use of vision
5.1.3.3 Auditory output correlation	Supports	Auditory Output is correlated to the screen via focus/highlighting techniques
5.1.3.4 Speech output user control	Supports	Speech Output has user controls for the "Select to Speak" Android Accessibility feature

Criteria	Conformance Level	Remarks and Explanations
5.1.3.5 Speech output automatic interruption	Supports	The product interrupts current speech output when a user action occurs and when new speech output begins.
5.1.3.6 Speech output for non-text content	Partially Supports	Speech Output for non-text content is application specific
5.1.3.7 Speech output for video information	Not Applicable	There is no pre-recorded video content when interacting with the product
5.1.3.8 Masked entry	Supports	Auditory Output is not provided for masked entry characters
5.1.3.9 Private access to personal data	Does Not Support	Auditory Output is not provided for personal data
5.1.3.10 Non-interfering audio output	Supports	Product does not automatically play interfering audio output lasting longer than 3 seconds
5.1.3.11 Private listening volume	Supports	Accessibility Volume is controlled in system settings and can be navigated using audio feedback
5.1.3.12 Speaker volume	Supports	Auditory Output is delivered through speakers with output amplification of at least 65dBA
5.1.3.13 Volume reset	Does Not Support	There is no option to reset volume level
5.1.3.14 Spoken languages	Supports	Spoken language defaults to the system language
5.1.3.15 Non-visual error identification	Does Not Support	
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Product does not provide transactional outputs
5.1.4 Functionality closed to text enlargement	Supports	Product has various methods of text enlargement to meet specifications
5.1.5 Visual output for auditory information	Not Applicable	Primary function of product is visual output via interactive touch panel
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16

Criteria	Conformance Level	Remarks and Explanations
5.1.6.2 Input focus	Supports	Input focus can be relocated via user interaction with touch screen
5.1.7 Access without speech	Not Applicable	Primary function of product is visual output via interactive touch panel
5.2 Activation of accessibility features	Not Applicable	Product does not have documented accessibility features
5.3 Biometrics	Not Applicable	Product does not use biometrics for user identification or control
5.4 Preservation of accessibility information during conversion	Not Applicable	Product does not convert information
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Product does not require grasping, pinching or twisting of wrist to operate
5.5.2 Operable parts discernibility	Supports	Product has operable buttons which are tactilely discernible
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Does Not Support	Product only provides visual status for lock controls
5.6.2 Visual status	Not Applicable	Product provides visual status for all lock controls
5.7 Key repeat	Not Applicable	Product does not have a key repeat function
5.8 Double-strike key acceptance	Not Applicable	Product does not have a key repeat function
5.9 Simultaneous user actions	Supports	Product has optional gesture functionality for touch interactions

Clause [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	Product does not provide two-way voice communication as a primary function

6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.1.2 Concurrent voice and text	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.2.1 Visually distinguishable display	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.2.3 Speaker identification	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.3 Interoperability	Not Applicable	Product does not provide two-way voice communication as a primary function
6.2.4 RTT responsiveness	Not Applicable	Product does not provide two-way voice communication as a primary function
6.3 Caller ID	Not Applicable	Product does not provide caller ID
6.4 Alternatives to voice-based services	Not Applicable	Product does not provide two-way voice communication as a primary function
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	Product does not provide two-way voice communication as a primary function
6.5.3 Frame rate	Not Applicable	Product does not provide two-way voice communication as a primary function
6.5.4 Synchronization between audio and video	Not Applicable	Product does not provide two-way voice communication as a primary function
6.5.5 Visual indicator of audio with video	Not Applicable	Product does not provide two-way voice communication as a primary function
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	Product does not provide two-way voice communication as a primary function
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Clause [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Partially Supports	The product is not a player that decodes closed caption data. However, it will display available closed captions from a connected player device. The product has an Android accessibility feature to provide live captions
7.1.2 Captioning synchronization	Not Applicable	Product does not support the processing of closed captions
7.1.3 Preservation of captioning	Not Applicable	Product does not transmit, convert, or record video with synchronized audio.
7.1.4 Captions characteristics	Supports	The user can adapt the displayed characteristics of captions from the Android accessibility feature "Live Caption"
7.1.5 Spoken subtitles	Does Not Support	Product is unable to provide spoken output of available captions.
7.2.1 Audio description playback	Partially Supports	The product has an Android accessibility feature to provide audio description in supported movies and shows.
7.2.2 Audio description synchronization	Partially Supports	The product has an Android accessibility feature to provide audio description in supported movies and shows.
7.2.3 Preservation of audio description	Not Applicable	Product does not transmit, convert, or record video with synchronized audio.
7.3 User controls for captions and audio description	Does Not Support	The product does not provide closed caption or audio description controls

Clause 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Supports	Data Connections for Inputs and Outputs are industry standard non-proprietary formats (HDMI, Display Port, VGA, Stereo 3.5mm, S/PDIF, RS-232, RJ45, USB Type-A, USB Type-B, USB Type-C, OPS PC slot, Bluetooth)
8.1.3 Colour	Supports	Color coding is not used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Supports	Speech Output volume level has same range as System volume level
8.2.1.2 Incremental volume control	Supports	
8.2.2.1 Fixed-line devices	Not Applicable	Product is not a fixed-line communication device normally held to the ear
8.2.2.2 Wireless communication devices	Not Applicable	Product is not a wireless communication device normally held to the ear
8.3 Stationary ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Partially Supports	The product is wall mount hardware. The product has an interactive touch screen with a vertical height in conflict with this requirement. The location of physical buttons and interface ports can be adjusted to comply with this requirement.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.2 Unobstructed low forward reach	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The product meets this requirement with proper installation.
8.3.2.3.1 Clear space	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.2.4 Knee and toe clearance width	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.2.5 Toe clearance	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.2.6 Knee clearance	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.3.1 Unobstructed high side reach	Partially Supports	The product is wall mount hardware. The product has an interactive touch screen with a vertical height in conflict with this requirement. The location of physical

Criteria	Conformance Level	Remarks and Explanations
		buttons and interface ports can be adjusted to comply with this requirement.
8.3.3.2 Unobstructed low side reach	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The product meets this requirement with proper installation.
8.3.3.3.1 Obstructed (≤ 255 mm) side reach	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.3.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	The product is wall mount hardware and an obstacle is not an integral part of the product. As a result, this criterion is not applicable with proper installation.
8.3.4.1 Change in level	Not Applicable	The product is wall mount hardware and does not have a floor within it. As a result, this criterion is not applicable with proper installation.
8.3.4.2 Clear floor or ground space	Not Applicable	The product is wall mount hardware without a defined operating area within it. As a result, this criterion is not applicable with proper installation.
8.3.4.3.2 Forward approach	Not Applicable	The product is wall mount hardware without a defined operating area within it. As a result, this criterion is not applicable with proper installation.
8.3.4.3.3 Parallel approach	Not Applicable	The product is wall mount hardware without a defined operating area within it. As a result, this criterion is not applicable with proper installation.

Criteria	Conformance Level	Remarks and Explanations
8.3.5 Visibility	Supports	The product is wall mount hardware. The product meets this requirement with proper installation.
8.3.6 Installation instructions	Supports	Installation instructions are provided with the product
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	Physical numeric keys are not provided with the product
8.4.2.1 Means of operation of mechanical parts	Not Applicable	Product does not require grasping, pinching or twisting of wrist to operate
8.4.2.2 Force of operation of mechanical parts	Supports	The force to activate operable parts as per the level specified in the guideline.
8.4.3 Keys, tickets and fare cards	Not Applicable	This criterion is not applicable to this product
8.5 Tactile indication of speech mode	Does Not Support	A tactile indication of the means to initiate the speech mode of operation is not provided.

Clause **9: Web** *(see *WCAG 2.x section*)*

Notes:

Clause **10: Non-Web Documents**

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Supports	Captions can be repositioned by the user
10.6 Audio description timing	Supports	The product has an Android accessibility feature to provide audio description in supported movies and shows.

Clause 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	Although the product has access to Accessibility features in Android OS, it is not considered Assistive technology.
11.5.2.5 Object information	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.6 Row, column, and headers	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.7 Values	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.8 Label relationships	Not Applicable	Although the product has access to Accessibility features in Android OS, it

Criteria	Conformance Level	Remarks and Explanations
		does not have any documented platform accessibility services
11.5.2.9 Parent-child relationships	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.10 Text	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.11 List of available actions	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.12 Execution of available actions	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.14 Modification of focus and selection attributes	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.15 Change notification	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.5.2.16 Modifications of states and properties	Not Applicable	Although the product has access to Accessibility features in Android OS, it

Criteria	Conformance Level	Remarks and Explanations
		does not have any documented platform accessibility services
11.5.2.17 Modifications of values and text	Not Applicable	Although the product has access to Accessibility features in Android OS, it does not have any documented platform accessibility services
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	Accessibility features are not documented
11.6.2 No disruption of accessibility features	Not Applicable	Accessibility features are not documented
11.7 User preferences	Supports	
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	Not Applicable	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	Product is not an authoring tool
11.8.4 Repair assistance	Not Applicable	Product is not an authoring tool
11.8.5 Templates	Not Applicable	Product is not an authoring tool

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does Not Support	A variety of support documentation is available (User Guides, Maintenance Guides, Installation Guides) but support documentation does not specifically identify accessibility and compatibility features.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	Accessibility features are not mentioned in product documentation
12.2.3 Effective communication	Supports	User can receive support directly and will accommodate the communication needs of individuals with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause 13: ICT Providing Relay or Emergency Service Access

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	Product is not specified for use with relay services
13.1.3 Sign relay services	Not Applicable	Product is not specified for use with relay services
13.1.4 Lip-reading relay services	Not Applicable	Product is not specified for use with relay services
13.1.5 Captioned telephony services	Not Applicable	Product is not specified for use with relay services
13.1.6 Speech to speech relay services	Not Applicable	Product is not specified for use with relay services
13.2 Access to relay services	Not Applicable	Product is not specified for use with relay services
13.3 Access to emergency services	Not Applicable	Product is not specified for use with emergency services

Legal Disclaimer (Company)