

# SMART Technologies ULC Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** SMART Board GX-V3 series interactive display

**Report Date:** January 29, 2024

**Product Description:** The SMART Board GX-V3 series interactive display is an interactive flat panel with an associated embedded user experience.

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### 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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 2.0 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](#).

# Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>1.1.1 Non-text Content</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Non-text content has a text alternative
<b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: Support Media provide both audio and video content with captioning functionality
<b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Support videos are hosted on YouTube channel with captioning functionality
<b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Does Not Support	Support Docs: Audio Description is not provided for support videos
<b><u>1.3.1 Info and Relationships</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: The webpage and support documentation are properly formatted
<b><u>1.3.2 Meaningful Sequence</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: The sequence of elements is in logical reading sequence and meeting the expectations for website and support documentation
<b><u>1.3.3 Sensory Characteristics</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components
<b><u>1.4.1 Use of Color</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Color is not used as the only visual means of conveying information
<b><u>1.4.2 Audio Control</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Support videos have the ability to pause or stop the audio and independently control audio volume
<b><u>2.1.1 Keyboard</u></b> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Keyboard can be used to navigate electronic support documents and the support website

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: There are no keyboard traps on the electronic support documents or support website
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: There are no time limits on the electronic support documents or support website
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: There is no moving, blinking, scrolling or auto-updating information on the electronic support documents or support website
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: The webpage does not contain anything that flashes more than three times in any one second period
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Online support documentation has an expandable and collapsible menu
<p><a href="#">2.4.2 Page Titled</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Webpages have titles that describe topic or purpose
<p><a href="#">2.4.3 Focus Order</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Focusable components on the webpage can be navigated in an order that preserves meaning and operability
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: The purpose of each link can be determined from the link text alone
<p><a href="#">3.1.1 Language of Page</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: The language of the support website is available in multiple languages
<p><a href="#">3.2.1 On Focus</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: When any user interface component receives focus it does not initiate a change of context
<p><a href="#">3.2.2 On Input</a> (Level A)  Applies to Revised Section 508</p> <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Support website has submit buttons for user interactive forms

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not applicable	Support Docs: The support webpage does not identify input errors in search boxes
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Contact Support form on the support website has labels or instructions to guide user input
<a href="#">4.1.1 Parsing</a> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: All elements of the support website are nested according to HTML specification
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support 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

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: Support Documentation is pre-recorded content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Does Not Support	Support Docs: Audio Description is not provided for support videos
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Minimum contrast level is achieved for various text elements in support documentation
<a href="#">1.4.4 Resize text</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Text can be resized up to 200% without loss of content or functionality
<a href="#">1.4.5 Images of Text</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Text is used to convey information, rather than images of text

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Support documentation can be located through search functions, and provided links to navigate to related web pages
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Headings and Labels describe the topic or purpose
<a href="#">2.4.7 Focus Visible</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Webpage and PDF documents supports the use of a visible keyboard focus indicator for a keyboard operable user interface
<a href="#">3.1.2 Language of Parts</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Webpage and online support documentation is available in multiple languages
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Navigation of the support website is consistent between webpages
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Supports	Support Docs: Identification of elements on the support website is consistent between webpages
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: The support webpage does not identify input errors in search boxes
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Applies to Revised Section 508 <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	Support Docs: Not Applicable	Support Docs: The support webpage does not have applicable criteria requiring error prevention

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

Notes: Not included in report.

# Revised Section 508 Report

Notes:

## Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>402 Closed Functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Does Not Support	The product is visual interactive touch hardware. Speech output, to provide information about user interface elements and states, is absent.
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.
<b>402.3 Volume</b>	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.
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.

Criteria	Conformance Level	Remarks and Explanations
402.4 Characters on Display Screens	Supports	The product has an enlargement feature for the display screen. 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
<b><u>403 Biometrics</u></b>	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
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	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
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The same degree of privacy is provided to all individuals.
<b><u>406 Standard Connections</u></b>	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)
<b><u>407 Operable Parts</u></b>	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
<b><u>407.3 Input Controls</u></b>	Heading cell – no response required	Heading cell – no response required
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 discernible
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



Criteria	Conformance Level	Remarks and Explanations
		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 with finger touch without the need to grasp a pen or other tool. 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
<b>407.8 Reach Height and Depth</b>	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.
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	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The

Criteria	Conformance Level	Remarks and Explanations
		product meets this requirement with proper installation.
407.8.2.1 Unobstructed 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.
407.8.2.2 Obstructed 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.
407.8.3 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.
407.8.3.1 Unobstructed 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.
407.8.3.2 Obstructed 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.
407.8.3.2.1 Operable Part Height for ICT with Obstructed 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.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supports	The product is wall mount hardware. The height and reach of the display can be adjusted as per user requirement. The

Criteria	Conformance Level	Remarks and Explanations
		product meets this requirement with proper installation.
<b><u>408 Display Screens</u></b>	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	Supports	The product does not emit light in flashes
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	The product has status indicators for power (on/off) which are visually discernible but not by touch or sound.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	The product has visual indicators for controls and color is not the sole way to distinguish the control or hardware from other controls or hardware. The power state status of the product requires recognition of blue/red illumination of power button.
<b><u>411 Audible Signals</u></b>	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
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>412.2 Volume Gain</u></b>	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
412.2.2 Volume Gain for Non-Wireline ICT	Supports	The product has volume keys for increasing and decreasing volume.
<b><u>412.3 Interference Reduction and Magnetic Coupling</u></b>	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

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
412.4 Digital Encoding of Speech	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
412.7 Video Communication	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
<b><i>412.8 Legacy TTY Support</i></b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
412.8.2 Voice and Hearing Carry Over	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
412.8.3 Signal Compatibility	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	This product is not an ICT that provides two-way voice communication and hence the criterion is not applicable.
<b><i>413 Closed Caption Processing Technologies</i></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Supports	The product supports the display of available closed captions
413.1.2 Pass-Through of Closed Caption Data	Supports	The product passes through closed caption data on its HDMI Out port
<b><i>414 Audio Description Processing Technologies</i></b>	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	Does Not Support	Product does not provide audio description as a service
<b><i>415 User Controls for Captions and Audio Descriptions</i></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
415.1.1 Caption Controls	Does Not Support	The product does not provide closed caption controls
415.1.2 Audio Description Controls	Not Applicable	This criterion is not applicable to this product

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	A variety of support documentation is available (User Guides, Maintenance Guides, Installation Guides) but support documentation does not specifically identify accessibility and compatibility features.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic format in a variety of languages.
<b><a href="#">603 Support Services</a></b>	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.

## Legal Disclaimer (Company)

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