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## Section 1194.21 Software applications and operating systems

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported with exceptions	vControl supports many operations using just the keyboard but not all. Workflow Studio component does not support keyboard navigation. Settings area does not support keyboard navigation.
(b.i) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.	Supported	
(b.ii) Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	vControl supports most accessibility settings of the operating system and in no case disrupts or disables any accessibility features of the operating system. Exceptions are features that do not support large font settings or high contrast settings.
(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.	Supported with exception	Where focus is navigable (see a) above for exceptions current focus is visible.
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	
(d.i) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology.	Supported	vControl conforms to this requirement as all form fields have associated labels added.
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with comments	vControl intends to conform to this requirement and does to a great degree. There is one instance with Workflow Editor where the action image and text are on the same screen but not located near each other.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supported	For controls, each clickable button has a bitmap image and textual description. For status indicators, there is a standard set of host and VM states that are used.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supported with exceptions	vControl uses standard system functions to send textual information to the operating system. The exceptions are the first login screen with a navigation image and the main navigation menu.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not supported	vControl does not allow user defined UI attributes
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported with comments	Animation is used to designate wait times between user interface navigation. It is also used to show alerts that slide out from the top of the screen and then slide back after a delay. The information from that box is then available in an "alert collector" non-animated UI element.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported with exceptions	Most elements will support this but Resources tree does not.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	N/A	vControl does not allow an user to adjust these settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a	N/A	vControl does not use flashing or blinking

	flash or blink frequency greater than 2 Hz and lower than 55 Hz.		
(l)	When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supported	vControl conforms to this requirement as all form fields have associated labels added.

## Section 1194.22 Web-based internet information and applications

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with exceptions	Alt tags are not used. A textual description is usually given near the image, except for the Navigation pane (text as image), VM type icon in the console, and "Welcome" dialog
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not supported	vControl is not considered a multimedia product.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported with exceptions	Colored information has text description. Most elements will support this but Resources tree does not.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Supported	vControl currently requires style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Supported	No server-side maps exist.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A	vControl does not use server-side image maps where a client side image map would be appropriate. Client-side image map is used in the "Welcome" dialog. The map processing is done in the client's browser via javascript.
(g) Row and column headers shall be identified for data tables.	Supported	
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	N/A	vControl does not have more than one header row or one header column
(i) Frames shall be titled with text that facilitates frame identification and navigation	N/A	vControl does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	No HTML "<marquee>" or "<blink>" tags are used. Animations used do not involve blinking.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not supported	vControl text-only page is not supported.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supported	All information generated by javascript is presented via the same UI elements as the non-script information.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supported with comment	vControl does not use applets. Some vControl ActionPacks use plug-ins (e.g. for remote console to a VM). The links are available in the documentation. The page elements are not accessible.
(n) When electronic forms are designed to be	Supported	vControl intends to conform to this requirement

completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		and does to a great degree. There may be a few form fields that need labels added.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Supported	vControl has a tool/navigation pane that is prominently displayed and cannot be skipped
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported with exception	vControl does not explicitly use timing, but it is possible for the session context or response from an external systems to "time out". The default timeout for vControl is 30 minutes.

### **Section 1194.23 Telecommunications products**

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A	vControl is not considered a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A	vControl is not considered a telecommunications product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A	vControl is not considered a telecommunications product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A	vControl is not considered a telecommunications product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	N/A	vControl is not considered a telecommunications product.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	N/A	vControl is not considered a telecommunications product.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A	vControl is not considered a telecommunications product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A	vControl is not considered a telecommunications product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that	N/A	vControl is not considered a telecommunications product.

	allows a user of hearing technologies to utilize the telecommunications product.		
(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	N/A	vControl is not considered a telecommunications product.
(k.i)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	N/A	vControl is not considered a telecommunications product.
(k.ii)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	N/A	vControl is not considered a telecommunications product.
(k.iii)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	N/A	vControl is not considered a telecommunications product.
(k.iv)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	N/A	vControl is not considered a telecommunications product.

### **Section 1194.24 Video and multimedia products**

<b><i>Criteria</i></b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	N/A	vControl does not use multimedia.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	vControl does not use multimedia.

(c)	All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	N/A	vControl does not use multimedia.
(d)	All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	N/A	vControl does not use multimedia.
(e)	Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	N/A	vControl does not use multimedia.

### **Section 1194.25 Self-contained, closed products**

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	N/A	vControl is not a self-contained product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	vControl is not a self-contained product.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	vControl is not a self-contained product.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	vControl is not a self-contained product.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	N/A	vControl is not a self-contained product.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	N/A	vControl is not a self-contained product.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	N/A	vControl is not a self-contained product.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	N/A	vControl is not a self-contained product.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	vControl is not a self-contained product.
(j.i) Products which are freestanding, non-	N/A	vControl is not a self-contained product.

<p>portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j.ii) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	N/A	vControl is not a self-contained product.
<p>(j.iii) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	N/A	vControl is not a self-contained product.
<p>(j.iv) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	N/A	vControl is not a self-contained product.

## Section 1194.26 Desktop and portable computers

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k.i) through (iv).	N/A	vControl is software as defined under section 1194.21
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k.i) through (iv).	N/A	vControl is software as defined under section 1194.21
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	vControl is software as defined under section 1194.21
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	N/A	vControl is software as defined under section 1194.21

## Section 1194.31 Functional performance criteria

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Not supported	vControl does not have a special mode of operation for the blind.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Not supported	vControl does not have a special mode of operation for the blind.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supported	vControl does not require user hearing for access to any application functionality. vControl does not use any form of audio cues.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	N/A	vControl does not require user hearing for access to any application functionality.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	N/A	vControl does not use speech input.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported	

## **Section 1194.41 Information, Documentation and Support**

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	Online help is currently available in HTML format. PDF format is also available upon request. Our products support operation with special third-party accessibility software that converts .PDF files into speech for the visually challenged.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported	A live technical support individual can assist users with any and all product functionality.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Vizioncore's Support Services is familiar with such features as keyboard access and other options important to people with disabilities. Communication is done through both phone and email.

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