

Sharp Imaging and Information Corporation of America

Accessibility Conformance Report

VPAT® Version 2.2

Name of Product/Version:

MX-M3070, MX-M3570, MX-M4070, MX-M5070, MX-M6070, MX-M2650, MX-M3050, MX-M3550, MX-M4050, MX-M5050, MX-M6050

Product Description: Monochrome Multifunction Document System

Date: August, 2019

Contact information: VPAT_Support_Team@sharpusa.com

Notes: Covers MFP, Applications and Drivers

Evaluation Methods Used: Hardware, Application and Driver Testing

Applicable Standards/Guidelines: Section 508 standards

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes)

	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) All <u>non-text content</u> that is presented to the user has a <u>text alternative</u> that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> - Controls, input - Time-based Media - Test - Sensory - CAPTCHA - Decoration, Formatting, Invisible 	Partially Supports	
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) For <u>prerecorded audio-only</u> and <u>prerecorded video-only</u> media, the following are true, except when the audio or video is a <u>media alternative for text</u> and is clearly labeled as such:</p> <ul style="list-style-type: none"> • Prerecorded Audio-only: An <u>alternative for time-based media</u> is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. 	Not Applicable	Not Applicable
<p>1.2.2 Captions (Prerecorded) (Level A) <u>Captions</u> are provided for all <u>prerecorded audio</u> content in <u>synchronized media</u>, except when the media is a <u>media alternative for text</u> and is clearly labeled as such.</p>	Not Applicable	Not Applicable
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) An <u>alternative for time-based media</u> or <u>audio description</u> of the <u>prerecorded video</u> content is provided for <u>synchronized media</u>, except when the media is a <u>media alternative for text</u> and is clearly labeled as such.</p>	Not Applicable	Not Applicable
<p>1.3.1 Info and Relationships (Level A)</p>	Supports	Web: Switch large menu by tab, Sub menu display on the left side of the screen, etc.

Criteria	Conformance Level	Remarks and Explanations
Information, <u>structure</u> , and <u>relationships</u> conveyed through <u>presentation</u> can be <u>programmatically determined</u> or are available in text.		
<p>1.3.2 Meaningful Sequence (Level A) When the sequence in which content is presented affects its meaning, a correct reading sequence can be <u>programmatically determined</u>.</p>	Supports	The contents on System Settings/Web Settings is displayed as the meaningful sequence. Program can read them according to top of pages.
<p>1.3.3 Sensory Characteristics (Level A) Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.</p>	Partially Supports	The logout button has icons and text displayed in the button. The shortcut icon is only an icon, and there is no text explanation.
<p>1.4.1 Use of Color (Level A) Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	
<p>1.4.2 Audio Control (Level A) If any audio on a Web page plays automatically for more than 3 seconds, either a <u>mechanism</u> is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	Not Applicable	There are no audio contents for more than 3 seconds on Web Settings.
<p>2.1.1 Keyboard (Level A) All <u>functionality</u> of the content is operable through a <u>keyboard interface</u> without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p>	Supports	
<p>2.1.2 No Keyboard Trap (Level A) If keyboard focus can be moved to a component of the page using a <u>keyboard interface</u>, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p>	Supports	Item movement by Tab button is possible.
<p>2.2.1 Timing Adjustable (Level A) For each time limit that is set by the content, at least one of the following is true: • Turn off: The user is allowed to turn off the time limit before encountering it; or</p>	Partially Supports	It is possible to change the amount of time up to 240 minutes before US session timeout of device web page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or • Extend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or • Real-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or • Essential Exception: The time limit is essential and extending it would invalidate the activity; or • 20 Hour Exception: The time limit is longer than 20 hours. 		
<p>2.2.2 Pause, Stop, Hide (Level A) For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. 	Supports	
<p>2.3.1 Three Flashes or Below Threshold (Level A) Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.</p>	Supports	Web Settings do not contain anything that flashes more than three times in any one second period.
<p>2.4.1 Bypass Blocks (Level A) A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A) <u>Web pages</u> have titles that describe topic or purpose.</p>	Supports	Web Settings do contain the titles of each pages.
<p>2.4.3 Focus Order (Level A) If a <u>Web page</u> can be <u>navigated sequentially</u> and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	Supports	The contents on Web Settings are ordered according to meanings or operation for both screen reader and keyboard operation.
<p>2.4.4 Link Purpose (In Context) (Level A) The <u>purpose of each link</u> can be determined from the link text alone or from the link text together with its <u>programmatically determined link context</u>, except where the purpose of the link would be <u>ambiguous to users in general</u>.</p>	Supports	All links can be determined from text alone or alternative text contents.
<p>3.1.1 Language of Page (Level A) The default <u>human language</u> of each <u>Web page</u> can be <u>programmatically determined</u>.</p>	Supports	The language can be changed via a pull-down menu on the main page
<p>3.2.1 On Focus (Level A) When any component receives focus, it does not initiate a <u>change of context</u>.</p>	Supports	The context of any components are not changed when they receive focus
<p>3.2.2 On Input (Level A) Changing the setting of any <u>user interface component</u> does not automatically cause a <u>change of context</u> unless the user has been advised of the behavior before using the component.</p>	Partially Supports	On some pages of Web setting, there are pages to be added to the menu due to setting change.
<p>3.3.1 Error Identification (Level A) If an <u>input error</u> is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	Supports	On the web setting registration screen, if there is an error in the required field, the cause of the error is notified by a text message.
<p>3.3.2 Labels or Instructions (Level A) <u>Labels</u> or instructions are provided when content requires user input.</p>	Supports	There are explanations, such as 64 half-width characters.
<p>4.1.1 Parsing (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	Supports	
<p>4.1.2 Name, Role, Value (Level A) For all <u>user interface components</u> (including but not limited to: form elements, links and components generated by scripts), the <u>name</u> and <u>role</u> can be <u>programmatically determined</u>; states, properties, and values that</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
can be set by the user can be <u>programmatically set</u> ; and notification of changes to these items is available to <u>user agents</u> , including <u>assistive technologies</u> .		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) <u>Captions</u> are provided for all <u>live audio</u> content in <u>synchronized media</u> .	Not Applicable	Not Applicable
1.2.5 Audio Description (Prerecorded) (Level AA) <u>Audio description</u> is provided for all <u>prerecorded video</u> content in <u>synchronized media</u> .	Not Applicable	Not Applicable
1.4.3 Contrast (Minimum) (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following: <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 	Supports	
1.4.4 Resize text (Level AA) Except for <u>captions</u> and <u>images of text</u> , <u>text</u> can be resized without <u>assistive technology</u> up to 200 percent without loss of content or functionality.	Supports	Web : Possible by browser function.
1.4.5 Images of Text (Level AA) If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:	Supports	The Device Web does not use any images of text.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Customizable: The image of text can be visually customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed. 		
<p>2.4.5 Multiple Ways (Level AA) More than one way is available to locate a <u>Web page</u> within a <u>set of Web pages</u> except where the Web Page is the result of, or a step in, a <u>process</u>.</p>	Supports	Keyword search function is supported on Device Web page.
<p>2.4.6 Headings and Labels (Level AA) Headings and <u>labels</u> describe topic or purpose.</p>	Supports	
<p>2.4.7 Focus Visible (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	Supports	
<p>3.1.2 Language of Parts (Level AA) The <u>human language</u> of each passage or phrase in the content can be <u>programmatically determined</u> except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	Supports	
<p>3.2.3 Consistent Navigation (Level AA) Navigational mechanisms that are repeated on multiple <u>Web pages</u> within a <u>set of Web pages</u> occur in the <u>same relative order</u> each time they are repeated, unless a change is initiated by the user.</p>	Supports	
<p>3.2.4 Consistent Identification (Level AA) Components that have the <u>same functionality</u> within a set of <u>Web pages</u> are identified consistently.</p>	Supports	
<p>3.3.3 Error Suggestion (Level AA) If an <u>input error</u> is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	Partially Supports	In Device Web Page, suggestions for the correction of errors are not offered for every error, but they are offered in many cases.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible.</p>	Not Applicable	The Device Web page does not send any information to outside sites.

Criteria	Conformance Level	Remarks and Explanations
<p>2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</p> <p>3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</p>		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.6 Sign Language (Prerecorded) (Level AAA) <u>Sign language interpretation</u> is provided for all <u>prerecorded audio</u> content in <u>synchronized media</u>.</p>	Not Applicable	Not Applicable
<p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Where pauses in foreground audio are insufficient to allow <u>audio descriptions</u> to convey the sense of the video, <u>extended audio description</u> is provided for all <u>prerecorded video</u> content in <u>synchronized media</u>.</p>	Not Applicable	Not Applicable
<p>1.2.8 Media Alternative (Prerecorded) (Level AAA) An <u>alternative for time-based media</u> is provided for all <u>prerecorded synchronized media</u> and for all prerecorded <u>video-only media</u>.</p>	Not Applicable	Not Applicable
<p>1.2.9 Audio-only (Live) (Level AAA) An <u>alternative for time-based media</u> that presents equivalent information for <u>live audio-only</u> content is provided.</p>	Not Applicable	Not Applicable
<p>1.4.6 Contrast Enhanced (Level AAA) The visual presentation of text and images of text has a contrast ratio of at least 7:1, except for the following:</p> <ul style="list-style-type: none"> • Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 4.5:1; • Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement. 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • Logotypes: Text that is part of a logo or brand name has no minimum contrast requirement. 		
<p>1.4.7 Low or No Background Audio (Level AAA) For prerecorded audio-only content that (1) contains primarily speech in the foreground, (2) is not an audio CAPTCHA or audio logo, and (3) is not vocalization intended to be primarily musical expression such as singing or rapping, at least one of the following is true:</p> <ul style="list-style-type: none"> • No Background: The audio does not contain background sounds. • Turn Off: The background sounds can be turned off. • 20 dB: The background sounds are at least 20 decibels lower than the foreground speech content, with the exception of occasional sounds that last for only one or two seconds. 	Supports	
<p>1.4.8 Visual Presentation (Level AAA) For the visual presentation of blocks of text, a mechanism is available to achieve the following:</p> <ol style="list-style-type: none"> 1. Foreground and background colors can be selected by the user. 2. Width is no more than 80 characters or glyphs (40 if CJK). 3. Text is not justified (aligned to both the left and the right margins). 4. Line spacing (leading) is at least space-and-a-half within paragraphs, and paragraph spacing is at least 1.5 times larger than the line spacing. 5. Text can be resized without assistive technology up to 200 percent in a way that does not require the user to scroll horizontally to read a line of text on a full-screen window. 	Partially Supports	
<p>1.4.9 Images of Text (No Exception) Control (Level AAA) <u>Images of text</u> are only used for <u>pure decoration</u> or where a particular presentation of <u>text</u> is <u>essential</u> to the information being conveyed.</p>	Does Not Support	
<p>2.1.3 Keyboard (No Exception) (Level AAA) All <u>functionality</u> of the content is operable through a <u>keyboard interface</u> without requiring specific timings for individual keystrokes.</p>	Supports	In the device web page, basically all contents can be operated with keyboard.
<p>2.2.3 No Timing (Level AAA) Timing is not an <u>essential</u> part of the event or activity presented by the content, except for non-interactive <u>synchronized media</u> and <u>real-time events</u>.</p>	Does Not Support	There is a time limit for an authenticated session.

Criteria	Conformance Level	Remarks and Explanations
2.2.4 Interruptions (Level AAA) Interruptions can be postponed or suppressed by the user, except interruptions involving an <u>emergency</u> .	Does Not Support	At the time of reboot or power failure, the session is disconnected regardless of the login status of the user.
2.2.5 Re-authenticating (Level AAA) When an authenticated session expires, the user can continue the activity without loss of data after re-authenticating.	Does Not Support	After re-authentication, the data being edited is lost.
2.3.2 Three Flashes (Level AAA) <u>Web pages</u> do not contain anything that <u>flashes</u> more than three times in any one second period.	Supports	There are no UI components in Device Web Page.
2.4.8 Location (Level AAA) Information about the user's location within a <u>set of Web pages</u> is available.	Supports	Site map is supported in order to browse the structure of Device Web page.
2.4.9 Link Purpose (Link Only) (Level AAA) A <u>mechanism</u> is available to allow the purpose of each link to be identified from link text alone, except where the purpose of the link would be <u>ambiguous to users in general</u> .	Supports	The link is prepared for moving to each setting page of device web page, and its purpose can be easily judged from the text of the link.
2.4.10 Section Headings (Level AAA) <u>Section headings</u> are used to organize the content.	Supports	The device web page has a hierarchical structure, and section headings are prepared in each page.
3.1.3 Unusual Words (Level AAA) A <u>mechanism</u> is available for identifying specific definitions of words or phrases <u>used in an unusual or restricted way</u> , including <u>idioms</u> and <u>jargon</u> .	Supports	In the device web page, If unclear settings are found, user can confirm by user manual uploaded on this web page.
3.1.4 Abbreviations (Level AAA) A <u>mechanism</u> for identifying the expanded form or meaning of <u>abbreviations</u> is available.	Supports	In the device web page, basically, abbreviations is not used. If unclear settings is found, user can confirm by user manual uploaded on this web page.
3.1.5 Reading Level (Level AAA) When text requires reading ability more advanced than the <u>lower secondary education level</u> after removal of proper names and titles, <u>supplemental content</u> , or a version that does not require reading ability more advanced than the lower secondary education level, is available.	Supports	
3.1.6 Pronunciation (Level AAA) A <u>mechanism</u> is available for identifying specific pronunciation of words where meaning of the words, in context, is ambiguous without knowing the pronunciation.	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
3.2.5 Change on Request (Level AAA) Changes of context are initiated only by user request or a <u>mechanism</u> is available to turn off such changes.	Does Not Support	At the time of reboot or power failure, the session is disconnected regardless of the login status of the user.
3.3.5 Help (Level AAA) <u>Context-sensitive help</u> is available.	Supports	In the device web page, user manual is uploaded on this page. User can use it.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	*[For Operation Panel] (1) When input is determined or invalid, operation status is confirmed by a beeping sound. For operation of copy settings such as ratio or copy density, a special beeping sound at the center point such as 100% is provided to make it easier for people who are blind or visually impaired to find this value.

	<p>*[For Input through Key and Touch Panel]</p> <p>(2) The time it takes for the unit to recognize touch can be adjusted up to two seconds.</p> <p>*[For Draft setting on Platen]</p> <p>(3) Setting documents on the tray can be done even without relying on vision because setting portion has a stopper.</p> <p>*[For Paper Setting]</p> <p>(4) The tray operation can be recognized by touch, and this enables end-users to open and close tray and set paper with one hand.</p> <p>(5) When it closes, the user can grasp it with the sense of touch or the sense of hearing.</p> <p>(6) People who are blind or visually impaired can adjust machine settings with a PC through the webpage. The webpage can be read out loud by software on the PC.</p> <p>*[For Automatic Document Feeder]</p> <p>(7) Setting documents in the document feeder can be done without relying on</p>
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		<p>vision because the document feeder has stopper guides.</p> <p>Vision is not required for a user to set documents in the document feeder.</p> <p>*[For Appearance]</p> <p>(8) Operation area for door, etc., can be recognized by touch.</p> <p>*[For System Operation]</p> <p>(9) When a user presses an unauthorized key, a beeping sound should go off to prevent unintentional operation.</p> <p>*[For Main Power Switch]</p> <p>(10) Power On/Off status can be recognized by touch.</p> <p>(11) Power switch can be recognized by touch.</p> <p>(12) The power switch is located away from other keys so as not to be pressed mistakenly.</p> <p>*[For Fax] (Option)</p>
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		<p>(13) Provide users alternative measures other than vision to know such as sound when the fax receives messages.</p> <p>*[For Touch Panel]</p> <p>(14) Adjusting the time for key recognition is possible.</p> <p>(15) It is not necessary to use the touch panel for adjusting the machine. This can be accomplished through the webpage or with remote front panel.</p> <p>*[For System Operation Function]</p> <p>(16) Recovering from Auto Power shutoff mode can be done smoothly without relying on vision.</p>
<p>302.2 With Limited Vision</p> <p>Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	<p>Supports</p>	<p>*[For Operation Panel]</p> <p>(1) Font size may be expanded by utilizing the Enlarge Display Mode, and Icon button size on the Home Screen can be expanded by customizing the Home Screen.</p> <p>(2) Color type of the screen can be chosen; there is a universal-design type.</p> <p>(3) The color of the Output tray is dark gray for increased contrast between paper</p>

		<p>and tray. This makes it easier to find papers on the tray.</p> <p>(4) The Color of Original guides on the Document feeder tray are dark gray. This increases the contrast between the original and the guides making adjusting the guides easier.</p> <p>(5) A Hard Keyboard (Standard on select models) is also available in addition to the soft keyboard within the touch panel. This assists in more accurate input of text (inputting e-mail addresses, for example)</p>
<p>302.3 Without Perception of Color</p> <p>Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.</p>	<p>Supports</p>	<p>*[For Operation Panel]</p> <p>(1) Font size may be expanded by utilizing the Enlarge Display Mode, and Icon button size on the Home Screen can be expanded by customizing the Home Screen.</p> <p>(2) Color type of the screen can be chosen; there is a universal-design type.</p> <p>(3) The color of the Output tray is dark gray for increased contrast between paper and tray. This makes it easier to find papers on the tray.</p> <p>(4) The Color of Original guides on the Document feeder tray are dark gray. This increases the contrast between the</p>

		<p>original and the guides making adjusting the guides easier.</p> <p>(5) A Hard Keyboard (Standard on select models) is also available in addition to the soft keyboard within the touch panel. This assists in more accurate input of text (inputting e-mail addresses, for example).</p>
<p>302.4 Without Hearing</p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.</p>	Not Applicable	No operations require hearing
<p>302.5 With Limited Hearing</p> <p>Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.</p>	Not Applicable	No audio information will be provided
<p>302.6 Without Speech</p> <p>Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.</p>	Not Applicable	No Functions Require Speech
<p>302.7 With Limited Manipulation</p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.</p>	Supports	The UI for this product does not require complex manipulation or simultaneous button presses/gestures.
<p>302.8 With Limited Reach and Strength</p> <p>Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	Supports	<p>*[For Automatic Document Feeder]</p> <p>(1) Allows end-users to close it with one hand easily from the maximum open/close angle.</p>

		<p>(2) Door etc. can be opened/closed with one hand.</p> <p>(3) When end-user presses unauthorized key, a beeping sound should go off to prevent unintentional operation.</p> <p>(4) Adjusting the time for key reception is possible.</p> <p>*[For Whole System]</p> <p>(5) All operations can be done with one hand and do not require tight grasping, or twisting of the wrist.</p> <p>(6) The paper tray can be easily opened/closed with a universal handle.</p> <p>[For Operation Panel]</p> <p>(7) Operation panel can be tilted freely.</p> <p>[For Program Mode]</p> <p>(8) When performing routine work, a user can set a Program which includes all the functions necessary to perform that job.</p>
<p>302.9 With Limited Language, Cognitive, and Learning Abilities</p> <p>ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p>	<p>Supports</p>	<p>Paper and PDF</p> <p>Compatible telephone support</p>

		Online (HTML, PDF), Supports Screen Readers Additionally, MY Sharp which provides text, sound, and images
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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 Speech output shall be provided for all information displayed on-screen.	Not Applicable	
402.2.2 Transactional Outputs Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Not Applicable	
402.2.3 Speech Delivery Type and Coordination (a) Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Partially Supports	Current Technology provides no equivalent to touch-screen display panels. However, note the following: [For Whole System] (1) Provided end-users with remote operation function to execute their regular jobs from their computers. (2) Frequency of over 2.5KHz isn't used when there is a beeping sound.

Criteria	Conformance Level	Remarks and Explanations
		<p>[For Operation Panel]</p> <p>(3) Provides measures to emit a beeping sound from the base point for the operations requiring end-users to switch plural options (including set values and setting modes) in a routine rotation.</p>
<p>402.2.4 User Control</p> <p>Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.</p>	Not Applicable	
<p>402.2.5 Braille Instructions</p> <p>Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191, Appendix D, Section 703.3.1.</p>	Not Applicable	
402.3 Volume	Heading cell – no response required	Heading cell – no response required
<p>402.3.1 Private Listening</p> <p>Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	Not Applicable	
<p>402.3.2 Non-private Listening</p> <p>Where ICT provides non-private listening, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.</p>	Not Applicable	
<p>402.4 Characters on Display Screens</p> <p>At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.</p>	Supports	<p>Sharpdesk software doesn't have the ability to adjust color and contrast settings.</p> <p>The printer driver doesn't have the ability to adjust color and contrast settings.</p> <p>Printer Status Monitor doesn't have the</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>ability to adjust color and contrast settings.</p> <p>In the operation panel of the unit, users can select from a variety of color schemes.</p>
<p>402.5 Characters on Variable Message Signs</p> <p>Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).</p>	Not Applicable	No characters on variable message signs
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
<p>404.1 General</p> <p>ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.</p>	Supports	<p>Non-proprietary information provided for accessibility during the transmission of information or the import/export of settings is not removed by this product.</p>
405 Privacy	Heading cell – no response required	Heading cell – no response required
<p>405.1 General</p> <p>The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.</p>	Supports	<p>The necessary information for the operation is all displayed on the operation panel.</p>
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
<p>406.1 General</p> <p>Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.</p>	Supports	<p>This product provides a connection method that conforms to a non-proprietary industry standard.</p>
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
<p>407.2 Contrast</p> <p>Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.</p>	Supports	<p>There is considerable contrast between characters, symbols, and the backgrounds used by keys and other controls.</p>
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<p>407.3.1 Tactilely Discernible</p> <p>Input controls shall be operable by touch and tactilely discernible without activation.</p>	Supports	<p>[For Operation Panel]</p> <p>(1) Major keys are recognized not only with vision but also with touch.</p> <p>(2) Frequently used keys are aligned to be recognized easily, have different shapes and colors, so as to be distinguished easier.</p> <p>[For Input through key]</p> <p>(3)The upper sides of the buttons are concave.</p>
<p>407.3.2 Alphabetic Keys</p> <p>Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.</p>	Partially Supports	Retractable qwerty keyboard is standard on Advanced Series models. This is not available on the Essential Series models.
<p>407.3.3 Numeric Keys</p> <p>Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).</p>	Partially Supports	Optional braille overlay is available, which provides tactile #5 key for basic copy function.
<p>407.4 Key Repeat</p> <p>Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.</p>	Supports	<p>*[For Input through key, touch panel]</p> <p>(1) The key repeat function delay timing can be adjusted or this function is may be deactivated.</p> <p>(2) Key repeat function can adjust the repeat start time (t1) up to 2 seconds or disable it.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>407.5 Timed Response</p> <p>Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.</p>	Partially Supports	<p>[For System Operation Function]</p> <p>Although there is no notice to end-users of a timeout, there is a setting to adjust the timeout length so end-users have enough time to complete their task prior to the timeout. Alternately, the timeout function can be stopped if necessary. The amount of time a message is displayed can be adjusted so the user has sufficient time to read the message.</p>
<p>407.6 Operation</p> <p>At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.</p>	Partially Supports	<p>The basic operation of the device supports this.</p> <p>It can not be applied for maintenance and setup.</p>
<p>407.7 Tickets, Fare Cards, and Keycards</p> <p>Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.</p>	Not Applicable	
<p>407.8 Reach Height and Depth</p>	Heading cell – no response required	Heading cell – no response required
<p>407.8.1 Vertical Reference Plane</p> <p>(j)Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:</p> <p>(1) 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 (see Figure 1 of this part)</p>	Supports	Applicable

Criteria	Conformance Level	Remarks and Explanations
<p>(j)(2) 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> <p>(j)(3) 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> <p>(j)(4) 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>		
<p>407.8.1.1 Vertical Plane for Side Reach</p> <p>Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.</p>	Supports	
<p>407.8.1.2 Vertical Plane for Forward Reach</p> <p>Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.</p>	Supports	
<p>407.8.2 Side Reach</p> <p>Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Partially Supports	<p>The height of the reader platen does not support the criteria when in the open position.</p> <p>It is within the range of numerical value when only machine without option or optional one step desk is installed. Also, the document feeder has a hole to attach a string to pull to close.</p>
<p>407.8.2.1 Unobstructed Side Reach</p> <p>Where the operable part is located 10 inches (255 mm) or less beyond the vertical reference plane, the operable part shall be 48 inches (1220</p>	Supports	<p>It is within the range of numerical value when only machine without option or optional one step desk is installed. Also,</p>

Criteria	Conformance Level	Remarks and Explanations				
mm) high maximum and 15 inches (380 mm) high minimum above the floor.		the document feeder has a hole to attach a string to pull to close.				
<p>407.8.2.2 Obstructed Side Reach</p> <p>Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.</p>	Partially Supports	<p>The height of the reader platen does not support the criteria when in the open position.</p> <p>It is within the range of numerical value when only machine without option or optional one step desk is installed. Also, the document feeder has a hole to attach a string to pull to close.</p>				
<p>407.8.3 Forward Reach</p> <p>Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	Not Applicable					
<p>407.8.3.1 Unobstructed Forward Reach</p> <p>Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	Not Applicable					
<p>407.8.3.2 Obstructed Forward Reach</p> <p>Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).</p>	Not Applicable					
<p>407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach</p> <p>The height of the operable part shall conform to Table 407.8.3.2.1.</p> <p>Table 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach</p> <table border="1" data-bbox="100 1286 793 1370"> <thead> <tr> <th data-bbox="100 1286 520 1370">Reach Depth</th> <th data-bbox="520 1286 793 1370">Operable Part Height</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Reach Depth	Operable Part Height			Not Applicable	
Reach Depth	Operable Part Height					

Criteria		Conformance Level	Remarks and Explanations
Less than 20 inches (510 mm)	48 inches (1220 mm) maximum		
20 inches (510 mm) to 25 inches (635 mm)	44 inches (1120 mm) maximum		
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach			
Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.		Not Applicable	
408 Display Screens		Heading cell – no response required	Heading cell – no response required
408.2 Visibility			
Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.		Supports	
408.3 Flashing			
Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.		Supports	Sharpdesk software doesn't flash or blink text contents. The printer driver is not designed to flash or blink. Printer Status Monitor is not designed to flash or blink. The operation panel of the unit is not designed to flash or blink.
409 Status Indicators		Heading cell – no response required	Heading cell – no response required
409.1 General			
Where provided, status indicators shall be discernible visually and by touch or sound.		Supports	Status indicators, including all locking or toggle controls or keys (e.g., Caps Lock and Num Lock keys), shall be discernible visually and by touch or sound.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Supports	
502.2.2 No Disruption of Accessibility Features (b) 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. 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.	Supports	Sharpdesk software runs on Microsoft® OS and utilities. Printer Driver is not designed to disrupt or disable other functions by design. Printer Status Monitor is not designed to disrupt or disable other functions by design. The operation panel of unit is not designed to disrupt or disable other functions by design.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Partially Supports	When Sharpdesk software displays image data, text describing the image is also displayed (for example thumbnails are labeled with the name of each file in Desktop). Regarding the printer driver, the information conveyed by images can be available in text. However, the information

Criteria	Conformance Level	Remarks and Explanations
		<p>conveyed by the image of the MFP cannot be available in text.</p> <p>Regarding Printer Status Monitor, the information conveyed by the image can be available in text.</p> <p>Some icons are explained by the Help Menu.</p>
<p>502.3.2 Modification of Object Information</p> <p>States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.3 Row, Column, and Headers</p> <p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.</p>	Does Not Support	
<p>502.3.4 Values</p> <p>Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.</p>	Supports	
<p>502.3.5 Modification of Values</p> <p>Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.6 Label Relationships</p> <p>(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.</p>	Supports	<p>If an icon, an indicator and an element have the same image each of them has the same meaning in Sharpdesk software.</p> <p>If an icon, an indicator and an element have the same image each of them has the same meaning in the printer driver.</p> <p>If an icon, an indicator and an element have the same image each of them has the same meaning in Printer Status Monitor.</p>

Criteria	Conformance Level	Remarks and Explanations
		If an icon, an indicator and an element have the same image each of them has the same meaning in Operation Panel of Unit.
<p>502.3.7 Hierarchical Relationships</p> <p>Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.</p>	Partially Supports	
<p>502.3.8 Text</p> <p>(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.</p>	Supports	<p>Sharpdesk software displays text contents using functions of the OS.</p> <p>The printer driver displays text contents using functions of the OS.</p> <p>Printer Status Monitor displays text contents using functions of the OS.</p>
<p>502.3.9 Modification of Text</p> <p>Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.</p>	Supports	
<p>502.3.10 List of Actions</p> <p>A list of all actions that can be executed on an object shall be programmatically determinable.</p>	Supports	
<p>502.3.11 Actions on Objects</p> <p>Applications shall allow assistive technology to programmatically execute available actions on objects.</p>	Not Applicable	
<p>502.3.12 Focus Cursor</p> <p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	Partially Supports	<p>Regarding Sharpdesk software, if the focus changes, the target will change in some ways. For example, the frame color will change if a thumbnail is focused. The text will be bold if focused.</p> <p>Regarding the printer driver, if the focus changes, the target will change in some</p>

Criteria	Conformance Level	Remarks and Explanations
		ways. For example, the frame line will change if an icon button is focused. Regarding Printer Status Monitor, if the focus changes, the target will not change.
<p>502.3.13 Modification of Focus Cursor</p> <p>Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.</p>	Does Not Support	
<p>502.3.14 Event Notification</p> <p>Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.</p>	Partially Supports	Visual notifications are available through the touch screen
<p>502.4 Platform Accessibility Features</p> <p>Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:</p> <p>A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;</p> <p>B. Section 9.3.4 Provide adjustment of delay before key acceptance;</p> <p>C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance;</p> <p>D. Section 10.6.7 Allow users to choose visual alternative for audio output;</p> <p>E. Section 10.6.8 Synchronize audio equivalents for visual events;</p> <p>F. Section 10.6.9 Provide speech output services; and</p> <p>G. Section 10.7.1 Display any captions provided.</p>	Does Not Support	
503 Applications	Heading cell – no response required	Heading cell – no response required
<p>503.2 User Preferences</p> <p>Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.</p>	Partially Supports	Changing font color (white / black) on the control panel, change font size

Criteria	Conformance Level	Remarks and Explanations
<p>503.3 Alternative User Interfaces</p> <p>Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.</p>	Partially Supports	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
<p>503.4.1 Caption Controls</p> <p>Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	Not Applicable
<p>503.4.2 Audio Description Controls</p> <p>Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.</p>	Not Applicable	Not Applicable
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
<p>504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)</p> <p>Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p>	See WCAG 2.0 section	See information in WCAG section
<p>504.2.1 Preservation of Information Provided for Accessibility in Format Conversion</p> <p>Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.</p>	Supports	Non-proprietary information provided for accessibility during the transmission of information or the import/export of settings is not removed by this product.
<p>504.2.2 PDF Export</p> <p>Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).</p>	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<p>504.3 Prompts</p> <p>Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	Not Applicable
<p>504.4 Templates</p> <p>Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.</p>	Not Applicable	Not Applicable

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
<p>602.2 Accessibility and Compatibility Features</p> <p>Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.</p>	Supports	Documentation provided shall explain how to use the accessibility and compatibility features required by chapters 4 and 5.
<p>602.3 Electronic Support Documentation</p> <p>Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p>	See WCAG 2.0 section	See information in WCAG section
<p>602.4 Alternate Formats for Non-Electronic Support Documentation</p> <p>Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
603 Support Services	Heading cell – no response required	Heading cell – no response required
<p>603.2 Information on Accessibility and Compatibility Features</p> <p>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.</p>	Partially Supports	HTML
<p>603.3 Accommodation of Communication Needs</p> <p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	Supports	<p>Paper and PDF</p> <p>Compatible telephone support</p> <p>Online (HTML, PDF), Supports Screen Readers</p> <p>Additionally, MY Sharp which provides text, sound, and images</p>

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