CREDENCE MANAGEMENT SOLUTIONS VPAT®

Understanding Section 508

CREDENCE understands the importance of developing and maintaining systems that are Section 508 compliant.

Template. We understand that Section 508 requires that all federal entities provide Electronic and Information Technology (EIT) products that are accessible to people with disabilities. Federal agencies are required to provide disabled employees and members of the public resources that are accessible to people of all abilities. Throughout the performance of any Task Order, all EIT products that CREDENCE delivers will comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194.

Approach to Providing Section 508-Compliant Products and Services

To ensure compliance with 36 CFR Part 1194–Section 508 of The Rehabilitation Act (29 U.S.C. 794d) will be incorporated into each technology product, our approach integrates Section 508 compliant methods into applicable software development practices and coding standards.

Summary Table		
Criteria	**Supporting Features**	**Remarks and explanations**
Section 1194.21 Software Applications and Operating Systems		All software development deliverables will be, designed, programmed, and tested using manual, heuristic, automated, accessibility, and assistive technology methods to meet these requirements.
Section 1194.22 Web-based internet information and applications		Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet these requirements.
Section 1194.23 Telecommunications Products		Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
Section 1194.24 Video and Multi-media Products		All video and multimedia product deliverables will be designed to meet these requirements.
Section 1194.25 Self-Contained, Closed		Not applicable (N/A).

Products		
Section 1194.26 Desktop and Portable Computers		Computers and portable computers furnished at meetings and events will have accessible and assistive technology software installed and available to meet these requirements.
** Section 1194.31 Functional Performance Criteria		Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.
** Section 1194.41 Information, documentation, and support.		CREDENCE will ensure information and documentation provided to end-users is made available in alternate formats, end-users have access to a description of the accessibility and compatibility features of products in alternate formats or methods, and support services accommodate the needs of end-users with disabilities upon request, at no additional charge.

Section 1194.21 Software Applications and Operating Systems
Refer to (http://www.access-board.gov/sec508/guide/1194.21.htm) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.

changes.	Accessibility and Assistive Technology (AT) features.	
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual,

		heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	All software development deliverables will be, designed, programmed, and tested using manual, heuristic, accessible, automated, and assistive technology methods to meet this requirement.

Section 1194.22 Web-based Internet information and applications		
* Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Accessibility and Assistive Technology (AT)	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all

	features.	Internet Web site and Web-based application development deliverables meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(g) Row and column headers shall be identified for data tables.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(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.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(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).	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.

(n) When electronic forms are designed to be 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.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Accessibility and Assistive Technology (AT) features.	Using a combination of manual, heuristic, automated, accessibility, and assistive technology testing we will ensure that all Internet Web site and Web-based application development deliverables meet this requirement.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1

Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web

Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) -

9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products * Refer to (http://www.access-board.gov/sec508/guide/1194.23.htm) for details on the guidelines listed below.		
Criteria	Supporting Features	Remarks and explanations
(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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our

		telecommunications provider and providing .wav files to them.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for

		those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies.

		We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(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	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone

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.		companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(k)(1) 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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(k)(2) 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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(k)(3) 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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service

		provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.
(k)(4) 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.	Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) features.	Support services will accommodate the communication needs of end-users with disabilities. To support Text Telephone (TTY) / Telecommunications Device for the Deaf (TDD) devices people with hearing impairment can make use of the telecommunication relay service provided at no charge by telephone companies. We also provide support via email for those with hearing impairments. Telephone support is provided for those with visual impairments. Our 1-800 number supports TTY/TDD capabilities. Our voice mail system and automated attendant messages can be made TTY compatible by contacting our telecommunications provider and providing .wav files to them.

Section 1194.24 Video and Multi-media Products
* Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations
(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.	Products (i.e. televisions, training and informational videos) with compliant features.	All video and multimedia product deliverables will be designed to meet this requirement.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Products (i.e. televisions, training and informational videos) with compliant features.	All video and multimedia product deliverables will be designed to meet this requirement.
(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.	Products (i.e. televisions, training and informational videos) with compliant features.	All video and multimedia product deliverables will be designed to meet this requirement.

Criteria	Supporting Features	Remarks and explanations
(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.	Products (i.e. televisions, training and informational videos) with compliant features.	All video and multimedia product deliverables will be designed to meet this requirement.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Products (i.e. televisions, training and informational videos) with compliant features.	All video and multimedia product deliverables will be designed to meet this requirement.

Section 1194.25 Self-Contained, Closed Products
* Refer to (http://www.access-board.gov/sec508/guide/1194.25.htm) for details on the guidelines listed below.

Criteria	Supporting Features	Remarks and explanations

(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.	Not applicable (N/A).	Not applicable (N/A).
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable (N/A).	Not applicable (N/A).
(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).	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable (N/A).	Not applicable (N/A).

(j) (1) Products which are freestanding, non-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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).
(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.	Not applicable (N/A).	Not applicable (N/A).

Section 1194.26 Desktop and Portable Computers * Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Accessible and assistive technology features.	Computers and portable computers furnished at meetings and events will have accessible and assistive technology software installed and available to meet this requirement.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Accessible and assistive technology features.	Computers and portable computers furnished at meetings and events will have accessible and assistive technology software installed and available to meet this requirement.
(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.	Accessible and assistive technology features.	Computers and portable computers furnished at meetings and events will have accessible and assistive technology software installed and available to meet this requirement.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Accessible and assistive technology features.	Computers and portable computers furnished at meetings and events will have accessible and assistive technology software installed and available to meet this requirement.

Section 1194.31 Functional Performance Criteria		
Criteria	**Supporting Features**	**Remarks and explanations**
(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.	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.
(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.	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.

(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	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.
(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.	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.
(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.	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.
(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.	Accessible and assistive technology features.	Technologies or components for which there is no specific requirement under the technical standards 1194.21-1194.26 in Subpart B, will be designed using accessible and assistance technology to meet these requirements.

Section 1194.41 Information, documentation, and support.		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Alternate formats, descriptions of accessibility and compatibility features, and support services that accommodate the needs of end-users with disabilities.	CREDENCE will ensure information and documentation provided to end-users is made available in alternate formats, end-users have access to a description of the accessibility and compatibility features of products in alternate formats or methods, and support services accommodate the needs of end-users with disabilities upon request, at no additional charge.
(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.	Alternate formats, descriptions of accessibility and compatibility features, and support services that accommodate the needs of end-users with disabilities.	CREDENCE will ensure information and documentation provided to end-users is made available in alternate formats, end-users have access to a description of the accessibility and compatibility features of products in alternate formats or methods, and support services accommodate the needs of end-users with disabilities upon request, at no additional charge.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Alternate formats, descriptions of accessibility and compatibility features, and support services that accommodate the needs of end-users with disabilities.	CREDENCE will ensure information and documentation provided to end-users is made available in alternate formats, end-users have access to a description of the accessibility and compatibility features of products in alternate formats or methods, and support services accommodate the needs of end-users with disabilities upon request, at no additional charge.