

# Section 508 Evaluation Template

Date: July 2016

Name of Product: ARCHIBUS

Contact for more Information: [techs@archibus.com](mailto:techs@archibus.com)

Refer to the [ITIC Best Practices](#) for filling out the following form.

## The ARCHIBUS Accessibility Navigator

The responses below apply to ARCHIBUS V18.2, V.18.2P, V.19.x, 20.x, V.21.x., 22.x , and 23.x

- V18.2 can use the Accessibility Navigator when it is installed as a separate file. This Accessibility Navigator provides a means of accessing the features and data within ARCHIBUS that is consistent with the requirements of assistive software.
- V.18.2P and V.19.1 products provide the Accessibility Navigator within the Web Central interface.
- V.20.x – V.22.x also provide the Accessibility Navigator and provides a pre-set set of accessibility views from that Accessibility Navigator. V.20.x – V.22.x versions also clean up some minor title and header tagging issues and provides a method for compliance evaluation. Please refer to the System Management Help in the ARCHIBUS Administrator / Personalizing the Process Navigator section for more information.

## Configuring the Accessibility Navigator for User Accounts

System administrators can assign the Accessibility Navigator to user accounts on a per-user basis by setting the “Navigation” setting of that person’s account to “Accessibility Navigator”. When that user signs in to ARCHIBUS, ARCHIBUS will automatically present that user with the Accessibility Navigator interface. (To establish this setting, please use the System Administration / ARCHIBUS System Administration / ARCHIBUS Administrator / Add or Edit Users view.)

For review purposes, you can also set the Accessibility Navigator setting for an account from the “My Profile” form. Select “My Profile” from the top menu bar of Web Central, and set the Navigation preference to “Accessibility Navigator”. Then Sign out, and sign in again to see the effects of this setting.

You can also access the Accessibility Navigator directly by pasting a URL like the following in the address bar of your Internet browser: <http://localhost:8080/archibus/accessible-details.axvw>.

Once you have loaded the Accessibility Navigator into your browser, add it to your Favorites or Bookmarks so you can recall it quickly.

In Internet Explorer either:

- Drag the icon from your address bar to your Favorites bar (as shown below) for one-click access, or
- Use the Favorites / Add to Favorites command to add the Accessibility Navigator to your Favorites list.

In Firefox:

- Drag the icon from your address bar to your Bookmarks tool bar, or
- Use the Bookmarks / Bookmark This Page command to add the Accessibility Navigator to your bookmarks list.

## Background on the Accessibility Navigator

The Accessibility Navigator uses the View 1.0 format and rendering mode for ARCHIBUS interface views. This format uses the page-based (rather than AJAX-based) rendering so that they can be compatible with assistive technologies that do not process multiple request events per page. The views on the Accessibility Navigator also use text equivalents (e.g. consoles to find rooms by filtering by building and floor codes) rather than plug-in components (e.g. to provide graphical rendering of floor plans) so that they can serve the needs of users who require keyboard-only controls and text-based input and output. This format also does not rely on associated style sheets to position elements so that the forms do not rely on the external style sheets provided with ARCHIBUS.

Sites can alter the list of views that appear on the Accessibility Navigator by changing the `schema\ab-core\views\process-navigator\ab-accessible-content.html` file.

All data in ARCHIBUS is available in accessible form. A subset of data is placed on the default Accessibility Navigator. To access data from additional ARCHIBUS tables, use the View Definition Wizard for View 1.0 views, select the desired table, and select the desired fields and interactive format. Place the resulting view on the Accessibility Navigator.

## Accessibility in V.18.2

Users of V.18.2 can use the Accessibility Navigator by:

- Having the system administrator copy the `ab-accessible-content.html` file to <http://localhost:8080/archibus/schema/ab-core/views/process-navigator/>
- Have accessibility users pasting the URL for the Accessibility Navigator into their Web browser address bar (or send it to accessibility users via email and having them click on the link:

<http://<myserver>:8080/archibus/schema/ab-core/views/process-navigator/ab-accessible-content.html>

The views on the Accessibility Navigator will load after the user logs in.

## Accessibility of Personalized Views

ARCHIBUS customer sites can put their own personalized views on the Accessibility Navigator (or load them via the URL or via links in email).

Customer sites that do so should take care to use View 1.0-style views to do so for all accessible content. View 1.0 views are page-based rather than AJAX-based in order to meet the requirements of assistive technologies.

Customer sites that do so should also take care to ensure that the content they select complies with the 508 requirements. For instance, the requirements state:

*“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.”*

In response, the customer site may wish to include a text only version of the content (e.g. an Employee Locator view that gives the result of the search as a textual Room Number) as well as a graphical version of the content (e.g. the same view that gives the result of the search as a graphical highlight on a floor plan).

## Contact Information

If you are a compliance officer wishing to review the ARCHIBUS software, please schedule a time with ARCHIBUS Customer Service in Boston ([techs@archibus.com](mailto:techs@archibus.com)) for help with installation and set up of the accessibility interface for the product. Please also feel free to email any questions you have on ARCHIBUS and accessibility, or any suggestions you have for making ARCHIBUS more accessible, or any suggestions you have for making the ARCHIBUS compliance documentation more useful.

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>		Completed
Section 1194.22 <a href="#">Web-based internet information and applications</a>		Completed
Section 1194.23 <a href="#">Telecommunications Products</a>		N/A
Section 1194.24 <a href="#">Video and Multi-media Products</a>		N/A
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>		N/A
Section 1194.26 <a href="#">Desktop and Portable Computers</a>		N/A
Section 1194.31 <a href="#">Functional Performance Criteria</a>		Completed
Section 1194.41 <a href="#">Information, documentation, and support.</a>		Completed

[Return to the top of the page.](#)

### 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.

As a Web-based application, ARCHIBUS operates within the user's Web browser, and as such leverages the Web browser features for compliances with this section 1194.21. ARCHIBUS also works with user agents that replace the Web browser or portions of the Web browser to provide accessibility features. The text immediately below details how these ARCHIBUS support compliance through Web browsers and user agents. The following section details how ARCHIBUS complies as well with the criteria detailed in section 1194.22 concerning Web-based internet information and applications.

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.	Supports	Users can use the standard Web browser F6 and Ctrl-F6 keys to switch between frames of the ARCHIBUS Web Central application. A heavy black outline highlight around the frame indicates which frame has the focus. Once a frame with a form has focus, Tab and Shift-tab keys move between all controls. A similar black border indicates which control has focus. When the edit controls have focus, they accept data from the keyboard. When action buttons have control, the space bar invokes the highlighted action.
(b) Applications shall not disrupt or disable activated	Supports	ARCHIBUS operates within the user's

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.		Web browser, and as such leverages the accessibility features of Web browser. All popular Web browsers support the accessibility features of the operating system within which they run.
(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.	Supports	ARCHIBUS leverages the standard features for Web interface feedback, such as carats within the active input control and borders around the active frame. ARCHIBUS can be programmatically controlled by any user agent that uses Web protocols.
(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.	Supports	ARCHIBUS uses standard HTML elements, such as forms and tables, to represent interface elements. These present their identity, operation and state to assistive technology. ARCHIBUS provides text or alternative text for all images representing program elements.
(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.	Supports	ARCHIBUS uses standard images and text throughout the application to represent programmatic elements that have similar meanings.
(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.	Supports	ARCHIBUS uses the standard HTML for displaying text and for form-input controls. Content, text-input-caret location, and text attributes are under the control of the Web browser or user agent used to interact with ARCHIBUS.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	ARCHIBUS does not override the user-selected display attributes of the Web browser or user agent.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	ARCHIBUS does not use animations.
(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.	Supports	ARCHIBUS actions include text and error messages as well as color to convey information about actions or state.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	You can change the default colors in the interface by altering a color scheme or by providing an alternate color scheme.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink	Supports	ARCHIBUS does not contain flashing or blinking text or other elements.

frequency greater than 2 Hz and lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	ARCHIBUS uses standard HTML elements to implement forms. These present their identity, operation and state to assistive technology.

[Return to the top of the page.](#)

<b>Section 1194.22 Web-based Internet information and applications</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.22.htm">http://www.access-board.gov/sec508/guide/1194.22.htm</a>) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Non-text elements in ARCHIBUS Web Central are secondary information and not required to use the program. Most panel actions are text. Common commands that have icons, such as Help, Email, and Print icons provide tooltip text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	ARCHIBUS Web Central does not use multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	All information conveyed with color is also available without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	ARCHIBUS Web Central pages used on the Accessibility Navigator are readable without the style sheet. However, some formatting is not present (e.g. bold text for table headings). Some links are not underlined (although they still operate per usual). And on several complex forms all entry help text displays at once at the top of the form.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	ARCHIBUS Web Central does not use server-side image maps.
(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.	Supports	ARCHIBUS Web Central uses only client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Tabular reports, tested with the Illinois Center for Information Technology Accessibility Firefox Extension. Data Table Header function shows repeat header information per row. Each row contains the identifying key of the record.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more	Supports	Data table headers are repeated for each row.

logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Content within detail frames is identified with titles within the body of the frame.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	ARCHIBUS Web Central does not contain any flashing or flickering elements.
(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.	Supports	ARCHIBUS Web Central can generate text-only pages that generate equivalent information to the standard ARCHIBUS reports. Reloading the text-only pages will show the same updated content that is on the primary page. Sites can create new views that access any element of ARCHIBUS information by using the View Definition Wizard for View 1.0 format views.
(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.	Supports	Error messages in forms are either submitted in HTML for the form or in a pop-up browser that can be independently interpreted.
(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).	Supports	No plug ins are required to use the views on the Accessibility Navigator.
(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.	Supports	Users can use the F6 and Ctrl-F6 keys to switch between frames of the ARCHIBUS Web Central application. A heavy black outline highlight around the frame indicates which frame has the focus.  Once a frame with a form has focus, the Tab and Shift-tab keys move between all controls. A similar black border indicates which control has focus. When the edit controls have focus, they accept data from the keyboard. When action buttons have control, the space bar invokes the highlighted action.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Long lists of navigation are accomplished in a separate frame from the content. In this way, users wishing to skip the repetitive navigation links can go directly to the content frame and begin reading the content directly (or

		have their screen reader begin reading the content directly).
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed responses are required.

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.

[Return to the top of the page.](#)

**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.		N/A
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		N/A
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		N/A
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		N/A
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		N/A
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		N/A
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		N/A
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		N/A
(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.		N/A
(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		N/A



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.		
(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.		N/A
(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.		N/A
(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.		N/A
(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.		N/A

[Return to the top of the page.](#)

<b>Section 1194.24 Video and Multi-media Products</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.24.htm">http://www.access-board.gov/sec508/guide/1194.24.htm</a> ) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		N/A
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		N/A
(c) All training and informational video and multimedia productions which support the agency's mission,		N/A

regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		N/A
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		N/A

[Return to the top of the page.](#)

<b>Section 1194.25 Self-Contained, Closed Products</b>		
<b>* Refer to ( <a href="http://www.access-board.gov/sec508/guide/1194.25.htm">http://www.access-board.gov/sec508/guide/1194.25.htm</a>) for details on the guidelines listed below.</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		N/A
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		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).		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.		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.		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.		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.		N/A
(h) When a product permits a user to adjust color and		N/A

contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		N/A
(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.		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.		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.		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.		N/A

[Return to the top of the page.](#)

**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.

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		N/A
(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).		N/A
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		N/A
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		N/A

[Return to the top of the page.](#)

**Section 1194.31 Functional Performance Criteria**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	<a href="#">ARCHIBUS Web Central features may be accessed by text input, and report results may be rendered as plain ASCII text and accessible by Assistive Technology.</a>
(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.	Supports	<a href="#">ARCHIBUS Web Central can be used with screen readers and magnifiers.</a>
(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	Supports	<a href="#">The product does not require hearing to operate.</a>
(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.	Supports	<a href="#">The product does not require hearing to operate.</a>
(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.	Supports	<a href="#">The product does not require speech to operate.</a>
(f) At least one mode of operation and information retrieval that does not require fine motor control or	Supports	<a href="#">Keyboard navigation is provided.</a>

simultaneous actions and that is operable with limited reach and strength shall be provided.

[Return to the top of the page.](#)

**Section 1194.41 Information, documentation, and support.**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Product documentation ships on the CD in an HTML format, which can be used by screen readers, or printed by Braille embossers.
(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.	Supports	End-users can obtain a description of the accessibility and compatibility features as part of their usual product support. Support formats include email, fax, or telephone.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services are available via email, fax, or telephone. In person support is also available from resellers. There is no TTY support.

[Return to the top of the page.](#)