

# VPAT™

## Voluntary Product Accessibility Template®

### Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

This information represents Quantum’s current knowledge and belief, which may be based in whole or in part on information provided by third party suppliers to Quantum. Quantum shall not under any circumstances be liable for direct, incidental, special, or consequential damages (including but not limited to loss of profits, revenue, or business) related to or arising out of this certification, including the use, misuse, or inability to use the product.

---

**Date:** December 15, 2008

**Name of Product:** Scalar 50 Automation Tape Library

**Contact for more Information (name/phone/email):** Tara La Bree (719) 536-6397 [tara.labree@quantum.com](mailto:tara.labree@quantum.com) [www.quantum.com](http://www.quantum.com)

## Summary Table

### VPAT™

### Voluntary Product Accessibility Template®

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports 11 of 12 standards, with 1 exception	With the exception of item (f) of this section all other items are supported
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports 9 of 16 standards, with 1 exceptions	6 standards do not apply and 1 exception of item (p)
Section 1194.23 <a href="#">Telecommunications Products</a>	Not Applicable	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Not Applicable	
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not Applicable	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Supports 2 of 4 standards that apply, with no exceptions	2 standards do not apply
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports 3 of 6 standards that apply, with no exceptions	3 standards do not apply
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports 3 of 3 standards that apply, with no exceptions	

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

**Section 1194.21 Software Applications and  
Operating Systems – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>All software functionality (except for service ONLY access) is presented via a standard web based GUI and is compatible with Microsoft Windows browsers and accessibility functions. Microsoft Windows provides standard keyboard navigation capabilities, including control over input focus location, mnemonics and shortcuts. Provided keyboard also has a number of dedicated shortcut keys.</p>	<p>Supported; user interface uses browser defaults. Some Java applets require mouse action to change focus to applet area, then you can use the keyboard to navigate within the applet.</p>
<p>(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</p>	<p>Applications do not interfere with operating system accessibility features via a web browser, or with the accessibility features of other products.</p>	<p>Supported; tested functionality complies with standard web browser defaults and Java applets.</p>

<p>programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</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>	<p>The input focus is clearly indicated on screen and is programmatically exposed for use by AT applications.</p>	<p>Supported. Uses default browser keyboard and mouse functionality.</p>
<p>(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.</p>	<p>Information about UI elements, including text equivalents for images, is made available to assistive technology.</p>	<p>Supported. Uses browser defaults</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>	<p>Icons and other graphical components are used with consistent meanings within application.</p>	<p>Supported. Uses browser defaults and ALT tags to identify bitmaps leading to user action.</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>	<p>Textual information is available via Web GUI for all end user system functions. Command line functionality is only available to service technician.</p>	<p>Exception: All textual information is available via GUI, operating system textual information is ONLY available to a qualified service technician</p>
<p>(g) Applications shall not override user selected contrast and color</p>	<p>User selected contrast and color settings and other</p>	<p>Supported; all font and color,</p>

<p>selections and other individual display attributes.</p>	<p>display attributes are maintained.</p>	<p>and style sheet overrides are maintained through application interface via web GUI.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Animation is not used as the sole means for conveying important information</p>	<p>Supported, with exception of drive performance snapshots, which is not part of the application's core functionality. Also, this is not fluid animation and is represented in 5 second refresh of image information. Textual information is provided along with graphic information</p>
<p>(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.</p>	<p>Differences in color are not relied on as the sole means of conveying visual information.</p>	<p>Supported</p>
<p>(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.</p>	<p>User selected contrast and color settings and other display attributes are maintained and available based on OS support. Windows provides a wide range of colors.</p>	<p>Supported, with the exception of OS level contrast and color access is limited ONLY to service personnel for this appliance.</p>

(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.	No text or other objects blink.	Supported
(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.	Standard OS controls for Web interface enable suitably designed forms to be fully accessible, including any user instructions and cues.	Supported, uses browser defaults.

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

**Section 1194.22 Web-based Internet  
information and applications – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<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).	Information about non-text elements, including text equivalents for images, is made available to assistive technology	Supported. Uses browser defaults
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia presentations are not allowed in application interface
(c) Web pages shall be designed so that all information conveyed with	User selected contrast and color settings and other	Supported; uses browser

color is also available without color, for example from context or markup.	display attributes are maintained. There are no restrictions on color.	defaults
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Documents are not presented through application GUI
(e) Redundant text links shall be provided for each active region of a server-side image map.	All links are text based, or have text information imbedded within the image	Supported
(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.	Not Applicable	
(g) Row and column headers shall be identified for data tables.	Not Applicable	
(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.	Distinct titles are provided for tables and columns that have one or more levels. Help link is also available per section and title for further assistance.	Supported; information is cell or table based and labels clearly labeled with addition help per titled section
(i) Frames shall be titled with text that facilitates frame identification and navigation	Distinct titles are provided for frames. Help link is also available per frame and title for further assistance.	Supported; frames are clearly labeled with addition help per titled 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.	Pages have been designed not to flicker and use browser defaults for refresh	Supported; uses browser defaults
(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	Textual reporting is available that updates on a regular interval that conveys all information	Support; system function reports are available to the

<p>compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>necessary to the end user</p>	<p>end user with a tunable refresh rate and is exportable in a CSV format for further use with Assistive Technologies</p>
<p>(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.</p>	<p>Information about UI elements, including text equivalents for images, is made available to assistive technology.</p>	<p>Supported; uses browser defaults</p>
<p>(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).</p>	<p>Not Applicable</p>	<p>No additional applets or plug-ins are required for application interface</p>
<p>(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.</p>	<p>Standard OS controls for Web interface enable suitably designed forms to be fully accessible, including any user instructions and cues.</p>	<p>Supported, uses browser defaults</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Not Applicable</p>	<p>There are no repetitive navigation links within the application GUI</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>A user will be logged out of the application after 5 minutes of inactivity for security reasons. There is no warning or indicator for more time.</p>	<p>Unsupported at this time. The timeout can be adjusted to be up to 60 minutes using the web based</p>

		Remote Management Utility.
--	--	----------------------------

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.](#)

<p><b>Section 1194.23 Telecommunications Products</b>  <b>– Detail</b>  <b>VPAT™</b>  <b>Voluntary Product Accessibility Template®</b></p>		
<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal</p>	<p>Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	



**Voluntary Product Accessibility  
Template**

Process Owner: Jim Steckman

Document No: 0-12545-01

Revision: A

Date: January 14, 2009

Page 10 of 21

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

<p>(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.</p>	<p align="center">Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p align="center">Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	
<p>(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.</p>	<p align="center">Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	
<p>(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.</p>	<p align="center">Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	
<p>(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</p>	<p align="center">Not applicable to this product type. (Product not classed as a telecommunications product.)</p>	

at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(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.	Not applicable to this product type. (Product not classed as a telecommunications product.)	

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

**Section 1194.24 Video and Multi-media  
Products – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<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	Not applicable to this product type. (Product not classed as a video and multimedia product.)	

<p>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.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not applicable to this product type. (Product not classed as a video and multimedia product.)</p>	
<p>(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.</p>	<p>Not applicable to this product type. (Product not classed as a video and multimedia product.)</p>	
<p>(d) All training and informational video and multimedia productions</p>	<p>Not applicable to this product type. (Product not classed as a video and</p>	

<p>which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>multimedia product.)</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Not applicable to this product type. (Product not classed as a video and multimedia product.)</p>	

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

**Section 1194.25 Self-Contained, Closed  
Products – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>Not applicable to this product type. (Product not classed as a self-contained, closed product.)</p>	
<p>(b) When a timed response is required, the user shall be alerted and</p>	<p>Not applicable to this product type. (Product not classed as a self-contained,</p>	



**Voluntary Product Accessibility  
Template**

Process Owner: Jim Steckman

Document No: 0-12545-01

Revision: A

Date: January 14, 2009

Page 15 of 21

given sufficient time to indicate more time is required.	closed product.)	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	



**Voluntary Product Accessibility  
Template**

Process Owner: Jim Steckman

Document No: 0-12545-01

Revision: A

Date: January 14, 2009

Page 16 of 21

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.		
(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 to this product type. (Product not classed as a self-contained, closed product.)	
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	
(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	Not applicable to this product type. (Product not classed as a self-contained, closed product.)	



**Voluntary Product Accessibility  
Template**

Process Owner: Jim Steckman

Document No: 0-12545-01

Revision: A

Date: January 14, 2009

Page 17 of 21

<p>control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(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>Not applicable to this product type. (Product not classed as a self-contained, closed product.)</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>Not applicable to this product type. (Product not classed as a self-contained, closed product.)</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable</p>	<p>Not applicable to this product type. (Product not classed as a self-contained, closed product.)</p>	

controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.

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

**Section 1194.26 Desktop and Portable  
Computers – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<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).	Supported with one item not applicable.	Item (k) (3) – For mechanically operated controls; key repeat is not utilized therefore not applicable
(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).	Product does not use touch-operated controls.	
(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	Product does not use biometric forms of user identification or control.	

biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	All expansion slots, interface ports and connectors are industry standard.	

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

## **Section 1194.31 Functional Performance**

### **Criteria – Detail**

## **VPAT™**

## **Voluntary Product Accessibility Template®**

<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.	This product supports the use of assistive technology such as screen readers for access by people who are blind or visually impaired but only as accessible via the operating system and web browser the end user is using.	Supports; uses standard web browser defaults
(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	This product supports the use of assistive technology such as screen magnifiers for access by people who are visually impaired. Additionally, on-screen font sizes, contrast and display resolution can all be	Supported; uses standard web browser defaults. . OS level functions are ONLY available to service personnel and not available to end user.

<p>independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>adjusted to support users with low vision</p>	
<p>(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</p>	<p align="center">Not Applicable</p>	<p>User hearing is not required to use this product.</p>
<p>(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.</p>	<p align="center">Not Applicable</p>	<p>User hearing is not required to use this product.</p>
<p>(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.</p>	<p align="center">Not Applicable</p>	<p>User speech is not required to use this product.</p>
<p>(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</p>	<p>User inputs are limited to Web GUI. Mouse clicks and text from alternate devices is supported through standard web interface defaults</p>	

provided.

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

**Section 1194.41 Information, Documentation  
and Support – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

<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	Product documentation is available in a softcopy form, the text content of which can be accessed 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.	Accessibility and compatibility features are available in a softcopy form, the text content of which can be accessed by screen readers or printed by Braille embossers.	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Support service is prepared to handle special needs	

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