Ricoh Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: IM 4000G

Report Date: August 2021

Product Description: Black and White Laser Multifunction Printer and Universal Print Driver

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Notes: VPAT is based on the IM4000 which has same functionality as IM4000G

Evaluation Methods Used: The evaluation was completed by the Georgia Institute of Technology. An independent accessibility specialist evaluated representative samples of the hardware and on-screen displays. Each technical requirement was evaluated separately to determine the level of conformance.

Applicable Standards/Guidelines

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

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Closed: Partially Supports	Software: All non-text content has textual equivalents. Inherently visual settings such as paper orientation, finishing, pages per sheet, and watermarks are communicated through both graphics and text. Closed: Most non-text information featured in the hardware user interface has textual equivalents. Some icons, such as the home icon, do not have a text equivalent.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable	Software: There are no instances of prerecorded audio only or prerecorded video only. Closed: There are no instances of prerecorded audio only or prerecorded video only. Note: the user interface has access to the internet via a web browser, and users may search for and access how-to instructional videos. These may not be accessible.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There are no instances of prerecorded audio.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable	Software: There are no instances of prerecorded audio. Closed: There are no instances of prerecorded video. Note: the user interface has access to the internet via a web browser, and users may search for and access how-to instructional videos. These may not be accessible.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports Closed: Supports	Software: Most information, structure, and relationships are conveyed through textual equivalents. Info buttons are usually provided to explain related form fields and how to use one form field to activate another. When using a screen reader, it is sometimes difficult or impossible to determine that form fields or buttons are related to other form elements. Relationships conveyed with a tree structure can be difficult to communicate with a screen reader. Closed: All Information, structure, and relationships displayed in the hardware user interface are conveyed through text equivalents.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There are no instances in which content must be presented in a specific sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: Information communicated visually typically has accompanying text descriptions. However, a tree structure is used that is not fully exposed to screen readers. Additionally, there are occasional instances where the function a button performs is communicated solely by its location relative to a form field.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Color is never used as the only means of conveying information.
1.4.2 Audio Control (Level A)	Software: Not Applicable	Software: There are no instances of audio.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Closed: Supports	Software: All content can be operated and accessed through the keyboard. No actions require specific timings for individual keystrokes. Closed: An onscreen keyboard is provided for entering data into the address book in the hardware user interface. The onscreen keyboard is in the QWERTY format and does not require specific timing to facilitate data entry.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Focus can be always be shifted between components using standard exit methods.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There are no time limits set by the content.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • Revised Section 508 • 501 (Web)(Software)	Software: Not Applicable	Software: The application contains no moving, blinking, scrolling, or auto-updating information.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: The application does not contain any display elements that flash.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Software: Not Applicable	Software: Criterion does not apply to non-web software.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: Criterion does not apply to non-web software.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There are no instances of sequential navigation.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There are no links contained in the application.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The default language can be programmatically determined and changed. Changing the language adjusts the language for most of the user interface; some action buttons (such as “OK”, “Cancel”, “Apply”, and “Help”) remain in English.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: There is no component that initiates a change of context when it receives focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Changing the settings of certain components enables or disables other components, but the basic context remains the same.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Closed: Supports	Software: Errors are generally prevented through conditional restriction of form fields and constraints on user input. Closed: Machine errors are detected automatically, and the user interface describes corrective actions needed to resolve the error.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Labels and instructions are provided for all form fields, although there is at least one instance where the label of a form field is not accessible by a screen reader.
4.1.1 Parsing (Level A)	Software: Not Applicable	Software: The software does not use a markup

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		language.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Closed: Supports	Software: Names and roles of user interface elements can be determined by text presented on the screen. This information is exposed to screen readers. Closed: Name and roles of hardware user interface elements can be determined by text presented on the screen. The user interface is closed and not programmatically exposed to assistive technologies.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There are no instances of live audio.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Not Applicable	Software: There are no instances of prerecorded video.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The contrast ratio is greater than 4.5:1 for all text.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Does Not Support Closed: Does Not Support	Software: The font size of the user interface is not adjustable. Closed: The font size of the user interface is not adjustable.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports Closed: Not Applicable	Software: Text (rather than images of text) is used to convey information. Closed: Text is used to convey information; however, the user interface is closed in and not exposed to assistive technologies.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Software: Not Applicable	Software: Criterion does not apply to non-web software.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Headings and labels are descriptive.
2.4.7 Focus Visible (Level AA) Also applies to:	Software: Supports	Software: The keyboard focus indicator is always visible when navigating using the keyboard.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partially Supports	Software: The human language of each piece of content cannot be programmatically determined. However, the language of the application as a whole can be programmatically determined, and screen readers pronounce all text appropriately.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Software: Not Applicable	Software: Criterion does not apply to non-web software.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Software: Not Applicable	Software: Criterion does not apply to non-web software.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: Errors are generally prevented through conditional restriction of form fields and constraints on user input.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Software: Not Applicable	Software: The application does not involve legal commitments or financial transactions, and there is no danger of deleting important data.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Closed: Partially Supports	Closed: Use of the touchscreen requires user vision. Many of the printer controls may be accessible through the device's print driver.
302.2 With Limited Vision	Closed: Partially Supports	Closed: All panel labels are presented in a high contrast, large font. Some of the fonts on the standard display are small. There are some instances where the font size may be difficult for users with limited vision to read.
302.3 Without Perception of Color	Closed: Supports	Closed: Operation of the device does not require color vision for operation.
302.4 Without Hearing	Closed: Supports	Closed: The device does not require user hearing for operation.
302.5 With Limited Hearing	Closed: Supports	Closed: The device does not require user hearing for operation.
302.6 Without Speech	Closed: Supports	Closed: The device does not require user speech for operation.
302.7 With Limited Manipulation	Closed: Supports	Closed: The physical controls associated

Criteria	Conformance Level	Remarks and Explanations
		with the device can be operated with one hand and does not require fine motor control. The touch screen touch areas are small and require some degree of precision for selection. The touchscreen does not require user touch for operation and can be operated using a manipulation stick.
302.8 With Limited Reach and Strength	Closed: Partially Supports	Closed: Many of the primary user controls may be operated without requiring significant strength. Some maintenance related controls require more than 5.0 lbs of linear force to operate. Some user controls are within the recommendations for user reach.
302.9 With Limited Language, Cognitive, and Learning Abilities	Closed: Supports	Closed: The user interface is complex because of the number of features that the device supports. Those with limited cognitive ability may have difficulty using the device or remembering some of the less frequently used features of the device. The device has the option of displaying a simplified screen of the most commonly used features.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Does Not Support	An equivalent speech output is not provided for the primary touchscreen user interface.
402.2.2 Transactional Outputs	Not Applicable	No transactional outputs
402.2.3 Speech Delivery Type and Coordination	Does Not Support	An equivalent speech output is not provided for the primary touchscreen user interface. The device does not have an industry standard connector for the audio interface.
402.2.4 User Control	Does Not Support	An equivalent speech output is not provided for the primary touchscreen user interface.
402.2.5 Braille Instructions	Does Not Support	No Braille instructions are provided.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Supports	Auditory output is not critical to the use of the device. Panel key sounds can be toggled on and off.
402.3.2 Non-private Listening	Supports	Auditory output is not critical to the use of the device. Panel key sounds can be toggled on and off.
402.4 Characters on Display Screens	Partially Supports	The device uses a san serif font on the touchscreen user interface. The font used has sufficient contrast to support reading using either a dark font on a light background or a light font on a dark background. Some, but not all, fonts used on the primary touchscreen interface are less than the required 3/16 inches in size.
402.5 Characters on Variable Message Signs	Not Applicable	The device is not a variable message sign.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	The device does not use biometrics as a

Criteria	Conformance Level	Remarks and Explanations
		form of user identification or control.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	The device does not filter or remove accessibility information downloaded to the device from the internet.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The same degree of privacy is available to all users of the device.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	The device uses industry standard, non-proprietary formats.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Light characters are printed on a dark background for all panel labels. The color scheme of the graphical user interface is adjustable. The device features a brightness adjustment as well.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Partially Supports	The power button is raised and covered to prevent inadvertent activation. The touchscreen user interface controls are not tactilely discernible.
407.3.2 Alphabetic Keys	Partially Supports	The keyboard is arranged in a QWERTY layout. The keyboard is a touchscreen keyboard and is not tactilely discernible.
407.3.3 Numeric Keys	Partially Supports	The numeric keyboard is arranged in the ascending layout. The keyboard is a touchscreen keyboard and is not tactilely discernible.
407.4 Key Repeat	Supports	Key repeat may be disabled. If activated, the long key repeat can be adjusted.
407.5 Timed Response	Does Not Support	In some cases, the screen will timeout

Criteria	Conformance Level	Remarks and Explanations
		without alerting the user.
407.6 Operation	Supports	Primary operations may be completed with one hand. Some maintenance operations will require two hands. All primary operations require less than 5 lbs of force. Some maintenance operations require an excess of 5 lbs of force.
407.7 Tickets, Fare Cards, and Keycards	Supports	The device optionally can use a key card as a method of logging into the device. Other methods of user authentication are available that do not require the use of a keycard.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supports	The device supports a side or forward reach.
407.8.1.1 Vertical Plane for Side Reach	Supports	The device can support a side reach.
407.8.1.2 Vertical Plane for Forward Reach	Supports	The device can support a forward reach.
407.8.2 Side Reach	Partially Supports	Some of the operable controls of the device meet the measurement criteria.
407.8.2.1 Unobstructed Side Reach	Partially Supports	Some controls 10 inches or less behind the vertical reference plane are between 15 inches and 48 inches from the floor. Three of the papery trays are lower than the recommended 15 inches.
407.8.2.2 Obstructed Side Reach	Supports	All controls 10 inches or more but less than 24 inches behind the vertical reference plane are between 15 inches and 46 inches above the floor.
407.8.3 Forward Reach	Supports	All of the operable controls of the device meet the measurement criteria.
407.8.3.1 Unobstructed Forward Reach	Supports	All of the controls at the leading edge of the vertical reference plane are between

Criteria	Conformance Level	Remarks and Explanations
		15 inches and 48 inches above the floor.
407.8.3.2 Obstructed Forward Reach	Supports	All controls beyond the leading edge of the vertical reference plane are less than 25 inches beyond the vertical reference plane.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Supports	Most controls beyond the leading edge of the vertical reference plane require a reach of less than 20 inches and 48 inches maximum height, and 20-25 inches where the maximum height is 44 inches.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supports	The device does not extend into the knee and toe space envelope.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	The primary user interface is provided on a tilt mechanism that adjusts from a vertical to a horizontal orientation. The user interface is visible from a location 40 inches above the ground.
408.3 Flashing	Not Applicable	No flashing
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Does Not Support	There are status indicators that present information visually only. There are not text equivalents or auditory information associated with the status indicators.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	The device does not rely on color coding as the only means of conveying information.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	Audible signals are redundant to information displayed on the touchscreen or user panel.

Criteria	Conformance Level	Remarks and Explanations
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	The device does not support two-way voice communication.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	The device does not support two-way voice communication.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	The device does not support the use of a handset.
412.3.2 Wireline Handsets	Not Applicable	The device does not support the use of a handset.
412.4 Digital Encoding of Speech	Not Applicable	The device does not transmit user speech.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	The device does not support Caller ID functionality.
412.7 Video Communication	Not Applicable	The device does not support video communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	The device does not support two-way voice communication.
412.8.2 Voice and Hearing Carry Over	Not Applicable	The device does not support two-way voice communication.
412.8.3 Signal Compatibility	Not Applicable	The device does not support two-way voice communication.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	The device does not support two-way voice communication.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The device does not support video data.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The device does not support video data.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	The device is not a digital television tuner.
414.1.2 Other ICT	Not Applicable	The device does not support video display.

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	The device does not support video display.
415.1.2 Audio Description Controls	Not Applicable	The device does not support video display.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	A list of accessibility and compatibility features of the product is available upon request.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All documentation is available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	A list of accessibility and compatibility features of the product is available upon request.
603.3 Accommodation of Communication Needs	Supports	Customer service professionals are accessible via email or by phone.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Software: Partially Supports Closed: Partially Supports	Software: The user interface is exposed, navigable, and generally understandable when using a screen reader. Relationships between some form fields and tree structures are difficult to understand without vision. Occasionally, information in a drop-down or table is not exposed to screen readers. Closed: Use of the display panel and buttons requires user vision. Many of the printer controls may be accessible through the device's print driver.
4.2.2 Usage with limited vision	Software: Partially Supports Closed: Partially Supports	Software: Text is presented in high contrast. Fonts throughout the user interface are small (estimated at 8pt on average), and font size is not adjustable. Closed: All panel labels are presented in a high contrast, large font. Some of the fonts on the standard display are small.

Criteria	Conformance Level	Remarks and Explanations
		There are some instances where the font size may be difficult for users with limited vision to read.
4.2.3 Usage without perception of colour	Software: Supports Closed: Supports	Software: The user interface generally uses a black-and-white color scheme and does not require perception of color. Closed: Operation of the device does not require color vision for operation.
4.2.4 Usage without hearing	Software: Supports Closed: Supports	Software: The device does not require user hearing for operation. Closed: The device does not require user hearing for operation.
4.2.5 Usage with limited hearing	Software: Supports Closed: Supports	Software: The device does not require user hearing for operation. Closed: The device does not require user hearing for operation.
4.2.6 Usage without vocal capability	Software: Supports Closed: Supports	Software: The device does not require user speech for operation. Closed: The device does not require user speech for operation.
4.2.7 Usage with limited manipulation or strength	Software: Supports Closed: Partially Supports	Software: The user interface can be operated can be operated with one hand and does not require fine motor control past the use of a mouse and/or keyboard. Closed: The physical controls associated with the device can be operated with one hand and do not require fine motor control. The touch screen touch areas are

Criteria	Conformance Level	Remarks and Explanations
		small and require some degree of precision for selection which may be difficult for those with limited dexterity. The touchscreen does not require user touch for operation and can be operated using a manipulation stick.
4.2.8 Usage with limited reach	Software: Supports Closed: Partially Supports	Software: The user interface can be operated with limited reach and limited strength. Closed: Many of the primary user controls may be operated without requiring significant strength. Some controls, such as opening and closing paper trays, require excess force. Most user controls are within the recommendations for user reach.
4.2.9 Minimize photosensitive seizure triggers	Software: Supports Closed: Supports	No flashing
4.2.10 Usage with limited cognition	Software: Supports Closed: Supports	Software: The user interface contains many features, so those with limited cognitive abilities may have some difficulty using it. There are some options for saving settings for future use to eliminate the need for memorization. Those with limited language and learning abilities should be able to operate the user interface. Closed: The user interface is complex because of the number of features that the device supports. Those with limited cognitive ability may have difficulty using the device or remembering some of the

Criteria	Conformance Level	Remarks and Explanations
		less frequently used features of the device. The device has the option of displaying a simplified screen of the most commonly used features.
4.2.11 Privacy	Software: Supports Closed: Supports	The same degree of privacy is available to all users of the device.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Does Not Support	No auditory, tactile, or other non-visual access is provided.
5.1.3.2 Auditory output delivery including speech	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.3 Auditory output correlation	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.4 Speech output user control	Not Applicable	No speech output is provided.
5.1.3.5 Speech output automatic interruption	Not Applicable	No speech output is provided.
5.1.3.6 Speech output for non-text content	Not Applicable	No speech output is provided.
5.1.3.7 Speech output for video information	Not Applicable	No speech output is provided.
5.1.3.8 Masked entry	Not Applicable	No masked entry is required for operation.
5.1.3.9 Private access to personal data	Not Applicable	No auditory output as non-visual access is provided.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.11 Private listening	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.12 Speaker volume	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.13 Volume reset	Not Applicable	No auditory output as non-visual access is provided.
5.1.3.14 Spoken languages	Not Applicable	No speech output is provided.
5.1.3.15 Non-visual error identification	Not Applicable	No speech output is provided.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	No speech output is provided.
5.1.4 Functionality closed to text enlargement	Supports	When viewed from a distance of 305 mm, the text required for operation is of adequate size.
5.1.5 Visual output for auditory information	Not Applicable	Pre-recorded auditory information is not utilized.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	**See 5.1.3.1 through 5.1.3.16**	**See information in 5.1.3.1 through 5.1.3.16**
5.1.6.2 Input focus	Does Not Support	Operation without vision is not supported.
5.2 Activation of accessibility features	Not Applicable	Device does not have accessibility features.
5.3 Biometrics	Not Applicable	The device does not use biometrics as a form of user identification or control.
5.4 Preservation of accessibility information during conversion	Not Applicable	Device does not have accessibility features.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	The majority of user operations can be completed with one hand. Some maintenance operations will require two hands. Primary user operations can be

Criteria	Conformance Level	Remarks and Explanations
		completed without an excess of force. Some maintenance operations may require an excess of force.
5.5.2 Operable parts discernibility	Does Not Support	Vision is required for operation.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Does Not Support	Device does not have indicators of locking/toggle control via touch or sound.
5.6.2 Visual status	Supports	Visual indication of locking/toggle control is present via the onscreen keyboard.
5.7 Key repeat	Supports	Key repeat may be disabled. If activated, the long key repeat can be adjusted.
5.8 Double-strike key acceptance	Does Not Support	Double-strike key acceptance is not adjustable.
5.9 Simultaneous user actions	Supports	Device does not require simultaneous user actions for operation.

Chapter 8: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Supports	The device uses industry standard, non-proprietary formats.
8.1.3 Colour	Supports	The device does not rely on color coding as the only means of conveying information.
8.2 Hardware products with speech output	Heading cell – no response required	Heading cell – no response required
8.2.1.1 Speech volume range	Not Applicable	No speech output is provided.
8.2.1.2 Incremental volume control	Not Applicable	No speech output is provided.
8.2.2.1 Fixed-line devices	Not Applicable	No speech output is provided.

Criteria	Conformance Level	Remarks and Explanations
8.2.2.2 Wireless communication devices	Not Applicable	No speech output is provided.
8.3 Physical access to ICT	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Change in level	Not Applicable	The device does not require a change in floor level that is integral to use.
8.3.2.2 Clear floor or ground space	Supports	When installed in an appropriate floorspace, the clear floor area dimensions may be met.
8.3.2.3.1 General	Supports	When installed in an appropriate floorspace, one full side of the space may be unobstructed.
8.3.2.3.2 Forward approach	Not Applicable	The device does not require an alcove integral to use.
8.3.2.3.3 Parallel approach	Not Applicable	The device does not require an alcove integral to use.
8.3.2.4 Knee and toe clearance width	Supports	The device does not extend into the knee and toe space envelope.
8.3.2.5 Toe clearance	Supports	The device does not extend into the toe space envelope.
8.3.2.6 Knee clearance	Supports	The device does not extend into the knee space envelope.
8.3.3.1.1 Unobstructed high forward reach	Supports	The position of the essential controls of the device meets the measurement criteria.
8.3.3.1.2 Unobstructed low forward reach	Supports	The position of the essential controls of the device meets the measurement criteria.
8.3.3.1.3.1 Clear floor space	Does Not Support	The device does not have clear floor space beneath obstructing elements equal to the reach depth over the obstructions.
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Supports	All essential controls less than 20 inches from the leading vertical edge are no higher than 48 inches above the floor.

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Supports	All essential controls 10 inches or less behind the reference plane less than 48 inches above the floor when the device is positioned on an appropriate work surface.
8.3.3.2.1 Unobstructed high side reach	Supports	All essential controls 10 inches or less behind the reference plane less than 48 inches above the floor when the device is positioned on an appropriate work surface.
8.3.3.2.2 Unobstructed low side reach	Partially Supports	Some of the essential controls 10 inches or less behind the reference plane are greater than 15 inches above the floor when the device is positioned on an appropriate work surface. Several of the paper trays are lower than the recommended 15 inches.
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	Supports	All obstructed essential controls beyond the leading edge of the vertical reference plane that require a reach of less than 10 inches are no more than 48 inches maximum height when positioned on an appropriate work surface.
8.3.3.2.3.2 Obstructed (≤610 mm) side reach	Supports	All obstructed essential controls beyond the leading edge of the vertical reference plane that require a reach of between 10 and 24 inches are no more than 46 inches maximum height when positioned on an appropriate work surface.
8.3.4 Visibility	Supports	The primary user interface is provided on a tilt mechanism that adjusts from a vertical to a horizontal orientation. The

Criteria	Conformance Level	Remarks and Explanations
		user interface is visible from a location 40 inches above the floor.
8.3.5 Installation instructions	Does Not Support	User manuals do not contain a method to install the device in a manner than ensures that the dimensions of the integral spaces of the ICT conform to clauses 8.3.2 and 8.3.4.
8.4 Mechanically Operable parts	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Partially Supports	The onscreen keyboard is arranged in a rectangular keypad layout. The number five key is not tactilely discernible.
8.4.2.1 Means of Operation of mechanical parts	Supports	Operation of device does not require grasping, pinching, or twisting of the wrist.
8.4.2.2 Force of operation of mechanical parts	Partially Supports	Some operations require an excess of the recommended 22.2 N maximum.
8.4.3 Keys, tickets and fare cards	Supports	The device optionally can use a key card as a method of logging into the device. Other methods of user authentication are available that do not require the use of a keycard.
8.5 Tactile indication of speech mode	Not Applicable	No speech output is provided.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	A list of accessibility and compatibility features of the product is available upon request.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	A list of accessibility and compatibility features of the product is available upon request.
12.2.3 Effective communication	Supports	Customer service professionals are accessible via email or by phone.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG section

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