utelogy

Utelogy Accessibility Conformance Report
VPAT® Version 2.1

Date: November 1, 2018

Name of Product/Version: Utelogy U-Manage Cloud Application version 2.0

Product Description: Utelogy U-Manage is the management portal that provides enterprise-wide visibility to rooms, equipment, issues, performance, and usage. Because it can control any device, U-Manage helps you to centrally manage your entire AV infrastructure for better efficiency, cost savings and improved up-time. It tracks all connected devices and delivers insights on those devices and the system as a whole so you can make more informed support and investment decisions to optimize the performance of your rooms and equipment.

Platform: Web

Website: Utelogy U-Manage

Evaluation Method Used: The following testing was done on a Windows 10 with Freedom Scientific's Screen Reader v2018, Microsoft Accessibilities Options (Filter keys and Display/Contrast settings), and standard keyboard.

Accessibility Website: Utelogy Accessibility

Accessibility Contact Information: info@utelogy.com

Summary Table - Voluntary Product Accessibility Template

Standard/Guideline	Included in Report	Remarks and Explanations
W3C WCAG 2.0 Level A and AA for Web Applications	Included	
Section 508 Chapter 3: Functional Performance Criteria	Included	
Section 508 Chapter 4: Hardware	Not Applicable	
Section 508 Chapter 5: Software	Included	
Section 508 Chapter 6: Support Documentation and Services	Included	

Chapter 1 Application and Administration
Section 508 (ICT Refresh)

Chapter 2 Scoping Requirements

Criteria
E207.2 WCAG Conformance. User interface components and content of platforms and applications shall conform to Level A and Level AA Success Criteria and Conformance Requirements specified for web pages in WCAG 2.0.

Web Content Accessibility Guidelines (WCAG) 2.0

Principle 1: Perceivable
Information and user interface components must be presentable to users in ways they can perceive.

Guideline 1.1 Text Alternatives
Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.

Criteria	Status	Remarks & Explanations
1.1.1 (A) Non-text Content: All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except in situations listed in WCAG 2.0 1.1.1	Supports with Exception	Some non-text content does not fully support screen reader software.

Guideline 1.2 Time-based Media
Provide alternative for time-based media.

Criteria	Status	Remarks & Explanations
1.2.1 (A) Audio-only and Video-only (Prerecorded): For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such: • Prerecorded Audio-only: An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content. • Prerecorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.	Not Applicable	
1.2.2 (A) Captions (Prerecorded): Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.	Not Applicable	
1.2.3 (A) Audio Description or Media Alternative (Prerecorded): An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media, except when the media is	Not Applicable	

a media alternative for text and is clearly labeled as such.		
1.2.4 (AA) Captions (Live): Captions are provided for all live audio content in synchronized media.	Not Applicable	
1.2.5 (AA) Audio Description (Prerecorded): Audio description is provided for all prerecorded video content in synchronized media.	Not Applicable	

Guideline 1.3 Adaptable

Create content that can be presented in different ways (for example simpler layout) without losing information or structure.

Criteria	Status	Remarks & Explanations
1.3.1 (A) Info and Relationships: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.	Supports with Exception	Some form elements and data tables do not fully support screen reader software. Some headings are not in hierarchy order.
1.3.2 (A) Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined.	Supports	
1.3.3 (A) Sensory Characteristics: Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound	Supports	

Guideline 1.4 Distinguishable

Make it easier for users to see and hear content including separating foreground from background.

Criteria	Status	Remarks & Explanations
1.4.1 (A) Use of Color: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
1.4.2 (A) Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume	Not Applicable	
1.4.3 (AA) Contrast (Minimum): The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for situations listed in WCAG 2.0 1.4.3.	Supports with Exception	Some texts do not meet the color contrast ratio requirement.
1.4.4 (AA) Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.	Supports	
1.4.5 (AA) Images of Text: If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following: • Customizable: The image of text can be visually	Supports	

customized to the user's requirements; • Essential: A particular presentation of text is essential to the information being conveyed.		

Principle 2: Operable

User interface components and navigation must be operable.

Guideline 2.1 Keyboard Accessible

Make all functionality available from a keyboard.

Criteria	Status	Remarks & Explanations
2.1.1 (A) Keyboard: All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.	Supports	
2.1.2 (A) No Keyboard Trap: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.	Supports	

Guideline 2.2 Enough Time

Provide users enough time to read and use content.

Criteria	Status	Remarks & Explanations
2.2.1 (A) Timing Adjustable: For each time limit that is set by the content, at least one of the instances in WCAG 2.0 2.2.1 is true.	Not Applicable	
2.2.2 (A) Pause, Stop, Hide: For moving, blinking, scrolling, or auto-updating information, all of the following are true: • Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and • Auto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.	Not Applicable	

Guideline 2.3 Seizures

Do not design content in a way that is known to cause seizures.

Criteria	Status	Remarks & Explanations
2.3.1 (A) Three Flashes or Below Threshold: Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.	Supports	

Guideline 2.4 Navigable

Provide ways to help users navigate, find content, and determine where they are.

Criteria	Status	Remarks & Explanations
2.4.1 (A) Bypass Blocks: A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.	Supports	
2.4.2 (A) Page Titled: Web pages have titles that describe topic or purpose.	Supports	
2.4.3 (A) Focus Order: If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.	Supports with Exceptions	Some elements do not maintain a logical focus order.
2.4.4 (A) Link Purpose (In Context): The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general.	Supports	
2.4.5 (AA) Multiple Ways: More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.	Supports	
2.4.6 (AA) Headings and Labels: Headings and labels describe topic or purpose.	Supports	
2.4.7 (AA) Focus Visible: Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.	Supports with Exceptions	Some elements do not provide keyboard focus where keyboard operations are available.

Principle 3: Understandable

Information and the operation of user interface must be understandable.

Guideline 3.1 Readable

Make text content readable and understandable.

Criteria	Status	Remarks & Explanations
3.1.1 (A) Language of Page: The default human language of each Web page can be programmatically determined.	Supports	

Criteria	Status	Remarks & Explanations
3.1.2 (AA) Language of Parts: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.	Supports	

Guideline 3.2 Predictable

Make Web pages appear and operate in predictable ways.

Criteria	Status	Remarks & Explanations
3.2.1 (A) On Focus: When any component receives focus, it does not initiate a change of context.	Supports	
3.2.2 (A) On Input: Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component	Supports	
3.2.3 (AA) Consistent Navigation: Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.	Supports	
3.2.4 (AA) Consistent Identification: Components that have the same functionality within a set of Web pages are identified consistently.	Supports	

Guideline 3.3 Input Assistance

Help users avoid and correct mistakes.

Criteria	Status	Remarks & Explanations
3.3.1 (A) Error Identification: If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.	Supports	
3.3.2 (A) Labels or Instructions: Labels or instructions are provided when content requires user input.	Supports with Exceptions	Some forms do not have required field indicators.
3.3.3 (AA) Error Suggestion: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.	Supports	
3.3.4 (AA) Error Prevention (Legal, Financial, Data): For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: 1. Reversible: Submissions are reversible.	Support with Exceptions	Some forms that allow user-controllable data input are neither reversible, checked, nor allow for confirmation.

2. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. 3. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.		

Principle 4: Robust

Content must be robust enough that it can be interpreted reliably by a wide variety of user agents, including assistive technologies.

Guideline 4.1 Compatible

Maximize compatibility with current and future user agents, including assistive technologies

Criteria	Status	Remarks & Explanations
4.1.1 Parsing: In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.	Supports with Exceptions	Some elements do not have unique ID on a page.
4.1.2 Name, Role, Value: For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.	Supports with Exceptions	Some elements do not have corrected Name, Role, and Value.

Chapter 3 Functional Performance Criteria

301 General

301.1 Scope The requirements of Chapter 3 shall apply to ICT where required by [508 Chapter 2 (Scoping Requirements)](#), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

Criteria	Status	Remarks & Explanations
302.1 Without vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with Exception	This product does not fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.2 With limited vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Supports with Exception	This product does not fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.3 Without Perception of Color. Where a visual mode	Supports with Exception	This product does not fully support

of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.		users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports with Exception	This product does not fully support users without vision, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports with Exception	Support for users with limited language, cognitive and learning abilities is varied and depends on the user's experience.

Chapter 4 Hardware - SECTION NOT APPLICABLE

401 General

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines. EXCEPTION: Hardware that is assistive technology shall not be required to conform to the requirements of this chapter.

402 Closed Functionality

402.1 General. ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.

Chapter 5 Software

501 General

501.1 Scope. The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

502 Interoperability with Assistive Technology

502.1 General. Software shall interoperate with assistive technology and shall conform to 502.

502.2 Documented Accessibility Features. Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.

Criteria	Status	Remarks & Explanations
502.2.1 User Control of Accessibility Features. Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features.	Not Applicable	
502.2.2 No Disruption of Accessibility Features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Supports	
502.3 Accessibility Services. Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.	Not Applicable	
502.3.1 Object Information. The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Supports	
502.3.2 Modification of Object Information. States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.3 Row, Column, and Headers. If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Supports	
502.3.4 Values. Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable.	Supports	
502.3.5 Modification of Values. Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.6 Label Relationships. Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Supports	

502.3.7 Hierarchical Relationships. Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Supports	
502.3.8 Text. The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Supports	
502.3.9 Modification of Text. Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Supports	
502.3.10 List of Actions. A list of all actions that can be executed on an object shall be programmatically determinable.	Supports	
502.3.11 Actions on Objects. Applications shall allow assistive technology to programmatically execute available actions on objects**.**	Supports	
502.3.12 Focus Cursor. Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Supports	
502.3.13 Modification of Focus Cursor. Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Supports	
502.3.14 Event Notification. Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Supports	
502.4 Platform Accessibility Features. Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below: A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	Not Applicable	

503 Applications

502.1 General. Applications shall conform to 503.

Criteria	Status	Remarks & Explanations
503.2 User Preferences. Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.	Supports	
503.3 Alternative User Interfaces. Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	
503.4 User Controls for Captions and Audio Description. Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.	See 503.4.1 & 503.4.2	
503.4.1 Caption Controls. Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	
503.4.2 Audio Description Controls. Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	

504 Authoring Tools

504.1 General. Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.

Criteria	Status	Remarks & Explanations
504.2 Content Creation or Editing. Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion. Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	
504.2.2 PDF Export. Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	Not Applicable	
504.3 Prompts. Authoring tools shall provide a mode of	Not Applicable	

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

Chapter 6 Support Documentation and Services

602 Support Documentation

602.1 General. Documentation that supports the use of ICT shall conform to 602.

Criteria	Status	Remarks & Explanations
602.2 Accessibility and Compatibility Features. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Does Not Support	The documentation does not provide accessibility and compatibility features.
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports with Exceptions	For exceptions, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	

603 Support Services

602.1 General. Documentation that supports the use of ICT shall conform to 602.

Criteria	Status	Remarks & Explanations
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Contact Utelogy accessibility team via email, info@utelogy.com for more information.
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of	Supports	Utelogy conforms through equal facilitation. Customers may reach Utelogy Customer Support via Phone, email, or Web form. All cases opened through email or web

individuals with disabilities.		form are treated with same level of severity as issues reported via phone.

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