

Voluntary Product Accessibility Information

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Name of Product: TeleCLIENT TC5xxx, TC7xxx, TC8xxx and MCxxx Series of Thin Clients. Windows CE.net, XPe and Linux Operating Systems

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Section 1194.21 Software Applications and Operating Systems - Detail		
Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports. Users who cannot operate a pointing device, mouse or other peripheral device can operate this product. All functions and features of the thin client operating system and other software applications can be executed from a keyboard, with hotkeys, function keys, numeric keypad and other buttons. All server based applications that are designed for a keyboard are executable.	Thin clients operate in a multi-user application environment that is server centric. Thin clients should be evaluated to determine if all requirements of a production environment can be accomplished.
Section 1194.21 (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports. TeleCLIENT thin clients cannot be disabled or can be disrupted by multi-user server centric applications.	
Section 1194.21 (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports. Thin clients operating systems such as WinCE.net, XPe and Linux provide well defined focus of current, active elements of their programs, which shifts with changes in focus. Assistive technology must be programmed to work in a multi-user server centric environment in order to access shifts in focus.	Thin clients should be evaluated to determine that the Assistive technology in question has the driver and/or other software support available to operate in a multi-user, server centric computing environment. Not all such technology will be available or compatible with all TeleCLIENT thin clients operating systems.

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<p>Section 1194.21 (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>Supports. Thin clients operating systems provide information on a user interface element including the identity, operation and state of the element with text. This should be available to any Assistive Technology that has been configured to operate in a multi-user server centric environment.</p>	
<p>Section 1194.21 (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>Supports. Thin client operating systems use bitmap images to identify and present controls, status indicators and other programmatic elements of the local operating system and multi-user server centric applications.</p>	
<p>Section 1194.21 (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>Supports. Thin client operating systems provide textual information about text content, text input caret location and text attributes.</p>	<p>Thin clients should be evaluated and tested to determine if software applications are multi user server centric and designed to provide text based equivalents to proprietary and unique graphics schemes.</p>
<p>Section 1194.21 (g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports. TeleCLIENT thin clients allow the customization of display contrast and color features. User selected contrast and color settings and other display settings configured in the thin client operating system cannot be changed or overridden by applications.</p>	
<p>Section 1194.21 (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>Supports. Thin client operating systems and local applications provide alternative textual alternatives when animation is employed in them, and also support non-animated presentation modes for multi user server centric software applications that deliver it.</p>	

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<p>Section 1194.21 (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>Supports. Operating systems and other local functions use text and shape simultaneously with color to convey information, indicate actions, prompt responses or distinguish vertical elements and support any application that does the same, if the application is designed to run in a server centric computing environment.</p>	
<p>Section 1194.21 (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>Supports. Operating systems allows user or administrator to use a variety of color selections and a range of contrast levels to achieve individual preferences for the operating system and local applications and supports any multi-user application that is designed to execute on a server centric computing environment.</p>	
<p>Section 1194.21 (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.</p>	<p>Supports. Thin client operating systems do not produce flashing or blinking text, objects or other elements by having a frequency rate greater than 2Hz or less than 55Hz.</p>	
<p>Section 1194.21 (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.</p>	<p>All required electronic forms, including information, field elements and functionality, may be accessed using Assistive Technology so long as the assistive technology runs in a multi user server centric computing environment.</p>	<p>Need to determine if the relevant drivers are available for deploying selected Assistive technology during evaluation or pilot stage.</p>

Section 1194.26 Desktop and Portable Computers - Detail

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Criteria	Supporting Features	Remarks and explanations
Section 1194.26 (a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	See remarks for sections 1194.23 (k.1), (k.2), (k.3) and (k.4) below.	Thin clients allows administrators to set up, monitor and change all individual settings for the end-user, remotely and seamlessly, providing relief to the end user to set these parameters and functions if desired and also permits standard end-user to use profiles to be immediately available at any workstation the end-user has access to without requiring the each device to be reconfigured.
Section 1194.23 (k.1) Controls and keys shall be tactilely discernible without activating the controls or keys	Supports. All TeleVideo keyboards provide standard key shapes and feel that make them discernible to the user without activating the individual key. This also includes raised marks on the "J" and "F" keys on the keyboard and the "5" key on the numerical touchpad, standard geographic spacing of letter keys, function keys, number keys and control keys and different shapes for Tab, Caps Lock, Shift, Control, Backspace, Insert, +, Enter keys and bottom level function keys.	
Section 1194.23 (k.2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching or twisting of the wrist. The force required to activate controls and keys shall be 5lbs. (22.2N) maximum.	Supports. Controls and keys are operable with one hand and do not require any tight grasping, pinching or twisting of the wrist. Force required to activate controls and keys are less than 5lbs. (22.2N).	
Section 1194.23 (k.3) If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to at least 2 seconds per character.	Supports. Key repeat rate is fully adjustable by user and administrator to 2 seconds per character.	
Section 1194.23 (k.4) The status of all locking or toggle controls or keys shall be visually discernible and discernible either through touch or sound.	Supports. Operating systems support keyboard LED indication for Caps Lock, Numlock and Scroll lock. Audio indications for locking and toggle keys and On/Off are supported by thin client operating systems.	
Section 1194.26(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).	Supports. Some TeleVideo TeleCLIENT thin clients can provide touchscreen support as an option, this can be implemented in parallel with standard keyboard/mouse input with the functionality described in 1194.23 (k.1-4).	
Section 1194.26 (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Supports. TeleVideo TeleCLIENT thin clients support biometric forms of user access or control. These thin clients provide alternative forms of identification or activation which do not require the user to possess particular biological characteristics. These are user ID/password and Smart Card access.	
Section 1194.26 (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supports. TeleVideo TeleCLIENT thin clients provide serial, parallel, USB ports, audio input and output, mini-PCI, PCMCIA, network and video ports comply with publicly available industry standards.	

Section 1194.31 Functional Performance Criteria - Detail

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<p>Section 1194.31 (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.</p>	<p>Supports. TeleVideo TeleCLIENT thin clients are "Assistive technology ready." TeleCLIENTs include the necessary Input and Output hardware connections, including audio, to support Assistive Technology that has been crafted to operate in a multi-user server centric computing environment.</p>	<p>It must be determined in each instance of potential use, during pilot or evaluation stage that the Assistive technology in question has the driver and other software support available to function in a multi-user, server centric computing environment. This is not available on all TeleVideo TeleCLIENT thin clients.</p>
<p>Section 1194.31 (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supports. TeleVideo TeleCLIENT thin clients are "Assistive technology ready." TeleCLIENTs include the necessary Input and Output hardware connections, including audio, to support Assistive Technology that has been crafted to operate in a multi-user server centric computing environment.</p>	<p>Accessibility of software used with the thin client will depend on the operating system and protocols of the attached server(s). Most assistive technologies are not designed for use on remote systems. Users and administrators should determine whether their multi-user applications support the accessibility standards.</p>
<p>Section 1194.31 (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>Supports. TeleVideo TeleCLIENT thin clients are fully operational without the need for user hearing. Any audible signals available in the operating systems can also be prevented with visual alerts. Thin clients also support all visual alert features of any multi-user server centric applications.</p>	
<p>Section 1194.31 (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>Supports. TeleVideo TeleCLIENT thin clients are "Audio ready" and have microphone input and audio output ports. Delivery of the necessary audio is a function of the design of the application software and server operating system, which must support provision of audio input/output in a multi-user server centric computing environment.</p>	<p>It should be determined in a pilot or evaluation, that it can be delivered in a server centric computing environment and through the thin client operating system of choice.</p>
<p>Section 1194.31(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>Supports. All modes of operation of TeleVideo TeleCLIENT thin clients do not require user speech.</p>	
<p>Section 1194.31 (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports. TeleVideo TeleCLIENT thin clients require only the motor control required to operate an industry-standard keyboard or mouse, plus the additional accessibility support outlined in Sections 1194.23 (k.1-4), listed above. They also support scanners, bar code readers and other forms of digital entry .</p>	<p>Not all input devices are instantaneously functional in a multi-user environment. It is advisable to determine functionality of chosen input devices in pilot or evaluation phase of a project.</p>

Section 1194.41 Information, Documentation and Support		
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Section 1194.41 (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports. Product documentation for TeleVideo TeleCLIENT thin clients is available in html, word or PDF formats at www.televideo.com .	Accessibility of software used with the thin client will depend on the operating system and protocols of the attached server(s). Most assistive technologies are not designed for use on remote systems. Users and administrators should determine whether their server-based thin client applications support the accessibility standards.
Section 1194.41 (b) End users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports. Accessibility information is available at www.televideo.com or by contacting customer service at 408.954.8333.	Accessibility of software used with the thin client will depend on the operating system and protocols of the attached server(s). Most assistive technologies are not designed for use on remote systems. Users and administrators should determine whether their multi-user applications support the accessibility standards.
Section 1194.41 (c) Support services for products shall accommodate the communication needs of end users with disabilities.	TeleVideo provides support via email and telephone.	

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