

Compliance and Remediation Statement for Section 508 of the Rehabilitation Act

This statement describes the compliance of *OpenText Fax Appliance*, a software product from OpenText, with the United States Rehabilitation Act Section 508—Electronic and Information Technology Accessibility Standards. The description of *OpenText Fax Appliance*, compliance with Section 508 is presented in the Voluntary Product Accessibility Template (VPAT) format.

Date: July 26, 2010

Name of Product: OpenText Fax Appliance

Version:1.0

Contact for more Information: <http://www.opentext.com/section508>

The following table summarizes the compliance of *OpenText Fax Appliance* with the relevant sections of Subparts B through D of Section 508 of the U.S. Rehabilitation Act. Compliance details are listed in the detail sections on the following pages.

Criteria	Applicable	Compliance
Section 1194.21 Software Applications and Operating Systems	Applicable	All but two points are Supported One point is Support with exceptions One point is Not Applicable
Section 1194.22 Web-based internet information and applications	Applicable	Most points are either supported or not applicable at all. Two points are supported with exceptions.
Section 1194.23 Telecommunications Products	Not applicable	
Section 1194.24 Video and Multimedia Products	Not applicable	
Section 1194.25 Self-Contained, Closed Products	Not applicable	
Section 1194.26 Desktop and Portable Computers	Not applicable	
Section 1194.31 Functional Performance Criteria	Applicable	Supports
Section 1194.41 (a) Information, Documentation, and Support	Applicable	Supports

Section 1194.21 – Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks and Explanations
<p>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.</p>	<i>Supports</i>	
	<i>Supports with exceptions</i>	<i>Certain features of OpenText Fax Appliance are not yet available in a keyboard accessible fashion. The critical non-compliant interface elements will be remediated as they are identified in the service packs that follow the initial release.</i>
	<i>Not applicable</i>	
<p>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.</p>	<i>Supports</i>	<i>OpenText Fax Appliance does not disrupt or disable any accessibility features of the operating system</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>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.</p>	<i>Supports</i>	<i>OpenText Fax Appliance supports technologies that make computer programs more accessible to people who use assistive technology. Visual on-screen focus and tracking is provided throughout the Open Text Fax Appliance.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>1194.21 (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available</p>	<i>Supports</i>	<i>OpenText Fax Appliance labels user interface elements and provides text for images that represent program elements.</i>

Criteria	Applicable	Compliance
to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	<i>OpenText Fax Appliance uses standard and consistent images throughout the application.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	<i>OpenText Fax Appliance uses standard system functions for displaying textual information</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
1194.21 (g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<i>Supports</i>	<i>OpenText Fax Appliance does not override system-wide color settings as identified in the operating system display properties</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not use animation.</i>
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.	<i>Supports</i>	<i>OpenText Fax Appliance does not convey information through color alone anywhere in the interface</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	<i>User-selected contrast and color are set through the operating system.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	

Criteria	Applicable	Compliance
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.	<i>Supports</i>	<i>OpenText Fax Appliance does not use flashing or blinking objects or text in any application user interface.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	<i>Supports</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	

Section 1194.22 – Web-based Intranet and Internet Information and Applications		
Criteria	Supporting Features	Remarks and Explanations
1194.22 (a) A text equivalent for every non-text element shall be provided (e.g., via alt, longdesc, or in element content).	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not include ALT tags as part of the design specifications.</i>
1194.22 (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not include multimedia presentations</i>
1194.22 (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<i>Supports</i>	<i>OpenText Fax Appliance does not convey information with color in web pages.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
1194.22 (d) Documents shall be organized so they are readable without requiring an associated style sheet.	<i>Supports</i>	<i>OpenText Fax Appliance complies with this requirement</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
1194.22 (e) Redundant text links shall be provided for each active region of a server-side image map.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not contain server-side image maps.</i>

Section 1194.22 – Web-based Intranet and Internet Information and Applications		
Criteria	Supporting Features	Remarks and Explanations
1194.22 (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.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not contain client-side image maps</i>
1194.22 (g) Row and column headers shall be identified for data tables.	<i>Supports</i>	
	<i>Supports with exceptions</i>	<i>OpenText Fax Appliance identifies tables, row, and column headers of tables that display data.</i>
	<i>Not applicable</i>	
1194.22 (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.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not use tables with more than one logical level of headers..</i>
1194.22 (i) Frames shall be titled with text that facilitates frame identification and navigation.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not use frames.</i>
1194.22 (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<i>Supports</i>	<i>OpenText Fax Appliance does not include any functionality that causes the screen to flicker</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
1194.22 (k) A text-only page, with equivalent information or functionality, shall be provided to make a Web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not require a text only alternative page.</i>
1194.22 (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by	<i>Supports</i>	
	<i>Supports with exceptions</i>	<i>OpenText Fax Appliance does not require scripting language.</i>

Section 1194.22 – Web-based Intranet and Internet Information and Applications		
Criteria	Supporting Features	Remarks and Explanations
the script shall be identified with functional text that can be read by assistive technology.	<i>Not applicable</i>	
1194.22 (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 Section 1194.21(a) through (l)	<i>Supports</i>	
	<i>Supports with exceptions</i>	<i>OpenText Fax Appliance requires the Microsoft Silverlight plug in.</i>
	<i>Not applicable</i>	
1194.22 (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.	<i>Supports</i>	
	<i>Supports with exceptions</i>	<i>OpenText Fax Appliance depends on Microsoft Silverlight's compatibility with assistive technologies.</i>
	<i>Not applicable</i>	
1194.22 (o) A method shall be provided that permits users to skip repetitive navigation links.	<i>Supports</i>	
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	<i>OpenText Fax Appliance does not provide repetitive navigation links.</i>
1194.22 (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<i>Supports</i>	<i>OpenText Fax Appliance does not require the user to respond within a specified time for any operations</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	

Section 1194.31 – Functional Performance Criteria		
Criteria	Supporting Features	Remarks and Explanations
<p>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>	<i>Supports</i>	<i>OpenText Fax Appliance supports the use of screen readers to access user interface information. Readily available assistive technologies may be used with OpenText Fax Appliance. Users of assistive technology should contact their assistive technology vendor to assess the compatibility of specific assistive technology with web browsers and to learn how to adjust their settings to achieve optimal results.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>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>	<i>Supports</i>	<i>OpenText Fax Appliance supports the user of screen readers to access user interface information. OpenText Fax Appliance supports the use of screen magnifiers to access user interface information</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>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>	<i>Supports</i>	<i>OpenText Fax Appliance does not require user hearing for access to any application functionality</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>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>	<i>Supports</i>	<i>OpenText Fax Appliance does not require user hearing for access to any application functionality.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
<p>1194.31 (e) At least one mode of operation and information retrieval that does not require user speech</p>	<i>Supports</i>	<i>OpenText Fax Appliance does not require speech input for access to any application functionality</i>

Section 1194.22 – Web-based Intranet and Internet Information and Applications		
Criteria	Supporting Features	Remarks and Explanations
shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	
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.	<i>Supports</i>	<i>OpenText Fax Appliance works in conjunction with the accessibility features provided by the operating system. For example, when the StickyKeys feature in the Microsoft Windows operating environment is on, the user can press a modifier key (SHIFT, CTRL, or ALT) and then another key in sequence (rather than at the same time) to enter shifted (modified) characters and other key combinations. Pressing a modifier key once latches the key down until the user presses a non-modifier key or clicks a mouse button. Pressing a modifier key twice locks the key until the user presses the key a third time. The FilterKeys accessibility feature allows the user to set the keyboard repeat rate, acceptance delay, and bounce rate.</i>
	<i>Supports with exceptions</i>	
	<i>Not applicable</i>	

Section 1194.41 – Information, Documentation, and Support		
Criteria	Supporting Features	Remarks and explanations
1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	<i>Supports</i>	<i>Documentation is provided which allows user customization.</i>

Section 1194.41 – Information, Documentation, and Support		
Criteria	Supporting Features	Remarks and explanations
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.	<i>Supports</i>	<i>See Sales and Marketing for more details on available delivery mechanisms for promotional materials.</i>
1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities	<i>Supports</i>	<i>The primary means of customer support information is the OpenText Knowledge Center, which is a Web site that is based on the Livelink Enterprise Server product. OpenText is introducing guidelines and standards that will govern the design and preparation of content so that it conforms to the Section 508 technical standards. Access to OpenText Customer Support personnel is provided by telephone and e-mail.</i>

Additional Remarks

This statement describes the compliance of the *OpenText Fax Appliance* software product with Section 508 of the Rehabilitation Act accessibility standards and outlines plans for addressing non-compliance issues. The assessment of compliance is based on internal assessment of *OpenText Fax Appliance, exclusive of optional modules*, with the Enhanced Keyboard Accessibility Mode enabled. *OpenText Fax Appliance* is developed under design guidelines that are aimed specifically at ensuring on-going Section 508 compliance. Non-compliant areas are considered defects that will be tracked and resolved through our normal maintenance processes. The remediation of such non-compliant areas will be made in service packs and/or maintenance releases.

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