

Voluntary Product Accessibility Template

Date: July 10th, 2019

Product Name: Samsung QER Series Large Format Displays

Product Version Number: QE82R

Vendor Company Name: Samsung Electronics America, Inc.

Vendor Contact Name: Todd Fender

Vendor Contact Telephone: 630-320-9022

APPENDIX A: Suggested Language Guide

Summary Table Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	See below, where applicable	
Section 1194.22 Web-based Internet/Intranet Information and Applications	See below, where applicable	
Section 1194.23 Telecommunications Products	See below, where applicable	
Section 1194.24 Video and Multi-media Products	See below, where applicable	
Section 1194.25 Self-Contained, Closed Products	See below, where applicable	
Section 1194.26 Desktop and Portable Computers	See below, where applicable	
Section 1194.31 Functional Performance Criteria	See below, where applicable	
Section 1194.41 Information, Documentation and Support	See below, where applicable	

Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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.	MagicInfo software and an attached keyboard will allow textual information about the adjustment to the display setup , and client s/w	MagicInfo s/w is a digital signage solution, however, a keyboard can be connected to the monitor and control the displays application,
(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.	On-Screen Display (OSD) utility or Samsung's digital signage MagicInfo application will not interfere with Microsoft Windows accessibility features.	MagicInfo or the displays OSD will not affect features of other products that are identified as accessibility features.
(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.	N/A – Displays image from device to which it is attached	Displays image form attached system
(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.	N/A – Displays image from device to which it is attached	Displays image form attached system

(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.	The icons that identify the meanings of function in the On- Screen Display (OSD) are consistent and are matched to descriptive	
(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.	N/A – Displays image from device to which it is attached	Displays image form attached system
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	The displays OSD is independent of any application and controlled by the end user	The end user has complete control over the display attributes through the On Screen Display (OSD)
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	On-Screen Display (OSD) utility does not use any animation.	
(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.	On-Screen Display (OSD) utility does not use color coding to convey information, actions, prompting responses or distinguishing visual elements.	Current On-Screen Display (OSD) Selection is identified by changing icon by moving from dark text to light text for the selected function. Sub-menus do include bar-graphs and numeric values where necessary.
(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.	On-Screen Display (OSD) utility allows user selection of color and contrast.	
(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.	N/A	Monitor display does not use a flashing cursor or text and does not interfere with the

(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.	N/A	On-screen display (OSD) utility does not have electronic forms
--	-----	--

Section 1194.22 Web-based Internet/Intranet information and applications - Detail
Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	When using MagicInfo-I application there is a text equivalent for every element used	MagicInfo-I is Samsung's internet controlled digital signage application
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	MagicInfo-I is a digital signage application for advertising not presenting
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	N/A	MagicInfo-I does not create web pages
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A	MagicInfo-I is a digital signage application for advertising not presenting
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages or image maps
(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.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages or image maps

(g) Row and column headers shall be identified for data tables.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(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.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(i) Frames shall be titled with text that facilitates frame identification and navigation	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(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.	N/A	MagicInfo-I is a digital signage application for advertising
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages

(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.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages or electronic forms
(o) A method shall be provided that permits users to skip repetitive navigation links.	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required	N/A	MagicInfo-I is a digital signage application for advertising and does not create web pages or have timed

Section 1194.23 Telecommunications Products - Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	N/A	Not applicable as a Telecom product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	N/A	Not applicable as a Telecom product.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	N/A	Not applicable as a Telecom product.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	N/A	Not applicable as a Telecom product.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	N/A	Not applicable as a Telecom product.

(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	N/A	Not applicable as a Telecom product.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	N/A	Not applicable as a Telecom product.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	N/A	Not applicable as a Telecom product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	N/A	Not applicable as a Telecom product.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery	N/A	Not applicable as a Telecom product.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Controls and Keys are tactilely discernible without activating the controls or keys.	Not applicable as a Telecom product, but product does comply for 1194.26.

(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Controls and Keys are operable with one hand and do not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys is less than 5 lbs. (22.2N).	Not applicable as a Telecom product, but product does comply for 1194.26.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Product does not support key repeat.	Not applicable as a Telecom product, but product does comply for 1194.26.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Product does not have any locking or toggle controls.	Not applicable as a Telecom product, but product does comply for 1194.26.

Section 1194.24 Video and Multi-media Products – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Samsungs large screen display that include a DTV receiver includes a caption decoder and will display closed caption information if available from the video device.	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Samsungs large screen display that include a DTV receiver(TV tuner)includes a caption decoder and will display closed caption information if available from the video device.	
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	N/A	N/A

(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	N/A	N/A
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	closed caption option is user selectable	The user can select the closed caption option through the display OSD

Section 1194.25 Self-Contained, Closed Products – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	N/A	N/A
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	N/A
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Touch Screen Overlays comply with 1194.23 section K 1~4	Touch Screen capability is now an accessory.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	N/A	N/A

(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Samsungs LFD displays include integrated speakers and provide an industry standard output connection with ability to mute the audio. Note pause, and restart the audio is a function of the player not the display.	Samsungs LFD displays include integrated speakers and provide an industry standard output connection with ability to mute the audio.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	The display internal audio amplifier maximum output is 10watts and can be reset to a default value	
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	N/A	N/A
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	The monitors OSD provides a selectable range for contrast, individual color (R,G,B) and color temperature settings.	The monitor OSD provides a verity of display control features.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	N/A
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48	N/A	N/A

inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	N/A	N/A
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	N/A	N/A
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	N/A	N/A

Section 1194.26 Desktop and Portable Computers

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with 1194.23 (k) (1) through (4).	Controls and keys comply with 1194.23 (k) (1) through (4)	Product has tactile control buttons
(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).	Samsung Touch Overlays comply with 1194.23 section K 1~4	N/A
(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.	N/A	N/A
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	N/A	N/A

Section 1194.31 Functional Performance Criteria – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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.	N/A	N/A

(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.	N/A	N/A
(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	N/A	N/A
(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.	Samsung monitors do not require user hearing.	N/A
(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.	N/A	N/A
(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.	Samsung LFD's come with a remote control allowing easy access to the displays control	Samsung LFD's come with a remote control

Section 1194.41 Information, Documentation and Support – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Product documentation is available in electronic form from the web samsung.com in a manner that can be access through many Assistive Technologies	
(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.	Description of accessible features is available in electronic form. And can be accessed from Samsung.com	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Email and toll-free telephone support is available 9am to 9pm (EST)	