Crestron Electronics Inc Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: CRESTRON GO APP

Product Description:

The Crestron Go App (CRESTRON-GO) turns an Apple® iPhone® device into a mobile Crestron touch screen with Super Retina® display support, enabling complete control of AV systems, lighting, shades, climate control, security, and other systems from virtually anywhere. The Crestron Go App can be programmed with Smart Graphics® technology, making it easy to deliver a custom user experience that is both dynamic and intuitive. Additional capabilities include viewing video from IP-based security cameras, communicating with other Crestron touch screens using the Rava® SIP Intercom, and seamless integration with third-party apps.

Date: MARCH 2023

Contact information: **support@crestron.com**

Notes:

Evaluation Methods Used: Testing with manual inspection of products.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report

Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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:

- 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)	**Not Applicable**	This product does not contain non-text content.
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)	**Not Applicable**	This product does not contain pre-recorded audio or video media.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	This product does not contain pre-recorded audio or video media.
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)	**Not Applicable**	This product does not contain pre-recorded audio or video media.
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)	**Supports with Exception**	Some form controls and data tables are not fully supported with screen reader.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508	**Supports**	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	
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)	**Supports**	
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
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)	**Supports**	
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508	**Supports**	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
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)	**Supports**	
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	**Not Applicable**	
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508	**Supports**	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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)	**Not Applicable**	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports**	
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)	**Supports**	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508	**Not Applicable**	There is no multimedia content.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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)	**Not Applicable**	There is no multimedia content.

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)	**Not Applicable**	There is no multimedia content.
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)	**Not Applicable**	There is no multimedia content.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Supports with Exception**	Some text does not meet the color contrast ratio requirement.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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)	**Not Applicable**	
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	**Supports**	
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)	**Supports**	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	**Not Applicable**	
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)	**Not Applicable**	There are no multiple language phrases on a page.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	**Supports**	

Criteria	Conformance Level	Remarks and Explanations
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		
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	**Supports**	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Supports**	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	**Supports**	

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	**Does not support**	
302.2 With Limited Vision	**Does not support**	
302.3 Without Perception of Color	**Does not support**	
302.4 Without Hearing	**Does not support**	
302.5 With Limited Hearing	**Does not support**	
302.6 Without Speech	**Supports**	This product allows users to input information through an on-screen QWERTY keyboard.
302.7 With Limited Manipulation	**Not Applicable**	
302.8 With Limited Reach and Strength	**Not Applicable**	
302.9 With Limited Language, Cognitive, and Learning Abilities	**Not Applicable**	There is no alternate user interface used as assistive technology for this product.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
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	**Not Applicable**	This product does not have audio outlets for personal headsets or other audio couplers.
402.2.2 Transactional Outputs	**Not Applicable**	This product does not contain audio or video media outputs used as assistive technology.
402.2.3 Speech Delivery Type and Coordination	**Not Applicable**	This product does not contain audio or

Criteria	Conformance Level	Remarks and Explanations
		video media outputs used for assistive technology.
402.2.4 User Control	**Not Applicable**	
402.2.5 Braille Instructions	**Not Applicable**	This product does not contain audio or video media outputs.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	**Not Applicable**	This product does not contain audio or video media outputs used for assistive technology.
402.3.2 Non-private Listening	**Supports with Exceptions**	The volume may be configured through the product's operating system; however, it is the responsibility of the integrator to provide full support to the end customer. The operating system does not allow configuration to reset the volume to the default level after every use.
402.4 Characters on Display Screens	**Supports with Exceptions**	
402.5 Characters on Variable Message Signs	**Not Applicable**	
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	**Not Applicable**	
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	**Not Applicable**	This product transmits information via TCP/IP connections, but does not convert or remove information during transmission.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	**Not Applicable**	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	**Not Applicable**	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	**Not Applicable**	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	**Supports**	
407.3.2 Alphabetic Keys	**Not Applicable**	.

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	**Not Applicable**	
407.4 Key Repeat	**Not Applicable**	
407.5 Timed Response	**Not Applicable**	
407.6 Operation	**Not Applicable**	
407.7 Tickets, Fare Cards, and Keycards	**Not Applicable**	This product does not required use of tickers, farecards and/or keycards.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.1.1 Vertical Plane for Side Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.1.2 Vertical Plane for Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.2 Side Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.2.1 Unobstructed Side Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.2.2 Obstructed Side Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.3 Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.3.1 Unobstructed Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.3.2 Obstructed Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	**Not Applicable**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
408 Display Screens	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
408.2 Visibility	**Supports with Exceptions**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
408.3 Flashing	**Supports with Exceptions**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	**Supports with Exceptions**	It is the responsibility of the integrator to ensure the physical placement of the product meets the VPAT requirement
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	**Not Applicable**	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	**Not Applicable**	
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**	
412.2.2 Volume Gain for Non-Wireline ICT	**Not Applicable**	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	**Does not Support**	
412.3.2 Wireline Handsets	**Does not Support**	
412.4 Digital Encoding of Speech	**Not Applicable**	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	**Supports**	
412.7 Video Communication	**Supports**	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	**Not Applicable**	
412.8.2 Voice and Hearing Carry Over	**Not Applicable**	
412.8.3 Signal Compatibility	**Not Applicable**	
412.8.4 Voice Mail and Other Messaging Systems	**Not Applicable**	
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**	
413.1.2 Pass-Through of Closed Caption Data	**Not Applicable**	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	**Not Applicable**	
414.1.2 Other ICT	**Not Applicable**	

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**	
415.1.2 Audio Description Controls	**Not Applicable**	

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.0](#) section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	**Not Applicable**	
502.2.2 No Disruption of Accessibility Features	**Not Applicable**	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	**Not Applicable**	
502.3.2 Modification of Object Information	**Not Applicable**	
502.3.3 Row, Column, and Headers	**Not Applicable**	
502.3.4 Values	**Not Applicable**	
502.3.5 Modification of Values	**Not Applicable**	
502.3.6 Label Relationships	**Not Applicable**	
502.3.7 Hierarchical Relationships	**Not Applicable**	
502.3.8 Text	**Not Applicable**	
502.3.9 Modification of Text	**Not Applicable**	
502.3.10 List of Actions	**Not Applicable**	
502.3.11 Actions on Objects	**Not Applicable**	
502.3.12 Focus Cursor	**Supports with Exception**	
502.3.13 Modification of Focus Cursor	**Not Applicable**	
502.3.14 Event Notification	**Not Applicable**	
502.4 Platform Accessibility Features	**Not Applicable**	
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	**Not Applicable**	
503.3 Alternative User Interfaces	**Not Applicable**	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	**Not Applicable**	
503.4.2 Audio Description Controls	**Not Applicable**	

Criteria	Conformance Level	Remarks and Explanations
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.0](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	**Not Applicable**	This product is not an authoring tool.
504.2.2 PDF Export	**Not Applicable**	This product is not an authoring tool.
504.3 Prompts	**Not Applicable**	This product is not an authoring tool.
504.4 Templates	**Not Applicable**	This product is not an authoring tool.

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	**Not Applicable**	
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	**Not Applicable**	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	**Not Applicable**	
603.3 Accommodation of Communication Needs	**Not Applicable**	

Legal Disclaimer

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