# Accessibility Conformance Report (ACR®)

# Revised Section 508 Edition

# Based off VPAT Version 2.4 – March 2020

**For Samsung BE82T-H**

**Performed by TestPros, Inc.**



June 12, 2023

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# Accessibility Conformance Report

**Revised Section 508 Edition**

**VPAT**® **Version 2.4 – March 2020**

|  |  |
| --- | --- |
| Name of Product/Version:  | **BE82T-H** |
| Product Description:  | **Pet name: BE82T-H****Software Version:** DA02/BET\_H**Model Code:** LH82BETHLGFXGO**The BET-H is a series of business television display monitors** |
| Date:  | **June 12, 2023** |
| Contact information:  | **[Company Fills Out]** |
| Notes:  | **[Company Fills Out]** |
| Evaluation Methods Used:  | **DHS Trusted Tester, Manual Process based on IAAP WAS Testing Methods**  |

## Notes:

The scope of this document includes the following features, which are operated with the included remote control:

1. Setup and first run
2. Display settings and configuration.
3. Basic TV/Monitor operations, including the program guide, channel list, and schedule manager for live TV.

The following features are not in the scope of this document:

1. The YouTube and Internet App
2. The companion Samsung Business TV/Monitor app for iOS and Android
3. The RDP and VNC remote access client
4. Other external ‘apps’

## 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 2.4, at <https://www.w3.org/TR/WCAG22/> | Level A (Yes / No )Level AA (Yes / No )Level AAA (Yes / No ) |

## 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(N/A)**: 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 2.1 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

* 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Partially Supports** | **Software**: In the wireless connection screen, the Wi-Fi icons do not have equivalent alternative text. The icons visually display additional information such as “5g”, open network and closed network but they are all displaying the same common alternative text.**E-manual**: Most of the images are decorative and adjacent text are explaining the purpose of the images. But there are still some screens found where information is only presented through the images and these images are missing equivalent alternative text. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** | There is no pre-recorded informative audio or video content in the TV/Monitor software or e-manual. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** |  There is no pre-recorded informative audio or video content in the TV/Monitor software or e-manual. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** | There is no pre-recorded informative audio or video content in the TV/Monitor software or e-manual. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Partially Supports** |  **Software**: The TV/Monitor software supports proper info and relationships in all areas of the interface except the following:* In setup, the “view details” button isn’t properly associated with the privacy policy and terms and conditions labels.
* In the select source screen the selected item does not read as selected. TV/Monitor is selected and (Screen Reader) should read it as “TV/Monitor selected.”
* When any of the options from the source panel is selected it opens an option and information, but SR does not read this to the user. A user may not understand there are some info and control available and how to use them. Expectation is SR should read the info whenever it is displaying.
* In the *Terms* and Condition screen for remote access screen there are two “view details” buttons but they are not associated with their adjacent text. As a result, SR user will not be able to understand the purpose of the view details and relate them with the text.
* When any option is selected, and a drop down is expanded Voice Guide does not read the selected option as selected though visually a checkmark is displayed to indicate the selection.
* In the enter password screen the character count is being read but the available limit is not. For example, SR reads “12 characters” wherever visually it is displaying 12 out of 150. Expectation is SR should read “12 characters out of 150.”
* In the Sign In screen the “Via website” button is not associated with the adjacent text sign in with mobile/pc.

**E-manual**: In the FAQ screen when multiple screens are available in the left panel, Voice guide does not read the selected screen as selected, though visually it is indicating as selected. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: All the contents and the controls are placed logically, and meaningful sequence is followed throughout the application.**E-manual**: All the contents and the controls are placed logically, and meaningful sequence is followed throughout the application. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Instructions do not rely upon visual characteristics or sounds.**E-manual**: Instructions do not rely upon visual characteristics or sounds. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Color is not used as a sole way to communicate information.**E-manual**: Color is not used as a sole way to communicate information. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Not Applicable(N/A)** | **Software**: There is an auto playing sound track available on the welcome screen which cannot be paused/stopped unless the user changes the screen. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: The TV/Monitor software provides an on-screen keyboard to type and provide input. It also includes a screen reader named Voice Guide that provides control of the device using a Voice Guide cursor. This Voice Guide can navigate to and read the non-editable text and active controls. It can be activated by pressing and holding the mute button on the remote. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: No keyboard trap found**E-manual**: No keyboard trap found. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** |   |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Partially Supports** |  **Software**: In the view details screen for the Terms and Conditions, the first option “Agreement between Samsung and the user” is automatically moving and it is not possible to stop it. There are some auto moving content present on the TV/Monitor speaker sound output and Bluetooth speaker list screen.**E-manual**: * Auto moving content in peripherals screen.
* There is auto updating content feature that keep changing and SR does not read them at all, unless the user moves their cursor to them. Since SR does not read the content user will not know there is content available for them above.
 |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: No flashing content was found**E-manual**: No flashing content was found |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (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(N/A)** | This is a non-Web product |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: All the screens were properly titled, or context sensitive information was available as a header text.**E-manual**: All the screens were properly titled, or context sensitive information was available as a header text. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Partially Supports** | **Software**: Focus order moves by the position of the controls and user must press different arrow keys to access the different controls based on their position on the screen. For example, if there are four different controls positioned into four corners then user need to press left arrow to access the control that is on the left and then up, right, and down. Since, a visually impaired user will not understand the position of the controls they will have problem to access all the controls.**E-manual**: Same as software. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: All the button text content were meaningful in the context**E-manual**: All the button text content were meaningful in the context. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Does Not Support****E-manual**: **Does Not Support** |  The assistive technology (Voice guide) on this software only supports English. When the language is changed into Spanish or French Voice Guide does not work. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Nothing changed unexpectedly on focus.**E-manual**: Nothing changed unexpectedly on focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** |  **Software**: Nothing changed unexpectedly on input.**E-manual**: Nothing changed unexpectedly on input. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Not Applicable(N/A)** | **Software**: Error messages were provided  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Supports** |  The software provides proper labels and instructions in most areas of the interface. However, in the following locations, insufficient instructions will cause difficulty for some users:* Connection guide screen, when user navigates away from the “next’ button and then comes back to it again Voice Guide does not read the label. it just reads it as button.
* The lowercase and uppercase letters on the keyboard are not distinguished from one another.
* In network status screen SR does not read the screen content. It just reads “close” button.
* Voice guide is not available for apps and sounds mirroring screen.
 |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** |   |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Partially Supports** |  **Software**: The software supports Name, Role, and Value information consistently across the interface for most screens; however, there are some elements that lack proper name, role, and value information. * In the password keyboard screen the “show password” checkbox does not communicate its role as checkbox and state as selected or not selected
* Sign in and create account do not read their role as button.
* In the device care>Self-diagnosis screen, the disabled buttons are not announced as disabled.

**E-manual**: There are many buttons available which are not being read as button. For example, in the Exit screen the SR does not read the “exit” or “cancel.” |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Not Applicable(N/A)** |  The TV/Monitor supports captions for live programming. There is no live programming in the e-manual. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Not Applicable(N/A)****E-manual**: **Not Applicable(N/A)** | There is no pre-recorded audio or video content in the TV/Monitor software or e-manual. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Partially Supports****E-manual**: **Supports** |  **Software**: The TV/Monitor provides a high-contrast mode option, and all the text and images of text have compliant level of contrast ratio against the background color except for the slider’s controls. The sliders controls such as volume etc. that use white colored numbers against a blue background have a non-compliant contrast ratio.**E-manual:** All the text and images of text were observed as having complaint contrast ratio |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** |  The software and e-manual support an increased font-size mode. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: No informative images of text was found.**E-manual**: No informative images of text was found. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (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
 | **Not Applicable(N/A)** | This is a non-Web product |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Headings and labels were present throughout the application**E-manual**: Headings and labels were present throughout the application |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: A well-defined visual indication was provided for all the currently focused elements.**E-manual**: A well-defined visual indication was provided for all the currently focused elements |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Does Not Support****E-manual**: **Not Applicable(N/A)** |  The assistive technology on this software only supports English. So, in the change language screen Voice guide does not read the “Spaniol” and “Francias” radio button properly. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (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
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Navigation for the static test and the controls was consistent throughout the application.**E-manual**: Navigation for the static test and the controls was consistent throughout the application. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (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
 | **Software**: **Supports****E-manual**: **Supports** | **Software**: Components that serve the same function are identified consistently**E-manual**: Components that serve the same function are identified consistently |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Not Applicable(N/A)** |  **Software**: Error messages were present  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA)Also applies to:Revised Section 508* 501 (Web)(Software)
* 504.2 (Authoring Tool)
* 602.3 (Support Docs)
 | **Software**: **Supports****E-manual**: **Not Applicable(N/A)** |  **Software**: Error messages were present |

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | **Partially Supports** | This TV/Monitor includes Voice Guide, which is a comprehensive screen reader that can be used by people without vision, and it supports video description in supported live programming. But there are some non-compliant examples found. Please see Table 1 and 2 for details. |
| 302.2 With Limited Vision | **Partially Supports** | This TV/Monitor allows users to enable a high-contrast mode and enlarge the settings menu text. But there are some non-compliant examples found. Please see Table 1 and 2 for details. |
| 302.3Without Perception of Color | **Supports** | The TV/Monitor interface does not require color perception to use. |
| 302.4Without Hearing | **Supports** | The TV/Monitor supports captions for live programming. |
| 302.5With Limited Hearing | **Supports** | The TV/Monitor allows for Bluetooth audio connections with separate sound control for all TV/Monitor audios. |
| 302.6Without Speech | **Supports** | The TV/Monitor does not require speech input for any functionality. |
| 302.7With Limited Manipulation | **Supports** | The TV/Monitor supports adjustable button repeat delay. USB devices and universal IR remote solutions can be attached to the TV/Monitor to enable alternative input strategies. |
| 302.8With Limited Reach and Strength | **Supports** | The TV/Monitor supports adjustable button repeat delay. USB devices and universal IR remote solutions can be attached to the TV/Monitor to enable alternative input strategies. |
| 302.9With Limited Language, Cognitive, and Learning Abilities | **Supports** | The basic TV/Monitor and display functions of this TV/Monitor are simple to use.  |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| [***402 Closed Functionality***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#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 | **Partially Supports** | Speech output is enabled for all on screen content with some exceptions as noted in the WCAG 2.0 Table. |
| 402.2.2 Transactional Outputs | **Not Applicable(N/A)** | This TV/Monitor does not feature transactions. |
| 402.2.3 Speech Delivery Type and Coordination | **Supports** |  |
| 402.2.4 User Control | **Supports** |  |
| 402.2.5 Braille Instructions | **Does Not Support** | This TV/Monitor does not support Braille and does not have supplemental documentation in Braille format. |
| ***402.3 Volume*** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | **Supports** | This TV/Monitor allows Bluetooth audio devices to be connected and independently controlled. |
| 402.3.2 Non-private Listening | **Supports** |  |
| 402.4 Characters on Display Screens | **Supports** |  |
| 402.5 Characters on Variable Message Signs | **Not Applicable(N/A)** | This TV/Monitor is not a variable message sign. |
| [***403 Biometrics***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#403-biometrics) | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | **Not Applicable(N/A)** | This TV/Monitor does not use biometrics. |
| [***404 Preservation of Information Provided for Accessibility***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#404-preservation-information) | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | **Supports** |  |
| [***405 Privacy***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#405-privacy) | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | **Supports** |  |
| [***406 Standard Connections***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#406-standard-connections) | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | **Supports** |  |
| [***407 Operable Parts***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#407-operable-parts) | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | **Supports** |  |
| ***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 | **Supports** |  |
| 407.3.3 Numeric Keys | **Supports** |  |
| 407.4 Key Repeat | **Supports** |  |
| 407.5 Timed Response | **Supports** |  |
| 407.6 Operation | **Supports** |  |
| 407.7 Tickets, Fare Cards, and Keycards | **Not Applicable(N/A)** |  |
| ***407.8 Reach Height and Depth*** | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | **Not Applicable(N/A)** |  |
| 407.8.1.1 Vertical Plane for Side Reach | **Not Applicable(N/A)** |  |
| 407.8.1.2 Vertical Plane for Forward Reach | **Not Applicable(N/A)** |  |
| 407.8.2 Side Reach | **Not Applicable(N/A)** |  |
| 407.8.2.1 Unobstructed Side Reach | **Not Applicable(N/A)** |  |
| 407.8.2.2 Obstructed Side Reach | **Not Applicable(N/A)** |  |
| 407.8.3 Forward Reach | **Not Applicable(N/A)** |  |
| 407.8.3.1 Unobstructed Forward Reach | **Not Applicable(N/A)** |  |
| 407.8.3.2 Obstructed Forward Reach | **Not Applicable(N/A)** |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | **Not Applicable(N/A)** |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | **Not Applicable(N/A)** |  |
| [***408 Display Screens***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#408-display-screens) | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | **Supports** | This display is compatible with VESA mounting hardware and can be mounted at any height  |
| 408.3 Flashing | **Supports** |  |
| [***409 Status Indicators***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#409-status-indicators) | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | **Supports** |  |
| [***410 Color Coding***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#410-color-coding) | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | **Supports** |  |
| [***411 Audible Signals***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#411-audible-signals) | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | **Supports** |  |
| [***412 ICT with Two-Way Voice Communication***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#412-two-way-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(N/A)** | This TV/Monitor does not support two-way communication |
| 412.2.2 Volume Gain for Non-Wireline ICT | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| ***412.3 Interference Reduction and Magnetic Coupling*** | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.3.2 Wireline Handsets | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.4 Digital Encoding of Speech | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.5 Real-Time Text Functionality | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.6 Caller ID | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.7 Video Communication | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.8.2 Voice and Hearing Carry Over | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.8.3 Signal Compatibility | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| 412.8.4 Voice Mail and Other Messaging Systems | **Not Applicable(N/A)** | This TV/Monitor does not support two-way communication |
| [***413 Closed Caption Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#413-closed-caption) | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | **Supports** |  |
| 413.1.2 Pass-Through of Closed Caption Data | **Not Applicable(N/A)** | This is a terminal display and does not output any signals. |
| [***414 Audio Description Processing Technologies***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#414-audio-description) | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | **Supports** |  |
| 414.1.2 Other ICT | **Not Applicable(N/A)** |  |
| [***415 User Controls for Captions and Audio Descriptions***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#415-user-controls-captions-audio-descriptions) | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | **Supports** |  |
| 415.1.2 Audio Description Controls | **Supports** |  |

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See [WCAG 2.0](#WCAG) section | See information in WCAG 2.0 section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | **Supports** |  |
| 502.2.2 No Disruption of Accessibility Features | **Supports** |  |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | **Partially Supports** | The software supports Name, Role, and Value information consistently across the interface for most screens; however, there are some elements that lack proper name, role, and value information. Most of these issues occur within the advanced configuration menus and may not affect day-to-day operation of the device. |
| 502.3.2 Modification of Object Information | **Supports** |  |
| 502.3.3 Row, Column, and Headers | **Supports** |  |
| 502.3.4 Values | **Supports** |  |
| 502.3.5 Modification of Values | **Supports** |  |
| 502.3.6 Label Relationships | **Partially Supports** | * Connection guide screen: when user navigates away from the “next’ button and then comes back to it again Voice Guide does not read the label. it just reads it as button.
* The lowercase and uppercase letters on the keyboard are not distinguished from one another.
* In network status screen SR does not read the screen content. It just reads “close” button.
* Voice guide is not available for apps and sounds mirroring screen.
 |
| 502.3.7 Hierarchical Relationships | **Supports** |  |
| 502.3.8 Text | **Supports** |  |
| 502.3.9 Modification of Text | **Supports** |  |
| 502.3.10 List of Actions | **Supports** |  |
| 502.3.11 Actions on Objects | **Supports** |  |
| 502.3.12 Focus Cursor | **Supports** |  |
| 502.3.13 Modification of Focus Cursor | **Supports** |  |
| 502.3.14 Event Notification | **Supports** |  |
| 502.4 Platform Accessibility FeaturesA. 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; andG. Section 10.7.1 Display any captions provided. | **Partially Supports** | 1. Chorded keystrokes are not used.
2. Adjustment of delay before key acceptance is not supported.
3. Same-key double-strike inputs are not used on this interface.
4. This TV/Monitor does not support visual alternatives for audio output other than closed captioning for live content.
5. This TV/Monitor does not synchronize audio equivalents for visual events except through the screen reader output or audio described content.
6. This TV/Monitor provides speech output services through Voice Guide
7. Captions are supported
 |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | **Supports** | The platform allows users to select a high-contrast mode and an increased font-size mode. |
| 503.3 Alternative User Interfaces | **Not Applicable(N/A)** | This TV/Monitor does not use alternative user interfaces. |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | **Supports** | This TV/Monitor has a dedicated CC/VD button on the remote |
| 503.4.2 Audio Description Controls | **Supports** | This TV/Monitor has a dedicated CC/VD button on the remote |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#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”) | **Not Applicable(N/A)** | This TV/Monitor is not an authoring tool. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | **Not Applicable(N/A)** | This TV/Monitor is not an authoring tool. |
| 504.2.2 PDF Export | **Not Applicable(N/A)** | This TV/Monitor is not an authoring tool. |
| 504.3 Prompts | **Not Applicable(N/A)** | This TV/Monitor is not an authoring tool. |
| 504.4 Templates | **Not Applicable(N/A)** | This TV/Monitor is not an authoring tool. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes:

| **Criteria** | **Conformance Level**  | **Remarks and Explanations** |
| --- | --- | --- |
| ***601.1 Scope*** | Heading cell – no response required | Heading cell – no response required |
| [***602 Support Documentation***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#602-support-documentation) | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | **Supports** | This TV/Monitor features a comprehensive e-manual |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#WCAG) section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | **Supports** | Alternative format can be ordered upon request through Samsung customer care at 888-987-4357 |
| [***603 Support Services***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#603-support-services) | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | **Supports** | This TV/Monitor provides accessibility option at the set up and provides information about accessibility and compatibility features |
| 603.3 Accommodation of Communication Needs | **Supports** |  |

##

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