# Accessibility Conformance Report (ACR®)

# Revised Section 508 Edition

# Based off VPAT Version 2.4 – March 2020

**For Samsung QM55R**

**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: | **QM75R** |
| Product Description: | **Pet name: QM55R**  **Software Version:**  **Model Code:** LH55QMREBGCXZA  **The QMR 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) | | **Partially Supports** | 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. |
| [**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) | | **Not Applicable(N/A)** | There is no pre-recorded informative audio or video content in the TV/Monitor software. |
| [**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) | | **Not Applicable(N/A)** | There is no pre-recorded informative audio or video content in the TV/Monitor software. |
| [**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) | | **Not Applicable(N/A)** | There is no pre-recorded informative audio or video content in the TV/Monitor software. |
| [**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) | | **Partially Supports** | The TV/Monitor software supports proper info and relationships in all areas of the interface except the following:   * In setup, the “view details” button is not properly associated with the privacy policy and terms and conditions labels. * All the selected items in the menu do not communicate their state as selected. When a user navigates to any option in the menu, it gets selected and opens sub menu option in the right. Voice Guide does not read this state. * Voice Guide does not support the Clone setup screen in the Installation setup screen. It does not read any content from that screen. * If a user visits the Smart signage Privacy notice after agreeing to it, the Screen Reader does not read the content. |
| [**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) | | **Supports** | 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) | | **Supports** | 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) | | **Supports** | 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) | | **Not Applicable(N/A)** | There is no auto playing audio found. |
| [**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) | | **Supports** | 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) | | **Supports** | 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) | | **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) | | **Supports** | No auto moving content found. |
| [**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) | | **Supports** | 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) | | **Supports** | 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) | | **Partially Supports** | The focus moves based on the position of the controls. For example, if there are four elements present on the screen as a square position and the control at the top left corner is currently focused then pressing the down arrow will move to the control at the bottom left and right arrow will move the focus to the top right and vice versa. However, a visually impaired person will not understand the position of the controls and cannot access all the elements. Focus should move logically one by one, and the user should be able to access all the controls by using one arrow key. |
| [**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) | | **Supports** | 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) | | **Does Not Support** | The assistive technology (Voice Guide) on this software only supports English. When the language is changed into Spanish or French the 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) | | **Supports** | 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) | | **Supports** | 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) | | **Supports** | 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) | | **Partially 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:   * Magic info player 6 screen, labels and instruction are not provided for the video wall> Horizontal X vertical input fields; add holiday >start date >month and date input fields and Holiday management >set applied timer >on timer and off timer checkboxes. * The lowercase and uppercase letters on the keyboard are not distinguished from one another. |
| [**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) | | **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) | | **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.   * All the sliders do not indicate their role as slider. A user will not understand how to use them. The Screen Reader should read the sliders as slider. For example, settings>picture>brightness is being read as “brightness 0 to 100, 45”. It should be read as “brightness slider 0 to 100, current 45”. So that the user can get the complete understanding about the element and how to change it. In the device care>Self-diagnosis screen, the disabled buttons are not announced as disabled. |

### 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) | | **Supports** | 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) | | **Not Applicable(N/A)** | There is no pre-recorded audio or video content in the TV/Monitor software. |
| [**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) | | **Partially Supports** | 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. |
| [**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) | | **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) | | **Supports** | No informative images of text were 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) | | **Supports** | 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) | | **Supports** | 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) | | **Does Not Support** | The assistive technology on this software only supports English. So, in the change language screen the Voice Guide does not read the “Spaniol” and “Francias” radio buttons 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 | | **Supports** | Navigation for the static text 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 | | **Supports** | 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) | | **Supports** | 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) | | **Supports** | 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** | * Magic info player 6 screen, labels and instruction are not provided for the video wall> Horizontal X vertical input fields; add holiday >start date >month and date input fields and Holiday management >set applied timer >on timer and off timer checkboxes. * The lowercase and uppercase letters on the keyboard are not distinguished from one another. * 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 Features  A. 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; and  G. 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*** |  |  |
| [***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) |  |  |
| 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) |  |  |
| 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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