

# HumanWare Accessibility Conformance Report: explorē 5

## Revised Section 508 Edition

*(Based on VPAT® Version 2.5Rev)*

Field	Report information
<b>Name of Product/Version</b>	explorē 5; software version 1.2.4
<b>Report Date</b>	May 2026
<b>Product Description</b>	Portable electronic video magnifier with a 5-inch display, physical button controls, autofocus camera, magnification, contrast modes, line and blinds, image capture and gallery, USB image export, external display output, and adjustable settings for low vision use. The device includes a fold-out handle that also functions as a tabletop stand.
<b>Contact Information</b>	HumanWare Customer Support: support@humanware.com
<b>Notes</b>	This report covers the explorē 5 electronic magnifier sold as a standalone unit, including the carrying case, power adapter, USB cable, wrist strap, user guide, quick start sheet, warranty sheet, microfiber cleaning cloth, and related support materials. There is no kit or stand variant in scope for this report. explorē 5 is intended for people with limited but usable vision. It is not intended as a blindness product and does not provide speech output or braille output. The device is primarily designed for right-hand use; when held in the left hand, button positions are physically reversed and on-screen menus appear upside down. This report does not evaluate the full HumanWare website or the YouTube player interface.
<b>Evaluation Methods Used</b>	Review of the Revised Section 508 VPAT 2.5Rev template, current explorē 5 user guide, technical specifications, product team responses, targeted hands-on testing and confirmation of hardware and embedded software behavior, review of support documentation accessibility, and review of support-service claims. Testing was performed by product personnel with knowledge of common product uses and flows.

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standards/guidelines.

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A: Yes   Level AA: Yes   Level AAA: No
Revised Section 508 standards published January 18, 2017 and corrected 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 only be used in WCAG Level AAA criteria.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508 Chapter 5 - Software and Chapter 6 - Support Documentation and Services, where applicable.

*Scope for WCAG tables: embedded non-web software, electronic support documentation, and HumanWare-produced support videos linked from the support page are included in this report scope and are evaluated based on available captions, transcripts, voice-over, and video content. Web content and authoring tools are treated as Not Applicable unless specifically noted. The full HumanWare website and YouTube player interface are outside this report scope.*

### Table 1: Success Criteria, Level A

*Notes: Applies to embedded software, electronic support documentation, and included support videos as described in the scope above.*

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Partially Supports	Software: on-device icons and controls are visually presented; core functions are operated through physical buttons and button combinations. There is no screen reader or text-alternative exposure through platform accessibility services. Electronic support documents have alt text for images, diagrams, and graphics.
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable	The on-device software does not include prerecorded audio-only or video-only media. Support videos included in this report are prerecorded synchronized media, not audio-only or video-only content.
1.2.2 Captions (Prerecorded)	Supports	The on-device software does not include prerecorded synchronized media. HumanWare-produced support videos included in this report scope are linked from the HumanWare support page to YouTube and include captions.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded)	Partially Supports	The on-device software does not include prerecorded video content. HumanWare-produced support videos include captions and full transcripts. The voice-over describes the demonstrated product tasks, which may provide sufficient context for many videos, but separate audio description has not been provided.
1.3.1 Info and Relationships	Partially Supports	Software: menus and controls use a simple, consistent visual structure, but accessibility semantics are not exposed to assistive technology. Electronic support documents are accessible.
1.3.2 Meaningful Sequence	Supports	Software: primary workflows follow a logical visual and operational sequence driven by physical button navigation. Electronic support documents are accessible and maintain a meaningful reading order.
1.3.3 Sensory Characteristics	Supports	Instructions identify controls by name and location, not only by color, shape, or position. Color is used, but not as the only means of identifying core controls.
1.4.1 Use of Color	Supports	Color is not the only means of access. The product provides named controls, physical button locations, icons, and multiple contrast modes.
1.4.2 Audio Control	Not Applicable	The product does not play audio.
2.1.1 Keyboard	Not Applicable	The explorē 5 does not provide a keyboard interface or touchscreen. All functions, including menu navigation and menu item selection, are operated through physical buttons on the device. Because no keyboard interface of any kind is provided, this criterion does not apply. Core product functions are available through the physical controls described throughout this report.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap	Supports	No standard keyboard interface is provided. Physical-button operation does not trap the user in a control or screen by design.
2.2.1 Timing Adjustable	Supports	The auto-off timer is adjustable to 1 minute, 2 minutes, 5 minutes, or 10 minutes.
2.2.2 Pause, Stop, Hide	Supports	The device does not present moving, blinking, scrolling, or auto-updating interface content that prevents use. The live camera view is the core function of the product.
2.3.1 Three Flashes or Below Threshold	Supports	No flashing content occurs during normal operation.
2.4.1 Bypass Blocks	Not Applicable	This criterion does not apply to non-web software or non-web documents in this report scope.
2.4.2 Page Titled	Supports	Software screens and menus use clear labels or context. Electronic support documents include appropriate titles.
2.4.3 Focus Order	Partially Supports	Menu navigation follows a logical visual and operational order driven by physical buttons. When navigating menus, the item in focus is indicated by a rectangular box; defaults and selections are indicated with checkmarks where applicable. The software does not expose a programmatic focus order to assistive technology.
2.4.4 Link Purpose (In Context)	Supports	On-device software does not rely on links. Electronic support documents use meaningful links.
3.1.1 Language of Page	Supports	The product supports multiple interface languages. Electronic support documents include appropriate language metadata and tagging.
3.2.1 On Focus	Supports	No change of context is expected merely from focus or highlighting. Selection or activation is user initiated through physical buttons.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input	Supports	Changing settings is user initiated and predictable.
3.3.1 Error Identification	Partially Supports	Some error or status information is visual only. The user guide includes troubleshooting guidance, but the device does not provide nonvisual error identification.
3.3.2 Labels or Instructions	Supports	Controls, menu items, and settings are labeled in the product interface and described in the user guide.
4.1.1 Parsing	Supports	The VPAT 2.5Rev template notes this criterion is always answered Supports for WCAG 2.0 and 508 standards after the September 2023 errata.
4.1.2 Name, Role, Value	Partially Supports	The embedded software does not expose name, role, and value information through platform accessibility services. Core functions are presented visually and through physical controls.

## Table 2: Success Criteria, Level AA

*Notes: Applies to embedded software, electronic support documentation, and included support videos as described in the scope above. WCAG Level AAA is not included in this report.*

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	The on-device software does not include live synchronized media.
1.2.5 Audio Description (Prerecorded)	Partially Supports	The on-device software does not include prerecorded video content. HumanWare-produced support videos include captions and full transcripts. The videos do not include separate audio description tracks. The voice-over describes the demonstrated product tasks, which may provide sufficient context for many videos, but separate audio description has not been provided.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum)	Supports	The product is designed for low vision use and provides multiple high-contrast color combinations, menu color options, screen brightness control, and adjustable magnification. Contrast ratios have been confirmed to meet requirements.
1.4.4 Resize Text	Partially Supports	The product provides magnification (2x to 22x) for live and frozen image content. Menu text size is not user adjustable in software version 1.2.4. Magnification is available for viewed content, but the software UI text cannot be resized independently.
1.4.5 Images of Text	Partially Supports	The device is a camera-based magnifier and displays images of text as part of its core function. UI labels are identified. Support documentation provides alt text for images and graphics.
2.4.5 Multiple Ways	Not Applicable	This criterion does not apply to non-web software or non-web documents in this report scope.
2.4.6 Headings and Labels	Supports	Menu items, controls, and documentation headings are descriptive. Support documentation headings have been confirmed.
2.4.7 Focus Visible	Partially Supports	The product is operated entirely through physical buttons. When navigating menus, the item in focus is indicated by a rectangular box around the active item. Defaults and selections are indicated with checkmarks where applicable. The interface does not provide a conventional keyboard focus indicator.
3.1.2 Language of Parts	Supports	The interface supports multiple languages. Document language handling has been confirmed.
3.2.3 Consistent Navigation	Not Applicable	This criterion does not apply to non-web software or non-web documents in this report scope.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification	Not Applicable	This criterion does not apply to non-web software or non-web documents in this report scope.
3.3.3 Error Suggestion	Not Applicable	The device does not include form-like input error correction workflows where error suggestions would apply. Troubleshooting information is provided in support documentation.
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	The product does not perform legal, financial, or user-data transactions covered by this criterion.

## Revised Section 508 Report

The following tables report conformance with the Revised Section 508 standards for the explorē 5 scope described above.

### Chapter 3: Functional Performance Criteria (FPC)

*Notes: Chapter 3 is included to explain functional access where Chapters 4 and 5 do not fully describe user access, especially because the product is a low vision product rather than a blindness product.*

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	explorē 5 is intended for users with limited, but remaining usable vision. Core operation depends on visual access to the screen. The device does not provide speech output, braille output, or a fully nonvisual operating mode.
302.2 With Limited Vision	Supports	The product is designed for users with low vision. It provides magnification, contrast modes, brightness control, line and blinds, preferred zoom settings, near/distance viewing, and external display support.
302.3 Without Perception of Color	Supports	Color is not the only means of access. Core controls are identified by placement, labels, icons, and physical layout. Multiple contrast modes are available.
302.4 Without Hearing	Supports	The product does not require hearing for core operation. Information is presented visually.
302.5 With Limited Hearing	Supports	The product does not rely on hearing for core operation.
302.6 Without Speech	Supports	The product does not require speech input for operation.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	Core functions are operated through physical buttons. All menu navigation and selection is button-based, which reduces manipulation demands compared to touch-based products. Some use cases require holding the device, pressing physical buttons, or using the fold-out handle. Some button combinations required for standard operation, such as simultaneous button presses to enable line and blinds, may present difficulty for users with limited manipulation or missing appendages.
302.8 With Limited Reach and Strength	Partially Supports	The device is portable and lightweight (228g) and can be used on a table using the fold-out handle as a stand. However, holding the device, operating the fold-out handle, and transporting the device may require some reach or strength. Deploying and retracting the fold-out handle may present difficulty for users with limited hand strength or manual dexterity.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The interface is simple and task-based, with limited menus and clear control labels. Some setup, menu navigation, software update steps, and support documentation may require reading and following multi-step instructions.

## Chapter 4: Hardware

*Notes: Scope includes explorē 5 hardware, including device body, physical controls, 5-inch display, fold-out handle/stand, USB-C connection, high-resolution video output, battery and charging, and status indicators.*

Criteria	Conformance Level	Remarks and Explanations
<b>402 Closed Functionality</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
<b>402.1 General</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>

Criteria	Conformance Level	Remarks and Explanations
<b>402.2 Speech-Output Enabled</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
402.2.1 Information Displayed On-Screen	Does Not Support	The product displays information on-screen and does not provide speech output or braille output. It is intended for users with limited, usable vision, not users without vision.
402.2.2 Transactional Outputs	Not Applicable	The product does not provide transactional outputs such as receipts, tickets, or other transaction records.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	The product does not provide speech output.
402.2.4 User Control	Not Applicable	The product does not provide speech output.
402.2.5 Braille Instructions	Not Applicable	The product does not provide speech output and does not include braille operation instructions.
<b>402.3 Volume</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
402.3.1 Private Listening	Not Applicable	The product does not provide speech output or audio output for private listening.
402.3.2 Non-private Listening	Not Applicable	The product does not provide speech output or audio output for non-private listening.
402.4 Characters on Display Screens	Supports	The product provides a 5-inch display, magnification, high-contrast modes, and brightness control. Menu text size is not user adjustable; the fixed menu text meets character height requirements for this criterion.
402.5 Characters on Variable Message Signs	Not Applicable	The product does not include variable message signs.
<b>403 Biometrics</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>

Criteria	Conformance Level	Remarks and Explanations
403.1 Biometrics	Not Applicable	The product does not use biometrics.
<b>404 Preservation of Information Provided for Accessibility</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
404.1 Preservation of Information Provided for Accessibility	Not Applicable	The product exports saved images. It does not create or transform content with accessibility metadata that must be preserved, and no future file formats are planned that would include accessibility information.
<b>405 Privacy</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
405.1 Privacy	Not Applicable	The product does not provide speech output or other accessibility functions that create a specific privacy concern under this criterion.
<b>406 Standard Connections</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
406.1 Standard Connections	Supports	The product uses a standard USB Type-C power and data connection and a high-resolution video output cable for external display use.
<b>407 Operable Parts</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
407.2 Contrast	Supports	Physical button controls are highly contrasted and visually distinguishable by layout, labeling, and color contrast.
<b>407.3 Input Controls</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
407.3.1 Tactilely Discernible	Supports	Primary physical controls are tactilely discernible by location and layout. Tactile indicators are present on core buttons, including the zoom and freeze buttons, to assist users in identifying them by touch given their proximity to one another.

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
407.3.2 Alphabetic Keys	Not Applicable	The product does not include alphabetic keys.
407.3.3 Numeric Keys	Not Applicable	The product does not include numeric keys.
407.4 Key Repeat	Supports	Zoom+ and Zoom- support press-and-hold behavior for continuous zoom adjustment. Key repeat behavior is also supported for scrolling through menus.
407.5 Timed Response	Supports	The auto-off setting is adjustable to 1 minute, 2 minutes, 5 minutes, or 10 minutes.
407.6 Operation	Partially Supports	Core controls do not require tight grasping, pinching, or twisting. Some use of the fold-out handle, or carrying the device, may require two hands or moderate dexterity.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	The product does not dispense or process tickets, fare cards, or keycards.
<b>407.8 Reach Height and Depth</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
407.8.1 Vertical Reference Plane	Not Applicable	The product is portable personal-use ICT and is not installed in a fixed public location requiring fixed reach-range evaluation.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not fixed-location ICT.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not fixed-location ICT.
407.8.2 Side Reach	Not Applicable	Not fixed-location ICT.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not fixed-location ICT.
407.8.2.2 Obstructed Side Reach	Not Applicable	Not fixed-location ICT.
407.8.3 Forward Reach	Not Applicable	Not fixed-location ICT.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not fixed-location ICT.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not fixed-location ICT.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not fixed-location ICT.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not fixed-location ICT.
<b>408 Display Screens</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
408.2 Visibility	Supports	The product provides a 5-inch screen, screen brightness control, contrast modes, magnification, and external display support.
408.3 Flashing	Supports	No flashing content occurs during normal operation.
<b>409 Status Indicators</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
409.1 Status Indicators	Partially Supports	Status indicators are visual only. The device does not provide vibration or other nonvisual feedback for status indicators. Battery charge status is displayed as a visual icon with percentage.
<b>410 Color Coding</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
410.1 Color Coding	Supports	Color is not the only means used to identify or operate core functions.
<b>411 Audible Signals</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
411.1 Audible Signals	Not Applicable	The product does not rely on audible signals. It uses visual information for feedback.

Criteria	Conformance Level	Remarks and Explanations
<b>412 ICT with Two-Way Voice Communication</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
<b>412.2 Volume Gain</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	The product is not a wireline telephone.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	The product is not non-wireline ICT with two-way voice communication.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
412.3.1 Wireless Handsets	Not Applicable	The product is not a wireless handset.
412.3.2 Wireline Handsets	Not Applicable	The product is not a wireline handset.
412.4 Digital Encoding of Speech	Not Applicable	The product does not provide two-way voice communication.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	The product does not provide caller ID.
412.7 Video Communication	Not Applicable	The product does not provide real-time video communication between users.
<b>412.8 Legacy TTY Support</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
412.8.1 TTY Connectability	Not Applicable	The product is not ICT with voice communication.
412.8.2 Voice and Hearing Carry Over	Not Applicable	The product is not ICT with voice communication.
412.8.3 Signal Compatibility	Not Applicable	The product is not ICT with voice communication.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	The product does not provide voice mail or messaging systems.

Criteria	Conformance Level	Remarks and Explanations
<b>413 Closed Caption Processing Technologies</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The product does not receive, play, or display captioned video programming.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The product does not process closed caption data.
<b>414 Audio Description Processing Technologies</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
414.1.1 Digital Television Tuners	Not Applicable	The product does not include a digital television tuner.
414.1.2 Other ICT	Not Applicable	The product does not process audio description content.
<b>415 User Controls for Captions and Audio Descriptions</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
415.1.1 Caption Controls	Not Applicable	The product does not display captions or captioned video programming.
415.1.2 Audio Description Controls	Not Applicable	The product does not play audio description content.

## Chapter 5: Software

*Notes: Scope includes embedded non-web software running on explorē 5 software version 1.2.4.*

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope - Incorporation of WCAG 2.0 AA	See WCAG 2.0 matrix	The embedded non-web software is addressed in the WCAG 2.0 Level A and Level AA tables above.
<b>502 Interoperability with Assistive Technology</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Not Applicable	The product is closed-functionality embedded ICT and does not run user-installed assistive technology or platform accessibility features. Accessibility-related settings are provided within the product itself.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The product does not run on a general-purpose platform with separate assistive technology features.
<b>502.3 Accessibility Services</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
502.3.1 Object Information	Not Applicable	The embedded software does not expose object information to platform accessibility services.
502.3.2 Modification of Object Information	Not Applicable	No platform accessibility services are exposed.
502.3.3 Row, Column, and Headers	Not Applicable	The on-device software does not expose tabular object information to platform accessibility services.
502.3.4 Values	Not Applicable	The embedded software does not expose values to platform accessibility services.
502.3.5 Modification of Values	Not Applicable	No platform accessibility services are exposed.
502.3.6 Label Relationships	Not Applicable	No platform accessibility services are exposed.
502.3.7 Hierarchical Relationships	Not Applicable	No platform accessibility services are exposed.
502.3.8 Text	Not Applicable	No platform accessibility services are exposed.
502.3.9 Modification of Text	Not Applicable	The product does not provide user text editing through platform accessibility services.
502.3.10 List of Actions	Not Applicable	No platform accessibility services are exposed.
502.3.11 Actions on Objects	Not Applicable	No platform accessibility services are exposed.
502.3.12 Focus Cursor	Not Applicable	No platform accessibility services are exposed.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Not Applicable	No platform accessibility services are exposed.
502.3.14 Event Notification	Not Applicable	No platform accessibility services are exposed.
502.4 Platform Accessibility Features	Not Applicable	The product does not run on a general-purpose platform with external platform accessibility features.
<b>503 Applications</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
503.2 User Preferences	Supports	The product provides its own user preferences for contrast, menu color, brightness, preferred zoom, autofocus mode, lights, language, display frequency, and auto-off behavior.
503.3 Alternative User Interfaces	Not Applicable	No platform accessibility services are exposed. The product provides physical button controls for all functions, including menu navigation and menu item selection. All functions are accessible through physical buttons. There is no touchscreen; no function requires a method unavailable through the physical controls.
<b>503.4 User Controls for Captions and Audio Description</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
503.4.1 Caption Controls	Not Applicable	The product does not display captioned video.
503.4.2 Audio Description Controls	Not Applicable	The product does not provide audio description playback.
<b>504 Authoring Tools</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
504.2 Content Creation or Editing	Not Applicable	The product is not an authoring tool. It can save images to a gallery, but it does not create or edit content intended for publication with accessibility metadata.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product does not perform format conversions of authored content with accessibility information.

Criteria	Conformance Level	Remarks and Explanations
504.2.2 PDF Export	Not Applicable	The product does not export PDF files.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool and does not provide templates.

## Chapter 6: Support Documentation and Services

*Notes: Scope includes user guide, quick start sheet, electronic support files, HumanWare-produced support videos linked from the support page to YouTube, and HumanWare support services.*

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
<b>602 Support Documentation</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
602.2 Accessibility and Compatibility Features	Supports	HumanWare can provide information about accessibility and compatibility features. Product documentation describes magnification, contrast, lines and blinds, lights, languages, USB export, and external display use.
602.3 Electronic Support Documentation	Supports	Electronic support documentation is available as accessible PDF and Word files. HumanWare-produced support videos linked from the HumanWare support page to YouTube are included in this report and are captioned. See the WCAG 2.0 matrix for criteria-level notes related to electronic documents and videos.
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Alternate-format documentation upon request is not currently provided, based on product team input.

Criteria	Conformance Level	Remarks and Explanations
<b>603 Support Services</b>	<b>Heading cell - no response required</b>	<b>Heading cell - no response required</b>
603.2 Information on Accessibility and Compatibility Features	Supports	Support services can provide information about accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support is available through communication methods that can accommodate disability-related needs, based on product team input.

## Legal Disclaimer (HumanWare)

This Accessibility Conformance Report is provided for informational purposes only and reflects HumanWare’s evaluation of the product identified above as of the report date and product version stated in this document. The information in this report is based on HumanWare’s review of product functionality, support documentation, support services, and available test information. Product features, documentation, support materials, and services may change without notice. This report is not intended to create any warranty, certification, contractual commitment, or legal obligation beyond those expressly provided in HumanWare’s applicable product documentation, agreements, or warranty terms. Customers should evaluate the product in their own environment to determine whether it meets their accessibility, procurement, and user requirements.

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