Terabyte Unlimited Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: TeraByte Drive Image Backup and Restore Suite V3.41 – Windows GUI Version

Report Date: 08/03/2020

Product Description:

Image for Windows provides an easy and convenient way to completely backup all your hard drive's data, programs and operating systems. Your backups are saved directly to external USB and FireWire™ drives, to internal or network drives, or directly to CD, DVD, or BD.

Contact Information: support@terabyteunlimited.com

Notes:

TeraByte Drive Image Backup and Restore Suite is a Windows desktop application (not web-based).

Evaluation Methods Used:

This conformance report is based on the results of an accessibility audit conducted by Microassist Inc. Manual testing was performed on the main product.

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"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)   Page **1** of **18**

The following accessibility tools were used to conduct the audit.

- Automated: Acrobat DC Pro (Support Documentation Analysis)
- Assistive technologies: JAWS, NVDA
- Manual Testing: Keyboard
- Directed testing tools: Color Contrast Analyzer

Support materials evaluated included:

- Embedded Product Support
- Online Help (Knowledge Base)
- Videos
- Forum (phpBB)
- Manual (PDF)

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web:
	Electronic Docs: Partially Supports
	
	Software: Supports
	Authoring Tool:
		Web:
		Electronic Docs:
		    • Embedded Product Support – No images were observed.
		    • Online Help (Knowledge Base) – The online help has numerous decorative images missing alternate text. No images containing content were observed.
		    • Forum (phpBB) - All image graphics contain alternate text.
		    • Manual (PDF) - All image graphics contain alternate text.
		
		Software: There are four decorative images with proper tagging.
		Authoring Tool:

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web:
	Electronic Docs: Does Not Support
	Software: Supports
	Authoring Tool:
		Web:
		Electronic Docs: Videos are provided for download. There are not transcripts or caption files.
		Software: There are no embedded audio or video assets.
		
		Authoring Tool:

1.2.2 Captions (Prerecorded) (Level A)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Does not Support Software: Supports Authoring Tool:	Electronic Docs: There are supporting videos without captions. However, it should be noted videos are redundant to the other forms of documentation and support. Software: There are no embedded audio or video assets. Authoring Tool:
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Evaluated videos attempt to describe visual screen actions. Software: There are no embedded video elements. Authoring Tool:
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: PDF guide and other supporting assets have appropriate relationships between content and structure. Software: The windows application contained some screens that did not contain a perceivable intent label. For example, the summary screen did not contain a perceivable "summary screen" label. It should be noted that most of these screens lacking an intent label had other indicators. For example, the summary screen has a "Start" button indicating that this was the last screen before the process began. Authoring Tool:
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Content was provided in a logical and consistent manner. Software: Content and focusable objects were provided in a logical and consistent manner. Authoring Tool:
1.3.3 Sensory Characteristics (Level A)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports Authoring Tool:	Electronic Docs: No visual characteristics were used to convey content or function solely. Software: No content or function action was solely conveyed using visual characteristics. Authoring Tool:
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Color was not used as the only means of conveying information. Software: Color was not used as the only means of conveying information. Authoring Tool:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Videos are supplied in a downloadable format allowing the user to select their own player. Software: The product does not contain embedded videos or audio. Authoring Tool:
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Supports Authoring Tool:	Web: Electronic Docs: • Embedded Product Support – The embedded help is keyboard accessible but requires the user to use the "Hide Tab" feature in Option to force focus to the content area. • Online Help (Knowledge Base) – The online help, forum and PDF were keyboard accessible. Software: All functions were keyboard accessible. Authoring Tool:
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No keyboard traps were observed in any of the media. Software: No keyboard traps were observed in the

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		product. Authoring Tool:
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No time limits were set in any of the evaluated materials. Software: No time limits were set in any of the product functions. Authoring Tool:
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No media required pause, stop, or hide functionality. Videos are downloadable and can be played int the customer player of choice. Software: Backups and restores are able to be canceled (stop). An appropriate warning is displayed. Authoring Tool:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No flashing content was observed. Software: No flashing content was observed. Authoring Tool:
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Electronic Docs: Partially Supports Authoring Tool:	Web: Electronic Docs: All online support lacked some common features such as skip to main; however, each used headings and similar techniques for assistive technology users. Authoring Tool:
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: Online Help (Knowledge Base) – had a single page title for all screens. All other assets had appropriate titles. Software: Some screens did not have a clear title or a

Criteria	Conformance Level	Remarks and Explanations
		page intent label. In general, the basic patterns make sense in the context of the software. For example, the backup workflow is to select backup assets, select destination, execute, and summary, which is common to this type of product. It should also be noted that many screens, such as the execute backup or restore, have transformed the next button into a "start" button, giving an additional indication as to the step and action. Authoring Tool:
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: All objects were in an appropriate focus order. Software: There was a minor issue noted with asset selection screens where the focus indication was set to the next button rather than the asset list. This gave the appearance that the focus order was misaligned. This has been noted in 2.4.7 Focus Visible. There was one minor content misordering with the radio buttons within the TBWinPE/REBuilder screen. Extended descriptions and a link to external resources were perceived out of order. Authoring Tool:
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Content links can be perceived and understood outside of their context. Software: All observed links were able to be understood and executed. Authoring Tool:
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508	Web: Electronic Docs: Partially Supports	Web: Electronic Docs: Online Help (Knowledge Base) – Is missing a page-level

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Authoring Tool:	language attribute. Other assets are tagged appropriately. Software: The product is offered in multiple languages and is tagged accordingly. Only English was evaluated. Authoring Tool:
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No electronic supporting materials changed context on focus. Software: No product features create a change to context or content on focus. Authoring Tool:
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: No change of context based on input was observed. Software: No change of context based on input was observed. Authoring Tool:
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: No error identification failures were observed in the supporting assets. Software: The final status of the backup or restore is placed in a text box that was made inactive. If an error occurs during the backup, then an alert is generated with the specific error event. Authoring Tool:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool:	Web: Electronic Docs: Online Help (Knowledge Base) is missing labels for search criteria. The other assets were well-formed. Software: There are numerous screens containing

Criteria	Conformance Level	Remarks and Explanations
		missing labels. • Drive Selection • Summary Template • Schedule Backup • Backup Operation • Restore: TBIHD Mount • TBWinPE/RE Builder: Settings Authoring Tool:
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Supporting electronic documents and identified assets generally conform to their associated technologies. Software: There were no identified nesting or duplicate ID issues. Authoring Tool:
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Supporting documents conformed to their specifications except where identified in the WCAG A and AA sections. Software: There were two instances where a text box was incorrectly placed in a disabled state. These were noted in 3.3.2 Labels as it is a better fit than 4.1.2. • Backup Summary Screen • Restore Summary Screen Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:	Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Videos attempt to described non-visual content. Software: Not Applicable Authoring Tool:
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Support Authoring Tool:	Web: Electronic Docs: • Embedded Product Support - Pass • Online Help (Knowledge Base) – The online help has numerous contrast issues. • Forum (phpBB) – Pass for large text contrast. • Manual (PDF) - Pass Software: Pass for contrast. Authoring Tool:
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Support Software: Support Authoring Tool:	Web: Electronic Docs: • Embedded Product Support - Pass • Online Help (Knowledge Base) – The online help minor issues with the menu text when increasing the text size to 200%. The full zoom passed at 200% • Forum (phpBB) – Pass • Manual (PDF) - Pass Software: The windows based product allows for screen magnification using native Windows magnification functionality and allows for native Windows personalization control.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool:
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Images of text were not detected. Software: There are two images on the primary screen that contain the acronym TBI with textual labels. No other images with text were detected. Authoring Tool:
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Electronic Docs: Supports Authoring Tool:	Web: Electronic Docs: • Embedded Product Support - Pass • Online Help (Knowledge Base) – Pass • Forum (phpBB) – Pass Authoring Tool:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Support Authoring Tool:	Web: Electronic Docs: • Embedded Product Support – There are no headings. • Online Help (Knowledge Base) – Has missing labels such as search. • Forum (phpBB) – Pass • Manual (PDF) - Pass Software: With the exceptions noted in 2.4.2 Page Titled, contextual labels are in place. Headings are not used in this desktop app as there is no content to navigate through. Authoring Tool:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Supports Authoring Tool:	Web: Electronic Docs: • Embedded Product Support – Pass • Online Help (Knowledge Base) – Pass • Forum (phpBB) – Pass

Criteria	Conformance Level	Remarks and Explanations
		Software: There is a minor focus indication issue with the drive selection template. The focus resides on the next button rather than the drive panel. Authoring Tool:
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Partially Supports Software: Supports Authoring Tool:	Web: Electronic Docs: Guides and support are only provided in English. See 3.1.1 Language of Page. Software: The product is provided in 8 languages. Only English was evaluated. Authoring Tool:
3.2.3 Consistent Navigation (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	Web: Electronic Docs: Supports Authoring Tool:	Web: Electronic Docs: Interfaces for all identified products are consistent. Authoring Tool:
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Electronic Docs: Supports Authoring Tool:	Web: Electronic Docs: All functions with the same functionality are identified consistently. • Embedded Product Support – Pass. • Online Help (Knowledge Base) – Pass • Forum (phpBB) – Pass Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Supports Software: Does Not Support Authoring Tool:	Web: Electronic Docs: • Embedded Product Support – Cannot produce errors. Search only. • Online Help (Knowledge Base) – Pass • Forum (phpBB) – Pass

Criteria	Conformance Level	Remarks and Explanations
		Software: Package does not provide error suggestions. Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:	Web: Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:

Criteria	Conformance Level	Remarks and Explanations
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	Web:

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: Functional performance criteria does not apply to this web-based application.

Chapter 4: Hardware

Notes: There are no hardware components for this product.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Application tested across multiple assistive technologies.
502.2.2 No Disruption of Accessibility Features	Supports	Application tested across multiple assistive technologies.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	See WCAG detail for conformance.
502.3.2 Modification of Object Information	Supports	Users can directly set states and properties.
502.3.3 Row, Column, and Headers	Supports	Software did not contain tables.
502.3.4 Values	Supports	For AT, there are progression bars that behave differently in different assistive technologies. For example, NVDA audibly gives indication that a progression is taking place. There are also visual indications as to the progression of the backup and restore

Criteria	Conformance Level	Remarks and Explanations
		events.
502.3.5 Modification of Values	Supports	Values can be set by assistive technology users.
502.3.6 Label Relationships	Partially Supports	See WCAG labels.
502.3.7 Hierarchical Relationships	Supports	Hierarchical values such as tree views are accessible.
502.3.8 Text	Supports	For AT, content is read at the time of screen entry.
502.3.9 Modification of Text	Supports	User are not permitted to make text modifications.
502.3.10 List of Actions	Supports	Standard controls are used.
502.3.11 Actions on Objects	Supports	All objects that allow actions can be performed by assistive technology users.
502.3.12 Focus Cursor	Supports	See WCAG section for focus visible issues
502.3.13 Modification of Focus Cursor	Supports	Application flows user preferences to include high contrast modes.
502.3.14 Event Notification	Partially Supports	Event notification is present, but has an issue with items such as the backup and restore summary pages. Some of the final event states are not perceivable to assistive technologies. See WCAG 3.3.1 Error Identification.
502.4 Platform Accessibility Features	Supports	Software complies with the seven ANSI/HFES factors.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Allows full control via windows high contrast modes.
503.3 Alternative User Interfaces	Supports	No alternate interface is provided.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Only the videos are provided. The user has full control of selection of the video player.
503.4.2 Audio Description Controls	Not Applicable	Only videos are provided.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Not an authoring tool.
504.2.2 PDF Export	Not Applicable	Not an authoring tool.
504.3 Prompts	Not Applicable	Not an authoring tool.
504.4 Templates	Not Applicable	Not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Application is not subject to Chapter 4. The application uses standard controls and should be familiar to assistive technology users.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	Support materials and services have been documented in the WCAG sections. Alternate formats of print materials can be provided at the user's request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The application uses standard controls and should be familiar to assistive technology users.
603.3 Accommodation of Communication Needs	Supports	Support includes: email - Sales: sales@terabyteunlimited.com - Technical Support: support@terabyteunlimited.com

Criteria	Conformance Level	Remarks and Explanations
		- General: corporate@terabyteunlimited.com Other forms of communication have been outlined in the WCAG electronics document section: Forum (phpBB)

Legal Disclaimer