

# Voluntary Product Accessibility Template® (VPAT®)

## Revised Section 508 Edition

Version 2.4RLeDits

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## About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the Revised Section 508 edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)

If you need a different combination of standards/guidelines then use the appropriate alternate edition of the VPAT found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

# Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the Accessibility Conformance Report and use the appropriate VPAT file.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

## Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain the following content at a minimum:
  - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
  - **VPAT Heading Information** – Template version
  - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary
  - **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, "May 2016". If date is included, ensure it is clear "4 May 2016" or "May 4, 2016".
  - **Product Description** – A brief description of the product

- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
  - The list must include only the Standards/Guidelines used to evaluate the product.
  - The applicable Standards/Guidelines that are included in this VPAT edition are:
    - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
    - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018
  - If other Standards/Guidelines are reported, then use the appropriate VPAT edition.
  - This information can be in a table format at the top of the report with the table heading ‘Standards/Guidelines’ and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed “(yes / no)” for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.
  - If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are: This can only be used in WCAG 2.x Level AAA
  - **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG 2.x Level AAA.
- **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
4. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
    - Revised Section 508:
      - Chapter 5 Software
      - Chapter 6 Support Documentation
    - The selected levels of WCAG 2.0 Guidelines.
  - If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.
5. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
    1. The functions or features with issues
    2. How they do not fully support
  - If the criterion does not apply, explain why.
  - If an accessible alternative is used, describe it.

6. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus those sections can be removed with a summary in the notes for the chapter, or a row in the table.

## Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document
  - Links to any related documents
  - Additional information describing the product
  - Additional information about what the document does or does not cover
  - Information suggested by the [WCAG 2.0 Conformance Claim](#)
  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
  - Testing is based on general product knowledge
  - Similar to another evaluated product
  - Testing with assistive technologies
  - Published test method (provide name, publisher, URL link)
  - Vendor proprietary test method
  - Other test method
- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.

- Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).
- How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
- Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire section is not being reported on because it does not apply to the product, for example:
    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
    - A card reader that doesn't have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria doesn't apply.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.0 Tables:** The WCAG 2.0 criteria are shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA or AAA) all criteria for that level must be answered.
- **Language:** Translation to other languages is permitted.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
  - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the standard and guideline tables appear may be changed to facilitate reading. The current order is WCAG then Section 508. You can change this order to insert the WCAG criteria into the Section 508 tables.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

## Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 9 pages of this document, including the table of contents, introductory information and instructions.
- Check for each required item in the VPAT® document:
  - **[Company Name] Accessibility Conformance Report** (report title)
  - **(Based on VPAT® Version 2.4)**
  - **Name of Product/Version**
  - **Report Date**
  - **Product Description**
  - **Contact Information**
  - **Notes**
  - **Evaluation Methods Used**
  - **Applicable Standards/Guidelines**

- **Terms**
- **Tables for Each Standard or Guideline**
  - Check that there is a response for each criterion for ‘Conformance Level’ and ‘Remarks and Explanations.’
- Verify that the final document is accessible.
- Post your final document on your company’s web site, or make the document available to customers upon request.

## **Table Information for VPAT® Readers**

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# Mersive Technologies Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version: Solstice Product Suite - Solstice Pod, Solstice Clients, Solstice Cloud**

**Report Date: January 15, 2022**

**Product Description:** The Solstice Product Suite enables collaborative content sharing to shared displays in conference rooms, classrooms, common areas or anywhere users would like to wirelessly connect and share content to a display. The product suite is partitioned into three components; 1) The Solstice Pod, that connects directly to the display in the room to receive and display content from various devices, display information to users, and provide other in-room services, 2) the Solstice Clients, that run on OSX, Windows, Android, and iOS to allow any user to share content on-demand to the display, and 3) the Solstice Cloud for centralized management, monitoring, analytics, and intelligent services such as the ability to detect occupancy in a room, or provide integration to video conferencing services.

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### Notes:

## Evaluation Methods Used:

Mersive evaluates our accessibility in a major audit once a year. In addition, with each release, any feature update or introduction is assessed and the corresponding VPAT sections are updated. Evaluation is performed internally with Mersive's design team, and then reviewed by the corresponding product manager for the relevant products. Finally, the accessibility team – made up of the CTO, design team, and product lead finalize their assessments of the accessibility criteria. In practice, these assessments are performed by studying the relevant criteria as outlined in the latest governmental standards, and then reviewed live by analyzing the product performance against those criteria. While we do discuss accessibility requirements and improvements with customers, users, and even study accessibility issues in field trials – internal evaluation is the majority of the data that drives our assessment and reporting.

The Mersive roadmap is typically updated as part of this process. When deficiencies are identified that will be addressed they are called out in the VPAT document, and the Solstice product suite roadmaps are updated to reflect the new plan.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with 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](#).

## Table 1: Success Criteria, Level A

Notes: Fundamentally, the Solstice products suite allows users to connect and share content to their meetings, on-demand, wirelessly. To enable this capability, the product suite is broken into three general categories. As part of our accessibility reporting, we report specifically on each of these product categories.

These are:

**Solstice Client Software:** This software runs on the user’s device as an application that allows users to discover meeting rooms, connect to a particular display in that room, and stream content wirelessly to the screen from that device. Users can share multiple “posts” to the display including application windows, videos, or the full screen of the device. The client software also supports other functionality including control of content layout, starting conference calls, and, if needed the ability to moderate a meeting. Solstice client software runs on OSX, Windows, iOS, and Android devices.

**Solstice Pod:** This is a compute appliance that attaches directly to a display and is connected to the user’s network. The Solstice Pod receives connections from Solstice Clients, web browsers, or Miracast and Airplay senders and then display’s the received video for group viewing. The Pod also presents a set of additional features including the ability to view upcoming meetings, display digital signage feeds, and capture event and configuration data that is sent to the Solstice Cloud.

**Solstice Cloud:** This is a cloud-portal application that allows users to login and manage a fleet of Pods. Solstice Cloud provides centralized management, analytics and usage visualization capabilities, and monitoring. Solstice Cloud is presented as a web-front end via a browser.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Partially Supports.</p> <p><b>Solstice Pod:</b> Partially Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> All Client software publish and control icons are augmented with a text description to enable usability. Other icons are augmented with textual tooltips that can support text-to-speech when enabled on the operating system of the client device. However, the solstice client also includes a layout control map that allows users to drag-and-drop content layout interactively. This layout controller is fundamentally a visual/spatial controller and does not involve a textual description. We are exploring adding a textual field that describes the current layout and any changes to that layout as part of our accessibility roadmap.</p> <p>Most of the Solstice Client supports text-only, and voice-to-text capabilities for the user interface, this includes moderation of content, posting content to the display, and connecting/disconnecting from various displays. Improvements need to be made in two places. First, the Solstice control panel requires visual and spatial understanding to control content position and if it is viewable on or off screen. This element needs to be updated with a descriptive text option that would reflect the current layout. Secondly, the Solstice Client discovery page contains icons that denote is a display is in use – these icons, on mobile devices, do not support tooltip text and cannot therefore support text-to-speech for users.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Solstice Pod:</b> While all menus and control elements on the Solstice Pod include textual descriptions – The Solstice Pod does not conform to these standards when it is connected to an interactive touchscreen. While intuitive, the drag/drop controls and double-tap to scale an element are not denoted by corresponding text. A second issue related to text support is the lack of a textual description when a user wants to control shared video to the display. A pictorial icon, denoting video controls, is presented on the touchscreen and can be tapped to open video control settings – this menu does not include text.</p> <p><b>Solstice Cloud:</b> The solstice cloud interface makes very little use of graphical icons and when icons are used they are augmented with descriptive text.</p> <p><b>Electronic Docs:</b> Important documentation for the product suite does use images. However these are augmented with text captions that are descriptive and explanatory.</p>
<p><u><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a></u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Does not support.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Supports.</p>	<p><b>Solstice Client:</b> The Solstice client application supports sharing of videos from a user’s device to the Solstice Pod (see below), but does not display those videos independently or locally.</p> <p><b>Solstice Pod:</b> Videos shared to a Solstice display will play as recorded. While there are controls within the Solstice App and the display (if touchscreen enabled) to pause and seek, there are not text or timeline alternatives to view the shared video. It is important to note, however, that the Solstice Pod does support videos with embedded closed captioning and the Solstice system supports sharing of alternative types. For example, a user could share a video to the room display and also share an explanatory timeline to the same display, providing alternative access to the media for those users in the room.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> All training and documentation videos support standard closed captioning for online content. All other content is provided in pdf or text only format.</p>
<p><u><a href="#">1.2.2 Captions (Prerecorded)</a></u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Partially supports.</p>	<p><b>Solstice Client:</b> The Solstice client application supports sharing of videos from a users device to the Solstice Pod (see below), but does not display those videos independently or</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Supports.</p>	<p>locally.</p> <p><b>Solstice Pod:</b> There are two ways to display a shared video on a Solstice display. Users have the option to share a video that is playing within an application window such as YouTube from their screen. In this case, standard closed caption capabilities that are native to the application are supported. However, when sharing a video directly from a user’s file – if that file does not embed captions – Solstice Pod will not automatically insert and display captions.</p> <p><b>Solstice Cloud:</b> Solstice Cloud does not display video content to users.</p> <p><b>Electronic Docs:</b> All training and documentation videos support standard closed captioning for online content. All other content is provided in pdf or text only format.</p>
<p><a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Partially supports.</p> <p><b>Solstice Pod:</b> Does not support.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p><b>Solstice Client:</b> The client software does not display or present time-based media that would require an audio description. However, user-interface elements support the operating system-level text-to-speech capabilities. On the sharing panel, users can see what sharing source is selected and what action will be taken on click as focus changes from share types. Interactive elements support text-to-speech tooltips. However, the interactive control panel only denotes focus once a click has occurred. This will be addressed in our 2022 client software update.</p> <p><b>Solstice Pod:</b> The solstice pod does not support independent audio descriptions of shared time-based media. For example, the Solstice Pod will receive, decode, and display a shared video file from a user – but does not support the generation and display of a textual description of that content.</p> <p><b>Solstice Cloud:</b> Solstice Cloud does not display time-based content to users.</p> <p><b>Electronic Docs:</b> Our electronic documentation does not contain time-based media.</p>
<p><a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A)</p> <p>Also applies to:</p>	<p><b>Solstice Client:</b> Does not support.</p>	<p><b>Solstice Client:</b> Solstice client does not programmatically expose spatial information and relationships. 3<sup>rd</sup> party systems</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Pod:</b> Does not support.</p> <p><b>Solstice Cloud:</b> Partially supports.</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p>that reformat this data will not be able to preserve these relationships. We have explored extending the client APIs to support a set of spatial layout queries – but that work would not be slated until 2023. Of particular challenge is the layout controller tool in the Solstice Client. This controller presents to a user a preview of shared content on the display and can be used for collaborative control of that layout. This information is presented graphically in the closed application and would need to be extended to provide a layout and meaningful description of content layout on demand.</p> <p><b>Solstice Pod:</b> Similar to the solstice client, the Solstice Pod presents a dynamic, controllable layout of content that can change throughout a meeting. There is currently no API or interactive elements to expose how content is layed out to a user.</p> <p><b>Solstice Cloud:</b> The solstice cloud is an HTML application that makes extensive use of common programmatic ol, ul, dl for list elements, h1 through h6 header labels, and other easily parsed layout control elements. However, Solstice Cloud does present graphical information in the form of maps and line graphs. These elements to not have a programmatic method to extract this information.</p> <p><b>Electronic Docs: Not applicable.</b></p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Not applicable.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs: Not applicable.</b></p>	<p>The Solstice product suite does not involve extensive, temporal sequences that modify the meaning of the user experience. Instead, static controls are presented that impact state directly.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> Usage instructions related to the Solstice Client are presented in two ways – contextual help on particular navigation panels and in a direct help system menu. These instructions do not rely solely on graphical of visual elements and are almost entirely text. Where instructions contain images/figures, those images and figures are augmented with a corresponding text caption.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Solstice Pod:</b> The Solstice Pod primarily presents a visual representation of shared content on a display. The only interactive instructions are embedded in an on-screen, touchscreen menu, those instruction elements are text-only.</p> <p><b>Solstice Cloud:</b> Solstice cloud instructions are all text-based.</p> <p><b>Electronic Docs: Not applicable</b></p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p>Color is not used as the only means of control indicators, prompting responses, or distinguishing visual elements. When color is used, it is used the augment other means of communicating the same information.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Client:</b> Audio is supported by the Solstice Client in two ways. Desktop audio can automatically begin playing when a desktop is shared and this feature is enabled. In this case, the client presents a mute/un-mute capability for that user. In addition, volume control of the desktop share are available at the operating system level. A second audio capability is presented when a user shares a video file. In this case a native audio volume control and mute capability are included.</p> <p><b>Solstice Pod:</b> When audio is streamed from the Pod to the room system, an audio controller is presented to users at the display. This interface supports volume control, play/pause, mute.</p> <p><b>Solstice Cloud:</b> Solstice Cloud does not involve automatic video playback or streaming of audio.</p> <p><b>Electronic Docs:</b> Online documentation does not involve automatic video playback with audio.</p>
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> </ul>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Partially supports</p>	<p><b>Solstice Client:</b> Solstice client lacks keyboard controlled focus for many user-interface elements. While the discovery panel supports tab-selection and connection to a display through keyboard, layout control and navigation within the application itself do not support keyboard controls.</p> <p><b>Solstice Pod:</b> Solstice Pod, when equipped with a keyboard,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>	<b>Electronic Docs:</b> Not applicable	<p>supports configuration and settings control. Users are able to configure all settings via the keyboard interface. However, real-time control of media elements on screen is only possible through a supported touchscreen interface.</p> <p><b>Solstice Cloud:</b> Solstice could supports keyboard control for all user-interface elements. This includes navigation through on-line pages, selecting and modifying pod configuration settings, and visualization of pod utilization. There is not support for keyboard control on a map-based interface that supports interactive control of a Pods geospatial assignment. This interface is a point-and-click driven experience that needs to be updated with corresponding keyboard controls. We plan to update this interface in the first half of 2023.</p> <p><b>Electronic Docs:</b> Not applicable</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p>The Solstice product suite does not contain a keyboard trap in areas of the user-interface that support keyboard-based navigation between interface elements.</p> <p><b>Electronic Docs:</b> Our online electronic documentation is presented in a standard webpage that supports keyboard navigation to select various pdf documents. These pages do not contain keyboard traps.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Client:</b> The solstice client presents a timed user-interface element that prompts users when location-services has detected that they have left the room. This interface includes a timer that surpasses 20seconds. In addition, we are compliant to a reset/ignore workflow on this interface because a button is presented that allows a user to dismiss the interface without disconnecting when needed.</p> <p><b>Solstice Pod:</b> The Solstice Pod does not present timed interface elements to users.</p> <p><b>Solstice Cloud:</b> No applicable.</p> <p><b>Electronic Docs:</b> Not applicable</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p><b>Solstice Client:</b> Supports.</p> <p><b>Solstice Pod:</b> Does not support</p>	<p><b>Solstice Client:</b> The solstice client does not directly present moving, blinking, scrolling, or auto-updating information in the user-interface. While clients can share moving content (i.e. videos) those videos can be paused via native controls</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Pod:</b> The Pod is capable of displaying a moving informational banner when it is subscribed to an RSS feed. This feed can contain text and images. Users are unable to pause this feed with interactive controls.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> Solstice client users can visit a webpage on the Pod by visiting it's URL. That page, and other pages linked to it, do not contain flashing content.</p> <p><b>Solstice Pod:</b> Solstice Pod presents a webpage interface as part of it's local configuration tool. This series of webpages are presented as static, interactive content for modifying settings on the Pod and these pages do not contain flashing content.</p> <p><b>Solstice Cloud:</b> The entire Solstice Cloud front-end interface is presented as interactive webpages. No flashing content is present.</p> <p><b>Electronic Docs:</b> Electronic documentation and the corresponding documents themselves do not contain flashing content.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially Supports</p> <p><b>Solstice Cloud:</b> Partially Supports.</p> <p><b>Electronic Docs:</b> Does not support</p>	<p><b>Solstice Client:</b> The Solstice client does not utilize a web interface with sequential navigation or repeated/blocking text. Instead each panel can be directly navigated to via a single mouse click to reach a page. This flat navigation structure makes it easier for the visually impaired to reach important information quickly.</p> <p><b>Solstice Pod:</b> The Soslstice Pod serves a series of webpages for configuration and settings. These pages are navigated via tabbed headers and while they are directly clickable – each page may require scrolling through repeated content to reach particular settings. We plan on adding navigation tags so users can more quickly reach particular stanzas in the 2023 roadmap.</p> <p><b>Solstice Cloud:</b> Solstice cloud does allow users to reach</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>important content through single clicks. However, some pages present map-based and scolloed information. Those web widgets do not support bypass keyboard shortcuts.</p> <p><b>Electronic Docs:</b> Solstice documentation is accessed via a navigation page that can require both search and scrolling. As part of a more general audit, we would like to provide an alternative navigation mechanism that can be more directly accessed. This work is not yet scheduled.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially Supports</p> <p><b>Solstice Cloud:</b> Partially Supports.</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> All web pages visited via the Solstice Client are titled clearly.</p> <p><b>Solstice Pod:</b> All web pages served by the Solstice Pod to end-users are titled clearly. However, some pages, intended fir diagnostics and management are not. These pages are rarely accessed by end-users but will be updated to contain clear titles in 2023.</p> <p><b>Solstice Cloud:</b> All pages served by the Solstice Cloud are clearly setup with explanatory headers. Many of these pages include subheaders as well.</p> <p><b>Electronic Docs:</b> Documentation pages, including the documentation files themselves are structured with clear headers.</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Not applicable</p> <p><b>Solstice Cloud:</b> Partially supports</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Client:</b> Solstice client does not involve navigation sequences of operation that convey meaning or information. Each action in the client results in a obvious change of state.</p> <p><b>Solstice Pod:</b> Solstice Pod does not involve navigation sequences of operation that convey meaning or information. Each action in the client results in a obvious change of state.</p> <p><b>Solstice Cloud:</b> Solstice cloud mostly does not involve sequences of interaction that convey meaning. However, multiple configuration changes, in time, may be important to end users. We are developing an auditing system that will convey that sequence in a straightforward manner to the user. This work will ensure that interaction focus will be easy to understand and will operate in a way to ensure that it is predictable and preserves the time-sequence meaning of the set</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>of configuration changes. This work is underway and will be available in 2022.</p> <p><b>Electronic Docs:</b> Online and electronic documents do not involve sequences of interaction that convey meaningful information.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud: Partially Supports.</b></p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> In the few places where a client-side web-page link is presented – the link text itself can be understood. This includes connecting to the pod as an end-user where the Pod name is embedded, configuration pages, and even REST API calls to the Pod via URL links that embed meaningful names for the page to be visited.</p> <p><b>Solstice Pod:</b> The pod presents only a few URLs – and for each, the link conveys a meaningful name via the link text.</p> <p><b>Solstice Cloud:</b> Not all links in the complex, configuration, management, and analytics platform are human-readable. This is specifically true of links to specific graph elements, tables, and maps.</p> <p><b>Electronic Docs:</b> The document names, embedded in the URL to access those documents conveys meaning.</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports.</p> <p><b>Electronic Docs:</b> Partially supports</p>	<p><b>Solstice Client:</b> The Solstice client supports a variety of international languages and can be modified using the operating system language selector within iOS, OSX, Windows, and Android.</p> <p><b>Solstice Pod:</b> The default language that is displayed by the Solstice Pod can be modified to a large number of languages via the configuration web page on the Pod itself or in the Solstice Cloud.</p> <p><b>Solstice Cloud:</b> Solstice Cloud can be modified within the browser settings to modify the default language.</p> <p><b>Electronic Docs:</b> Online documentation is translated into a number of different languages – however, users must select the appropriate document to access the language of their choice, there is no way to modify the default language of specific documents.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Supports.</p> <p><b>Electronic Docs:</b> Supports.</p>	<p><b>Solstice Client:</b> Changing focus within the Solstice Client to different interaction elements does not, in itself, modify context.</p> <p><b>Solstice Pod:</b> Focus changes, in almost all cases, does not modify context for the Solstice Pod. However, when equipped with a touchscreen and a user focuses an element through a ‘touch and hold’ event. A new context menu will appear, changing the set of UI elements available to the user. This touch and hold event is also mapped to a change of focus event on a standard HID mouse.</p> <p><b>Solstice Cloud:</b> Changing focus in the Solstice Cloud does not modify context or state.</p> <p><b>Electronic Docs:</b> Focus changes on the documentation webpages does not modify context.</p>
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support.</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p><b>Solstice Client:</b> Single changes in the client interface – toggling audio on/off, publishing content, disconnecting from a display – will have immediate impact without a secondary advisement prior to the change in context.</p> <p><b>Solstice Pod:</b> Single changes in the Pod interface – sliding a seek bar for video, dragging content, disconnecting, will have immediate impact without a secondary advisement prior to the change in context.</p> <p><b>Solstice Cloud:</b> Web interfaces in the Solstice Cloud often have context change immediately following a settings change.</p> <p><b>Electronic Docs:</b> Online documentation is accessed in a traditional navigation page and settings are not preset.</p>
<p><b><u>3.3.1 Error Identification</u></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support.</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p>Error identification across the product suite does not consistently present textual feedback to the user on invalid input. Often, invalid inputs are not accepted, but when they are, the user-interface may not convey the error at all. We plan to update this using a text-based error field that automatically conveys the invalid input as part of our roadmap in 2023.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p><b>Solstice Client:</b> Clear text labels accompany fields where user-input is required. Note that some <i>optional</i> elements (for example, a toggle for enabling audio streaming) do not have corresponding text labels, but this is being addressed as part of a different effort to ensure text-to-speech support.</p> <p><b>Solstice Pod:</b> Clear text labels accompany fields where user-input is required on the configuration pages served by the Solstice Pod.</p> <p><b>Solstice Cloud:</b> Clear text labels accompany fields where user-input is required.</p> <p><b>Electronic Docs:</b> Not applicable.</p>
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Not applicable.</p> <p><b>Solstice Cloud:</b> Partially supports.</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p>Solstice product suite does not typically present information via user-facing markup languages.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Supports.</p> <p><b>Solstice Cloud:</b> Partially supports.</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p><b>Solstice Client:</b> The solstice client does not serve webpages directly to end users.</p> <p><b>Solstice Pod:</b> The solstice Pod presents standard HTML webpages that support programmatic access and changes to input fields. For example, standard PUT/GET requests can be issued to the Solstice Pod to open and modify configuration settings using standard tools or assistive technologies.</p> <p><b>Solstice Cloud:</b> Some aspects of the Solstice cloud can support standard programmatic access, however, sophisticated, and custom input fields to determine visualization inputs, template definitions cannot be captured via standard programmatic interfaces..</p> <p><b>Electronic Docs:</b> Not applicable.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable.</p> <p><b>Solstice Pod:</b> Not applicable.</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Not applicable.</p>	<p>The Solstice product suite does not involve live audio transmission or output. Instead audio is played via the Solstice Pod from other platforms that are streaming to the in-room display. For example, if a user is using a video conferencing application that does support live captions then the displayed source will still support live captions however, Solstice itself does not embed live captions.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Not applicable</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> The Solstice client application supports sharing of videos from a users device to the Solstice Pod (see below), but does not display those videos independently or locally.</p> <p><b>Solstice Pod:</b> There are two ways to display a shared video on a Solstice display. Users have the option to share a video that is playing within an application window such as YouTube from their screen. In this case, standard closed caption capabilities that are native to the application are supported. However, when sharing a video directly from a user’s file – if that file does not embed captions – Solstice Pod will not automatically insert and display captions.</p> <p><b>Solstice Cloud:</b> Solstice Cloud does not display video content to users.</p> <p><b>Electronic Docs:</b> All training and documentation videos support standard closed captioning for online content. All other content is provided in pdf or text only format.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> Control, interface elements, navigation, and other informational elements in the Solstice Client meets a minimum contrast of 5:1.</p> <p><b>Solstice Pod:</b> Generated menus and interaction elements are all displayed with a minimum contrast of 5:1, however, the Soslstice Pod supports a ‘touchback control’ mechanism that allows users at the touchscreen to interact with source content being streamed live from a device. We cannot guarantee that the elements on the shared display are of sufficient contrast.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>While we have looked at adding an additional contrast filter to the content, this would change the expected appearance of shared content and may not be desirable.</p> <p><b>Solstice Cloud:</b> Solstice cloud contains at least a 4.5:1 contrast ratio for all elements in the interface.</p> <p><b>Electronic Docs:</b> Online documentation can be downloaded as a pdf as well as viewed interactively. Downloaded documents are available in a high-contrast, black-and-white mode.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client.</b> The solstice client application text respects scaling changes in each of the supported operating systems. Users can achieve up to a 200% scale on text within the client.</p> <p><b>Solstice Pod:</b> The solstice pod renders on-screen menus and configuration pages natively if a user connects a mouse or touchscreen to the Pod. While this user interface is optional and not required for full functionality – text on the display cannot be scaled by the end user.</p> <p><b>Solstice Cloud:</b> The Solstice Cloud user-interface text respects scaling changes through common browsers either via keyboard shortcut or through setting modifications in the browser being used. Users can achieve up to a 200% scale on text within the client.</p> <p><b>Electronic Docs:</b> Common scaling techniques, including operating system, application layer view changes (i.e. pdf viewers) impact the text of both online and document text.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p><b>Solstice Client:</b> The user interface avoids displaying any textual information as an image. In the occasional place where this is done – repetitive information, in the form of a caption or header, is also displayed and that text can be scaled.</p> <p><b>Solstice Pod:</b> Core user interface elements do not embed text within images. However, the RSS-feed feature of the Solstice Pod commonly displays textual icons as part of an</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>informational feed being delivered from 3<sup>rd</sup> party streaming sites. There is not an independent mechanism to scale or control those images.</p> <p><b>Solstice Cloud:</b> Solstice cloud does not make use of text embedded within images.</p> <p><b>Electronic Docs:</b> Supports</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Does not support</p>	<p><b>Solstice Client:</b> The only webpages utilized by the client experience are flat and do not contain independent, chained navigation.</p> <p><b>Solstice Pod:</b> Solstice Pod serves a series of configuration pages that have more than one method to access. A top tabbed navigation bar moves users between main pages, but these pages are also bookmarked and can be accessed directly through URL links.</p> <p><b>Solstice Cloud:</b> Navigation to each webpage can be achieved through direct URL links along with a navigation system at left. Long pages with below-the-fold information are tagged with markup bookmarks for direct navigation to those offsets.</p> <p><b>Electronic Docs:</b> Documentation needs to be augmented with pdf bookmarks in many places. We plan to undertake this work at the end of 2022.</p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Does not support</p>	<p>The solstice product suite contains headings that are focused on being informational, concise, and describe the section/page purpose.</p> <p>This is also true of online documentation.</p>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p> <p>Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Partially supports</p>	<p>Solstice products do not make use of explicit changes to foreign languages of origin. For example, use of latin technical terms or complex pronouns. When they do, appropriate language tags will be used to assist correct translations via assistive technologies. Exceptions include proper names (i.e. “Kepler” in the Solstice Cloud).</p> <p><b>Electronic Docs:</b> Online documents mostly utilize the &lt;lang&gt; tag when necessary to callout the rare use of foreign language terms embedded in documentation. However, we will audit our documents as part of an end of year 2022 audit and add these tags where needed.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p>Solstice user interfaces, across the entire product suite, make use of a consistent and immutable navigation system.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Supports</p>	<p>While there are slight wording differences between the products, these navigational indicators are consistent. This includes both text-based indicators (“next page”), as well as graphical indicators (Down arrow to indicate sort descending).</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Partially supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Client:</b> In many instances, the Solstice Client traps errors and displays corrective action is then presented to the user. However, there are errors related to loss of network connection or invalid inputs that do not display known corrective action. This will be addressed in the 2023 product roadmap.</p> <p><b>Solstice Pod:</b> In cases where corrective actions are known, this information is displayed to users via the in-room display from</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>the Solstice Pod.</p> <p><b>Solstice Cloud:</b> In cases where corrective actions are known, this information is displayed to users via the in-room display from the Solstice Pod.</p> <p><b>Electronic Docs:</b> Not applicable</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p><b>Solstice Client:</b> Partially supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p> <p><b>Electronic Docs:</b> Not applicable</p>	<p><b>Solstice Client:</b> The solstice client EULA is displayed at install time, acceptance of the EULA can be undone with a “back” button and is reversible. However, an in-product prompt that asks the user to accept the location-services feature presents a pop-up dialog that once accepted cannot be revoked immediately. Users need to navigate to a settings menu and modify an entry to reverse the acceptance of that dialog. We will address this in the 2023 roadmap.</p> <p><b>Solstice Pod:</b> License activation on the pod occurs at first run and presents a ‘back’ button that allows users to reverse acceptance.</p> <p><b>Solstice Cloud:</b> Terms of use and licensing is always available to users in the Solstice Cloud. Accepting these agreements can be reversed.</p> <p><b>Electronic Docs:</b> Not applicable</p>

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)</p> <p>Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	<p>Solstice does not generate video/auditory content, but instead transports and displays data being streamed live from source devices.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
<p><a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
<p><a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Not applicable</p> <p><b>Solstice Cloud:</b> Not applicable</p>	<p>Solstice products do not involve live audio except in the context of a video conferencing call where the source audio is handled by a 3rd party conferencing platform.</p>
<p><a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Partially supports</p> <p><b>Solstice Pod:</b> Partially supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p>While the user interfaces in each of the products typically meet a 5:1 contrast ratio, in many areas of the products that contrast can exceed 7:1, however this is not consistent in all areas.</p>
<p><a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p>Web:</p>	
<p><a href="#">1.4.8 Visual Presentation</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
<p><a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Partially Supports</p>	<p><b>Solstice Client:</b> No visual images of text are used in the interface for solstice client.</p> <p><b>Solstice Pod:</b> While the interface does not utilize images of</p>

Criteria	Conformance Level	Remarks and Explanations
	Solstice Cloud: Supports	text, RSS feeds on the Pod may contain textual images.  <b>Solstice Cloud:</b> No visual images of text are used in the interface for the Solstice Cloud.
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) Revised Section 508 – Does not apply	Solstice Client: Does not support  Solstice Pod: Does not support  Solstice Cloud: Supports	
<a href="#">2.2.3 No Timing</a> (Level AAA) Revised Section 508 – Does not apply	Solstice Client: Supports  Solstice Pod: Supports  Solstice Cloud: Supports	While the Solstice product suite does display videos and time dependent data, that information is not interactive.
<a href="#">2.2.4 Interruptions</a> (Level AAA) Revised Section 508 – Does not apply	Solstice Client: Does not support  Solstice Pod: Does not support  Solstice Cloud: Does not support	
<a href="#">2.2.5 Re-authenticating</a> (Level AAA) Revised Section 508 – Does not apply	Solstice Client: Does not support  Solstice Pod: Does not support  Solstice Cloud: Does not support	
<a href="#">2.3.2 Three Flashes</a> (Level AAA) Revised Section 508 – Does not apply	Solstice Client: Supports  Solstice Pod: Supports  Solstice Cloud: Supports	<b>Solstice Client:</b> Solstice client users can visit a webpage on the Pod by visiting it's URL. That page, and other pages linked to it, do not contain flashing content.  <b>Solstice Pod:</b> Solstice Pod presents a webpage interface as part of it's local configuration tool. This series of webpages are presented as static, interactive content for modifying

Criteria	Conformance Level	Remarks and Explanations
		<p>settings on the Pod and these pages do not contain flashing content.</p> <p><b>Solstice Cloud:</b> The entire Solstice Cloud front-end interface is presented as interactive webpages. No flashing content is present.</p>
<p><a href="#">2.4.8 Location</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
<p><a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Does not support</p>	<p><b>Solstice Client:</b> In the few places where a client-side web-page link is presented – the link text itself can be understood. This includes connecting to the pod as an end-user where the Pod name is embedded, configuration pages, and even REST API calls to the Pod via URL links that embed meaningful names for the page to be visited.</p> <p><b>Solstice Pod:</b> The pod presents only a few URLs – and for each, the link conveys a meaningful name via the link text.</p> <p><b>Solstice Cloud:</b> Not all links in the complex, configuration, management, and analytics platform are human-readable. This is specifically true of links to specific graph elements, tables, and maps.</p>
<p><a href="#">2.4.10 Section Headings</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p>The solstice product suite contains headings that are focused on being informational, concise, and describe the section/page purpose.</p>
<p><a href="#">3.1.3 Unusual Words</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p>Solstice products have been audited for jargon or non-common use of words, or words that may be confusion and used out of context. These products do not make use of these types of words.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.4 Abbreviations</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	<p>Technical abbreviations do not have an expanded form that are accessible to the user.</p>
<p><a href="#">3.1.5 Reading Level</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
<p><a href="#">3.1.6 Pronunciation</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports with exception</p> <p><b>Solstice Pod:</b> Supports with exception</p> <p><b>Solstice Cloud:</b> Supports with exception</p>	<p>Solstice applications leverage the capabilities of the host device’s operating system. Wherever supported through language control options via the web browser or operating system, pronunciation of posted content will be available.</p>
<p><a href="#">3.2.5 Change on Request</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Supports</p>	<p><b>Solstice Client:</b> Changing focus within the Solstice Client to different interaction elements does not, in itself, modify context.</p> <p><b>Solstice Pod:</b> Focus changes, in almost all cases, does not modify context for the Solstice Pod. However, when equipped with a touchscreen and a user focuses and element through a ‘touch and hold’ event. A new context menu will appear, changing the set of UI elements available to the user. This touch and hold event is also mapped to a change of focus event on a standard HID mouse.</p> <p><b>Solstice Cloud:</b> Changing focus in the Solstice Cloud does not modify context or state.</p>
<p><a href="#">3.3.5 Help</a> (Level AAA) Revised Section 508 – Does not apply</p>	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not</p>	<p><b>Solstice Client:</b> As of the 5.5 release of the solstice client, contextual help is available to the user through an always-on visible menu.</p>

Criteria	Conformance Level	Remarks and Explanations
	support	
<u>3.3.6 Error Prevention (All)</u> (Level AAA) Revised Section 508 – Does not apply	<b>Solstice Client:</b> Does not support  <b>Solstice Pod:</b> Does not support  <b>Solstice Cloud:</b> Does not support	

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<p><b>Solstice Client:</b> Does not support</p> <p><b>Solstice Pod:</b> Does not support</p> <p><b>Solstice Cloud:</b> Does not support</p>	
302.2 With Limited Vision	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p><b>Solstice Client:</b> Large iconographic buttons within Solstice Clients assist in identifying core workflow needs for sharing. Hover information and icon descriptions create system readable text to speech if enabled via the operating system.</p> <p><b>Solstice Pod:</b> The Solstice Pod provides scaling and spoken screen key options to assist users with identification of important security elements. Customizable background imagery and instructional overlays provide capabilities for users to create visual displays that meet the needs of their audience.</p> <p><b>Solstice Cloud:</b> Web-based scaling assists users when focus is needed on specific areas of the website.</p>
302.3 Without Perception of Color	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p><b>Solstice Client:</b> Color contrasts used for navigation and sharing elements meet accessibility requirements for vision impaired individuals. Consistent icon use and descriptive wording provide further context to provided options and navigation elements.</p> <p><b>Solstice Pod:</b> Customizable background imagery and instructional overlays provide capabilities for users to create visual displays</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>that meet the needs of their audience.</p> <p><b>Solstice Cloud:</b> Provides support for Solstice Pod configurable display options. Solstice Cloud website uses color contrasts for navigation and management options which meet requirements for accessibility standards. Data points indicated by color are reinforced through the use of hover information or accompanying descriptive text.</p>
302.4 Without Hearing	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports with exception</p> <p><b>Solstice Cloud:</b> Supports</p>	<p>The Solstice product suite provide visual operations, navigation, and settings menus with accompanying text for users who may be hearing impaired.</p> <p><b>Solstice Pod:</b> Solstice Pod provides support for closed captioning when enabled via the content source.</p>
302.5 With Limited Hearing	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports with exception</p> <p><b>Solstice Cloud:</b> Supports</p>	<p>The Solstice product suite provide visual operations, navigation, and settings menus with accompanying text for users who may be hearing impaired.</p> <p><b>Solstice Pod:</b> Solstice Pod provides support for closed captioning when enabled via the content source.</p>
302.6 Without Speech	<p><b>Solstice Client:</b> Not applicable</p> <p><b>Solstice Pod:</b> Not applicable</p> <p><b>Solstice Cloud:</b> Not applicable</p>	
302.7 With Limited Manipulation	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p><b>Solstice Client:</b> The Solstice desktop clients are controllable using a mouse, keyboard and touchpad wired or wireless for inputs.</p> <p>Solstice mobile applications are single input applications using the embedded touch functionality which do not require multiple simultaneous controls for use.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p><b>Solstice Pod:</b> The Solstice Pod can be controlled using a wired or wireless mouse and keyboard or via the web browser if the Pod is enrolled in Solstice Cloud.</p> <p><b>Solstice Cloud:</b> Solstice Cloud is a web application and is controllable using a mouse and keyboard/touchpad input via the host computer.</p>
302.8 With Limited Reach and Strength	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> Supports</p>	<p><b>Solstice Client:</b> The Solstice desktop clients are controllable using a mouse, keyboard and touchpad wired or wireless for inputs.</p> <p>Solstice mobile applications are single input applications using the embedded touch functionality which do not require multiple simultaneous controls for use.</p> <p><b>Solstice Pod:</b> The Solstice Pod can be controlled using a wired or wireless mouse and keyboard or via the web browser if the Pod is enrolled in Solstice Cloud.</p> <p><b>Solstice Cloud:</b> Solstice Cloud is a web application and is controllable using a mouse and keyboard/touchpad input via the host computer.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports with exception</p> <p><b>Solstice Cloud:</b> Does not support</p>	<p><b>Solstice Client:</b> The Solstice desktop clients utilize a simple connection and sharing workflow driven by large industry standard icons. Supporting “help” cycling short videos embedded within the application reinforce core user workflows.</p> <p><b>Solstice Pod:</b> Configurable instructions and optional screen key can be simplified for users with limited abilities to enable easier connections to displays for sharing content.</p>

## Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>402 Closed Functionality</u>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to limitations and settings placed by the user.
402.2.2 Transactional Outputs	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to limitations and settings placed by the user.
402.2.3 Speech Delivery Type and Coordination	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to limitations and settings placed by the user.
402.2.4 User Control	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to limitations and settings placed by the user.
402.2.5 Braille Instructions	<b>Solstice Client:</b> Does not support <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Does not support	
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to volume controls provided.  <b>Solstice Pod:</b> Subject to an audio output device being plugged in for audio playback and the wireless host (of content’s) operating system capabilities.
402.3.2 Non-private Listening	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception	The Solstice Client and Solstice Cloud web portal utilize the operating system’s speech output and are subject to volume controls

Criteria	Conformance Level	Remarks and Explanations
	<b>Solstice Cloud:</b> Supports with exception	provided. <b>Solstice Pod:</b> Subject to an audio output device being plugged in for audio playback and the wireless host (of content's) operating system capabilities.
402.4 Characters on Display Screens	<b>Solstice Client:</b> Supports <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports	All standard fonts are Sans Serif: Pod- Berthold Akzidenz Grotesk Client - Montserrat Cloud- Lato
402.5 Characters on Variable Message Signs		
<u><a href="#">403 Biometrics</a></u>	Heading cell – no response required	Heading cell – no response required
403.1 General	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Does not support <b>Solstice Cloud:</b> Does not support	The Solstice Client utilizes the host's operating system to provide any biometric access control while logging in.
<u><a href="#">404 Preservation of Information Provided for Accessibility</a></u>	Heading cell – no response required	Heading cell – no response required
404.1 General	<b>Solstice Client:</b> Supports <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports	Solstice applications and pods do not reset settings on each use. Stored settings are preserved until changed.
<u><a href="#">405 Privacy</a></u>	Heading cell – no response required	Heading cell – no response required
405.1 General	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	On screen indicators and visual inputs are not disrupted during the use of any voiceover provided by the host OS or the Solstice Pod.
<u><a href="#">406 Standard Connections</a></u>	Heading cell – no response required	Heading cell – no response required
406.1 General	<b>Solstice Client:</b> Supports <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports	Data relayed for audio and video input and outputs use non-proprietary methods including 802.11 Wi-Fi, Bluetooth, USB and HDMI transmission methods.
<u><a href="#">407 Operable Parts</a></u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception	Connected displays and host operating systems provide adjustable brightness and color conversion options available based on

Criteria	Conformance Level	Remarks and Explanations
	<b>Solstice Cloud:</b> Supports with exception	manufacturer specs. Light and Dark modes are available for many on screen overlays.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	N/A	
407.3.2 Alphabetic Keys	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports with exception	Solstice Pod: Android OS provides non-mechanical, onscreen keyboard. Wireless and Bluetooth keyboards may also be used as needed.  Solstice Cloud and Client: Inputs are based on the host computer.
407.3.3 Numeric Keys	N/A	
407.4 Key Repeat	N/A	
407.5 Timed Response	Not supported	
407.6 Operation	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports with exception	Solstice Pod: Power to the rear and cabling can be disconnected and connected with a single hand.  Solstice Cloud and Client: Inputs are based on the host computer.
407.7 Tickets, Fare Cards, and Keycards	N/A	
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	N/A	
407.8.1.1 Vertical Plane for Side Reach	N/A	
407.8.1.2 Vertical Plane for Forward Reach	N/A	
407.8.2 Side Reach	N/A	
407.8.2.1 Unobstructed Side Reach	N/A	
407.8.2.2 Obstructed Side Reach	N/A	
407.8.3 Forward Reach	N/A	
407.8.3.1 Unobstructed Forward Reach	N/A	
407.8.3.2 Obstructed Forward Reach	N/A	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	N/A	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	N/A	
<b>408 Display Screens</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
408.2 Visibility	N/A	
408.3 Flashing	N/A	
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Supported	
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> N/A</p> <p><b>Solstice Cloud:</b> Supports</p>	Both Solstice Cloud and Solstice Clients use a templated system with color coded actions and informational notes provided to the user.
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	N/A	
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>412.2 Volume Gain</u></b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	N/A	
412.2.2 Volume Gain for Non-Wireline ICT	<p><b>Solstice Client:</b> Supports with exception</p> <p><b>Solstice Pod:</b> N/A</p> <p><b>Solstice Cloud:</b> Supports with exception</p>	Both Solstice Cloud and Solstice Clients leverage the host devices onboard volume controls to adjust volume for shared content or the application's alerts.
<b><u>412.3 Interference Reduction and Magnetic Coupling</u></b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	N/A	
412.3.2 Wireline Handsets	N/A	
412.4 Digital Encoding of Speech	<p><b>Solstice Client:</b> Supports</p> <p><b>Solstice Pod:</b> Supports</p> <p><b>Solstice Cloud:</b> N/A</p>	Solstice supports wireless industry standards for the transmission of voice and data including 802.11 Wi-Fi and Bluetooth.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	N/A	
412.7 Video Communication	<p><b>Solstice Client:</b> Supports with exception</p> <p><b>Solstice Pod:</b> Supports with exception</p> <p><b>Solstice Cloud:</b> N/A</p>	Solstice Conference enables passthrough video functionality dependent on Zoom/Teams or another 3 <sup>rd</sup> party video provider and requires a network capable of hosting video meetings.
<b><u>412.8 Legacy TTY Support</u></b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	N/A	

Criteria	Conformance Level	Remarks and Explanations
412.8.2 Voice and Hearing Carry Over	N/A	
412.8.3 Signal Compatibility	N/A	
412.8.4 Voice Mail and Other Messaging Systems	N/A	
<b><u><a href="#">413 Closed Caption Processing Technologies</a></u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	<b>Solstice Client:</b> Supports <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports	Solstice supports the pass-through of the closed-captioned video and video description in industry-standard formats embedded at the source and provided by the host device.
413.1.2 Pass-Through of Closed Caption Data	<b>Solstice Client:</b> Supports <b>Solstice Pod:</b> Supports <b>Solstice Cloud:</b> Supports	Solstice supports the pass-through of the closed-captioned video and video description in industry-standard formats embedded at the source and provided by the host device.
<b><u><a href="#">414 Audio Description Processing Technologies</a></u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	N/A	
414.1.2 Other ICT	N/A	
<b><u><a href="#">415 User Controls for Captions and Audio Descriptions</a></u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	N/A	
415.1.2 Audio Description Controls	N/A	

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <u><a href="#">WCAG 2.0</a></u> section	See information in WCAG 2.0 section
<b><u><a href="#">502 Interoperability with Assistive Technology</a></u></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.2.2 No Disruption of Accessibility Features	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.

Criteria	Conformance Level	Remarks and Explanations
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.2 Modification of Object Information	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.3 Row, Column, and Headers	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.4 Values	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.5 Modification of Values	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.6 Label Relationships	Not Supported	
502.3.7 Hierarchical Relationships	Not Supported	
502.3.8 Text	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.9 Modification of Text	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.10 List of Actions	<b>Solstice Client:</b> Supports with exception	Accessibility features for Solstice are controlled

Criteria	Conformance Level	Remarks and Explanations
	<b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.11 Actions on Objects	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.12 Focus Cursor	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.13 Modification of Focus Cursor	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.3.14 Event Notification	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
502.4 Platform Accessibility Features	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for Solstice are controlled and configured as part of the host device, Operating System, connected display and/or the browser being used for shared content.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Solstice leverages available options for display settings based on the connected Pod Display or the host’s device using the Solstice Application.
503.3 Alternative User Interfaces	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Solstice leverages available options for display settings based on the connected Pod Display or the host’s device using the Solstice Application.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for closed caption controls in Solstice are passed through as they are available from the host device's Operating System.
503.4.2 Audio Description Controls	<b>Solstice Client:</b> Supports with exception <b>Solstice Pod:</b> Supports with exception <b>Solstice Cloud:</b> Supports with exception	Accessibility features for audio description controls in Solstice are passed through as they are available from the host device's Operating System.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	N/A	
504.2.2 PDF Export	N/A	
504.3 Prompts	N/A	
504.4 Templates	N/A	

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><u>601.1 Scope</u></b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation		
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*