

Tely Labs, Inc.

Voluntary Product Accessibility Template

Date: September 20, 2013

Name of Product: telyHD Series (Base and Pro editions), telyHD Remote control

Contact for more Information: sales@tely.com

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Included	The telyHD is managed on a high definition display.
Section 1194.22 Web-based internet information and applications	Not Applicable	
Section 1194.23 Telecommunications Products	Included	The telyHD Remote controls the telyHD video conference system using an on-screen graphical user interface. Note: The telyHD appliance does not include a Display and the Accessibility conformance of the display is dependent on the display manufacture.
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
** Section 1194.31 Functional Performance Criteria	Included	
** Section 1194.41 Information, documentation, and support.	Included	

Note: Accessibility compliance described in this document is based on the graphical user interface of the telyHD and the telyHD Remote Control. The telyHD hardware requires occasional monitoring and is classified as exempt from Accessibility as per 1194.3(f).

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Last Updated: September 19, 2013

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Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Software interface uses a remote control, e.g. telyHD Remote for navigation
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Does Not Support	The software interface does not have any Accessibility features as in operating systems (Microsoft OS or Apple OS).
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports with Exceptions	The software interface does not have Assistive Technology, e.g. screen reader.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Does Not Support	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	There is not any function or feature for contrast or color selection for the display of the software interface.

(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	The software interface does not have Assistive Technology, e.g. screen reader or Text To Speech (TTS) features.

Section 1194.23 Telecommunications Products		
Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Does Not Support	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does Not Support	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Does Not Support	Integrated Skype capabilities provide access to voicemail capabilities. Skype capabilities can be disabled and may not be relevant to some deployments.

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(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Does Not Support	Integrated Skype capabilities provide access to voicemail capabilities. Skype capabilities can be disabled and may not be relevant to some deployments.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Does Not Support	
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Supports	In a video conference call, high level volume output could impact overall usage. It is recommended to use Assistive Listening devices to enhance the voice signals for individuals with hearing impairments.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Does Not Support	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Supports	Assistive Listening devices could be used in the video conference call.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Supports	The telyHD Remote control provides tactile navigation of the special function keys. Function key layout is consistent and includes at least one set of uniquely shaped controls that can act as a tactile navigation landmark.

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(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Supports	The telyHD Remote control keys and overall control are operable with one hand and meets the force requirement.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supports	

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Does Not Support	
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Does Not Support	
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports with Exceptions	The high quality video provides an excellent solution for individuals who use sign language or lip reading. Closed captioning or live text translation is not supported. Alternative solutions must be integrated for captioning.

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(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

Section 1194.41 Information, documentation, and support.		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Accessible documentation is available through telyLabs Support Center upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Accessible documentation is available through telyLabs Support Center upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Tely Labs conforms through equal facilitation. Customers may reach telyLabs Support Center via Phone, Email or Web Form. TTY users must call the Text Relay Service (TRS) by dialing 711 and have the TRS agent contact telyLabs Support Center via voice.