



Section 508 Accessibility Information for Global Navigator

Voluntary Product Accessibility Template (VPAT)

Date: December 20, 2016
Product Name: Global Navigator
Product Version Number: 10.x
Vendor Company Name: NEC Corporation of America
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The following information relates to NEC products offered under our GSA Schedule GS-35F-0245J and other Federal Contracts.

NEC Corporation of America, based upon its interpretation of the Section 508 regulations, reasonably believes that its products may support some of the features set forth under various sections as identified in the Summary Table below. However, the information herein is not a representation of conformance or compliance and is provided for informational purposes only.

Summary Table Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Support with Exceptions	Product supports some criteria in this section with some exceptions or not applicable responses.
Section 1194.22 Web-based internet information and applications	Not applicable	
Section 1194.23 Telecommunications Products	Not applicable	
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	Support with Exceptions	Product supports some criteria in this section with some exceptions or not applicable responses.
Section 1194.41 Information, Documentation and Support	Support	Product fully supports criteria in this section

Global Navigator - Management Information System		
508 Standard 1194.21	Supporting Feature	Remarks / Comments
<p>1194.21(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.</p>	Supports with Exceptions	<p>The Global Navigator application uses both keyboard and mouse. Some items are only executable by mouse or other pointer device a person with disabilities would use to point and click. While many actions have textual responses of results, many of the Real-time monitoring and management screen actions do not.</p>
<p>1194.21(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.</p>	Supports	<p>Global Navigator does not interfere, disrupt or disable accessibility features of the operating system or with any other application(s).</p>
<p>1194.21(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.</p>	Supports with Exceptions	<p>The Global Navigator client does not utilize a cursor however the Global Navigator Administration client does support an indication for screen focus.</p>

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508 Standard 1194.21	Supporting Feature	Remarks / Comments
1194.21(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.	Not Applicable	Global Navigator does not use images for any programmable elements. All information is textual.
1194.21(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	Global Navigator utilizes minimal bitmap images however where they are used, they remain consistent throughout the application. These bitmap images are not used as controls, status indicators or programmable elements.
1194.21(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	The Global Navigator client is a Microsoft Windows based application that provides all information and data in real-time textual format.
1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	When using Global Navigator it will not change any set up conditions of the actual users PC/Monitor screen running in the background.
1194.21(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	Global Navigator does not utilize any animation.

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508 Standard 1194.21	Supporting Feature	Remarks / Comments
1194.21(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	The Global Navigator Real-time screen has color coding for ACD state, PBX state, Agent ACD state, Agent PBX state, Call In Queue, and alerts, however textual information of those states is also shown as well.
1194.21(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	Global Navigator does not support the changing of the pre-defined colors for the application.
1194.21(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	Global Navigator does not use any flashing or blinking indicators.
1194.21(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.	Not applicable	Global Navigator does not utilize forms.

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508 Standard 1194.31	Supporting Feature	Remarks / Comments
1194.31(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	Access to all data and information is done via mouse and keyboard and displayed on a PC Monitor. While possible that certain information such as system reports could be read via Assistive Technologies, NEC has not conducted such tests.
1194.31(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.	Support with Exceptions	Global Navigator supports a Zoom feature that can be used to increase text size for improved visual clarity. Global Navigator does not support any audio functionality.
1194.31(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	Global Navigator is a visual application that does not require or utilize audible prompts or tones. Access to all data and information is done via mouse and keyboard and displayed on a PC Monitor.
1194.31(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.	Not applicable	Global Navigator does not utilize audio input or output.
1194.31(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	Global Navigator is a visual application that does not require speech commands or input. All information is accessible by keyboard and mouse actions.

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508 Standard 1194.31	Supporting Feature	Remarks / Comments
1194.31(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 with Exceptions	GNAV can be configured to support information retrieval through pre-defined and pre-scheduled reports for users with these limitations; however real-time changes will require the use of a mouse (i.e., fine motor skills).

Global Navigator - Management Information System		
508 Standard 1194.41	Supporting Feature	Remarks / Comments
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	We provide PDF documentation, online documentation. Presentations and more are free of charge. All documentation and support material in industry standard formats for use with assistive technology or solutions.
1194.41(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	Documentation will be supplied in accessible, electronic format upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support services, including telephone and email, supporting the communications needs of persons with disabilities are supplied by the local Authorized NEC Solutions Integrator of this product.