Voluntary Product Accessibility Template (VPAT)

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Product Name: UNIVERGE 3C Software Based Unified Communications and Collaboration
Product Version Number: 8.x
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Summary Table

Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Support	User can click, type or use speech to text, text to speech utilities for the 3C applications. There are typically multiple ways to do a function with the 3C application either on the user interface, on another device or via the hardware based phone device. We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices. Where applicable, such as when color icons are part of the user interface, we provide "Tool Tips" for greater user clarity.
Section 1194.22 Web-based Internet Information and Applications	Support and Not Applicable	Some criteria within this area are not applicable to the 3C system. Other criteria are applicable and supported by the 3C system.
Section 1194.23 Telecommunications Products	Support and Not Applicable	Some criteria within this area are not applicable to the 3C system as it is a software based application. Other criteria are supported by the 3C system based on its open architecture and support for standards based devices to connect to it.

Section 1194.24 Video and Multi-media Products	Supported and Not Applicable	UNIVERGE 3C is not a hardware based product and hence the hardware based criteria in this section either does not apply to 3C or would apply to external devices that might be attached to the 3C system which provides open standards and open interfaces. Other areas related to training material are supported by the UNIVERGE 3C.
Section 1194.25 Self-Contained, Closed Products	Supported and Not Applicable	Some elements within this section are not applicable to the 3C product. Other criteria within this section are supported by the UNIVERGE 3C system.
Section 1194.26 Desktop and Portable Computers	Not Applicable	UNIVERGE 3C is not a hardware based product and supports open standards, open interfaces and multiple devices connected to it. Criteria within this section applies to external devices which the user may wish to connect.
Section 1194.31 Functional Performance Criteria	Support	3C supports multiple devices and multiple ways for user's to interface to its various applications and capabilities. User can click, type or use speech to text, text to speech utilities for the 3C applications. There are typically multiple ways to do a function with the 3C application either on the user interface, on another device or via the hardware based phone device. We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices.
Section 1194.41 Information, Documentation and Support	Support	We provide PDF documentation, online documentation, Presentations and more free of charge

Section 1194.21 - **Software Applications and Operating Systems - Detail**
Voluntary Product Accessibility Template

Criteria	Level of Support & 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.	Support	Some of the 3C applications such as UC Client utilize 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. 3C applications use graphical user interfaces that can be used with touchscreen devices as well. Additionally, external Text to Speech and Speech to text applications could be used to aid a user.
(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.	Support	The 3C system and its various clients do not disrupt the accessibility features of the OS but in many cases can utilize such features to enhance the user experience.
(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	Support	The 3C system and its applications provide highlighting indication to provide user focus as well as context sensitive "Text Tips" that can be displayed when a user hovers over specific icons or areas of the

focus and focus changes.		application.
(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.	Support	3C provides Tool Tips when users hover over specific ICONS or also provides information in Text Format. An example of this is in the 3C UC Client where presence is indicated not only by color of an icon but also is listed in TEXT format, such as "online, out of office, etc."
(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.	Support	3C makes every attempt to not only keep consistency throughout an application but also across various platforms that are supported such as between Windows, Macintosh, iOS and Android devices running 3C clients. In some cases, 3C takes advantage of the preferred methodology for handling certain information based upon the cross platform device in use, so some variance of operation may exist.
(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.	Support	As mentioned earlier, 3C not only provides graphical representations but also provides text and/or tool tips which are in text format.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Support	3C maintains the user selected preferences and does not override them.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Support	3C utilizes limited animation but when it does, textual information is also provided. An example of this is when dialing from the 3C UC Client, an animated icon indicates that the user is "Ringing" another station and at the same time, text is displayed above the icon stating the State of the call, in this

		case, "Ringing".
(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.	Support	As indicated elsewhere, 3C provides information in textual format as well as in graphical icons that are unique and not color dependent.
(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.	Support	An example of this support is found in the 3C UC Client where under user preferences, the user can select whether user contacts are displayed with a gradient fill or without. Where colors, such as on Presence indications are not selectable by the user, presence information is also conveyed in a textual format.
(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.	Support	3C utilizes limited flashing or blinking but where it does, it is in compliance with this requirement. An example of this is when Instant Messaging multiple users from the same IM dialog box. When on one user tab and another user, represented by another tab has sent additional information, 3C provides a slow flash on that tab from a dull highlight to a brighter highlight approximately once per second.
(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	In most cases, users do not need to fill out information within the 3C system.

Section 1194.22 – **Web-based Intranet and Internet information and Applications - Detail Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Support	Hover over tool tips are provided within the 3C Collaboration Meeting manager (CMM).
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	NOT APPLICABLE	The 3C CMM would allow a user to present multimedia presentations but how that is presented is a function of the user rather than the application.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	In most cases the CMM provides information in a textual format. It does provide an Icon that appears next to the user indicating if they are a participant or a moderator but this icon can be identified not only by color but also by graphical shape. The same would be true when a user was speaking.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	NOT APPLICABLE	All documents provided with the 3C system are in either TEXT format, PDF Format or Excel format.
(e) Redundant text links shall be provided for each active region of a server-side image map.	NOT APPLICABLE	Images are client based in a compiled application interface. Text is provided as a complement to the icons and graphics already so the redundant text links are not applicable.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supported	Images are client based in a compiled application interface.

(g) Row and column headers shall be identified for data tables.	NOT APPLICABLE	The 3C CMM or UC Client does not present data tables which are native or part of its application.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	NOT APPLICABLE	The 3C CMM or UC Client does not present data tables which are native or part of its application.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Support	Examples of this within the 3C CMM is the participant pane or the Chat Pane which are titled such. UC Client has a header for each window and frame in the application.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Support	The refresh rate of pages presented by the 3C CMM is such that it will not cause the screen to flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site Support with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	NOT APPLICABLE	3C CMM presents things in a textual format, in most cases to begin with and hence this is not applicable. UC Client provides text for all information presented on the user interface.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional label text that can be read by Assistive Technology.	NOT APPLICABLE	Scripting is not used for the presentation of application or user interface information.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through	Support	The only such plugin required by 3C CMM is when a moderator wishes to share their desktop. And in such case, the moderator is presented with a textual link for download of the plugin. This would also apply when requesting control of someone else's

(l).		desktop.
(n) When electronic forms are designed to be completed on-line, 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	The 3C CMM or UC Client does not require the user to complete forms.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Support	An example of this support is when a 3C user selects to join a meeting. They are presented with two buttons that present textual information, "Join Meeting" or "Join Meeting and Phone Call". The Join Meeting and Phone Call selection allows the user to bypass having to dial into the audio conference bridge and places the call for them. This same capability is provided in the meeting invitation to cellular users who might not be joining via the web interface but need to join via phone only. They are presented with URL link that when clicked on, not only dials the 3C CMM audio bridge but also provides the necessary authorization and authentication, in one click for joining the audio bridge.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Support	When a 3C CMM meeting is about to end, based upon the reserved time specified by the host, if reserved capacity is available for continuation of the meeting, all moderators are alerted visually and audibly of meeting to end in 5 minutes and are offered the ability to extend the meeting by 30 minutes. If reserved capacity does not exist, all moderators are alerted visually and audibly that the meeting will end in 5 minutes but are not offered ability to extend the meeting.

Section 1194.23 - Telecommunications Products - Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & 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.	Support	We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices. This includes, but not limited to two wire analog handset connections, headset support and electronic hook-switch capability. Standard, commercial off the shelf TTY technology is supported.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Support	We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices. Standard, commercial off the shelf TTY technology is supported.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Support	We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices. Standard, commercial off the shelf TTY technology is supported.
(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.	Support	Not only does 3C provide sufficient time for responses but it would allow the user to repeat information if necessary.

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Support	We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices. Standard, commercial off the shelf TTY technology is supported.
(f) For transmitted voice signal, 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.	Support	In most cases, this is a function of the device that is connected to the 3C system but where applicable, such as within the 3C Soft Media Phone, users are able to adjust receive and transmit volume levels. This same functionality is provided within the 3C Collaboration Meeting Manager for PC Audio users. Individual stations on the system can have dB levels for gain and volume adjusted.
(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.	Support	The methodology for the user to reset the receive volume is to readjust it again.
(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.	Supported	Audio transducer on IP and other phone devices use common standards based components allowing for magnetic coupling.
(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.	Supported	Volume and gain are adjustable on the devices. Further, specialized handsets and or headsets for use with hearing aids and other assistive technology are compatible with the interface provided on audio devices of the system.

(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.	Support	The 3C system is an open standards based solution and provides many different protocols to "pass-through" that are not specifically supported by the 3C system such as T.38 protocol for Fax transmissions.
(k)(1) Products which have mechanically operated controls or keys shall Support with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Supported	Keys and buttons on hardware based devices (e.g., IP phones) have discernible keys without having to activate or use the key first.
(k)(2) Products which have mechanically operated controls or keys shall Support 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.	Supported	All devices can be operated with one hand and simple mechanical action.
(k)(3) Products which have mechanically operated controls or keys shall Support 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.	Supported	3C system does not have key repeat functions (e.g., press twice to activate). All functions are single use with first to be completed prior to the next key action. Next key action is not required in less than 2 seconds from the previous to perform the function.

(k)(4) Products which have mechanically operated controls or keys shall Support with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supported	Locking features such as Do Not Disturb, Forwarding, Speaker, and Mute have visual (often more than one) indication.

Section 1194.24 - **Video and Multi-media Products – Detail**
Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signal. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signal.	NOT APPLICABLE	This is a function of the external workstation monitor or display that might be connected to the 3C system or otherwise utilizing its software based services.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	NOT APPLICABLE	This is a function of the external workstation monitor or display that might be connected to the 3C system or otherwise utilizing its software based services.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be	Supported	3C CBT training materials have text in addition to speech.

open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supported	3C CBT training materials have a speech/audio version.
(e) Display or presentation of alternative text presentation or audio descriptions shall be user-selectable unless permanent.	Supported	Both are permanently available.

Section 1194.25 - Self-Contained, Closed Products – Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	NOT APPLICABLE	The 3C is a standard based software solution that would allow a wide array of devices to be utilized by the user and hence is not merely a "self-contained" product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Support	In most cases, the various inputs on the 3C are not time sensitive other than things like dialing a number, which provides very ample time for input and provides reorder tone if the user waits too long or perhaps the 3C Collaboration Meeting Manager which provides a textual and audible warning to the host that a meeting is about to end and allows them to extend meeting by 30 minutes.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	Supported	The 3C supports multiple interfaces from a standards based approach, hence the user has a wide range of devices to utilize from iPhones, tablet PCs to PCs so that the user can standardize on a device that best suits their needs.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself.
(e) When products provide auditory output, the audio signal shall be	Supported	This is a function of the device or the Operating System of a device that is

provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at any time.		attached to 3C and many such devices, including NEC Phones support this capability. From a voicemail perspective 3C and UM8700 provide user controls from visual to dial pad entries for forwarding, pausing, etc. audio recordings.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Supported	This is a function of the device connected to the 3C system and many such devices are supported on the 3C system, including NEC phones. . Individual stations on the system can have dB levels for gain and volume adjusted by the system or on the device.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Support	User can click, type or use speech to text, text to speech utilities for the 3C applications. There are typically multiple ways to do a function with the 3C application either on the user interface, on another device or via the hardware based phone device. Color is never used exclusively to display information to the user, text or icons or visual on/off are used in addition to color throughout the user interfaces. We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Support	Comply, for instance presence information is both color and text presented. Additionally, as an example, the contrast of how contacts are displayed within the 3C UC Client is selectable by the user.

(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Support	This is really a function of the Operating System of the device the user is using when interfacing with the 3C system but to the extent that 3C might influence this, the 3C system complies.
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall Support with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself. All 3C devices or interfaces displaying 3C applications or information are not required to be fixed.
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall Support with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself. All 3C devices or interfaces displaying 3C applications or information are not required to be fixed.
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall Support with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself. All 3C devices or interfaces displaying 3C applications or information are not required to be fixed.

maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall Support with the following: Operable controls shall not be more than 24 inches behind the reference plane.	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself. All 3C devices or interfaces displaying 3C applications or information are not required to be fixed.

Section 1194.26 - Desktop and Portable Computers

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) All mechanically operated controls and keys shall Support with 1194.23 (k) (1) through (4).	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with 1194.23 (k) (1) through (4).	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall Support with publicly available industry standards	NOT APPLICABLE	This is a function of the device or the Operating System of a device that is attached to 3C and hence is really not applicable to the 3C itself.

Section 1194.31 - Functional Performance Criteria – Detail

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Criteria	Level of Support & 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.	Support	3C supports multiple devices and multiple ways for user's to interface to its various applications and capabilities. User can click, type or use speech to text, text to speech utilities for the 3C applications. There are typically multiple ways to do a function with the 3C application either on the user interface, on another device or via the hardware based phone device. We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices.
(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	Same as above.
(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	Support	Same as above and as an example, 3C supports Instant Messaging as another avenue for user communication. Ringing phones and other incoming communication are presented in visual as well as audio format.
(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	Support	Phones and/or handsets by third parties exist that could be added to the system. There is nothing that precludes the use of assistive technology.

enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(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.	Support	We support Instant Messaging for communication in parallel with audio. Placing and receiving calls or messaging is not audio dependent.
(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.	Support	3C supports multiple devices and multiple ways for user's to interface to its various applications and capabilities. User can click, type or use speech to text, text to speech utilities for the 3C applications. There are typically multiple ways to do a function with the 3C application either on the user interface, on another device or via the hardware based phone device. We use open standards based technology that leverages utilities and accessories to standard OS, applications, PCs and other hardware devices.

Section 1194.41 - Information, Documentation and Support – Detail
Voluntary Product Accessibility Template

Criteria	Level of Support & Supporting Features	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternative formats upon request, at no additional charge	Support	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.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternative formats or alternative methods upon request, at no additional charge.	Support	We provide PDF documentation, online documentation. Presentations and more training products are provided free of charge with the system.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Support	We provide call in support via voice, email and web based support via text allowing for the accommodation of various forms of communication. Service level agreements are not means of communication dependent.