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Product Name: PaperCut NG/MF
Product Version Number: 14.3
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| Summary Table Voluntary Product Accessibility Template | | |
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| <i>Criteria</i> | Level of Support & Supporting Features | Remarks and explanations |
| Section 1194.21 Software Applications and Operating Systems | Supported | |
| Section 1194.22 Web-based Internet Information and Applications | Supported | |
| 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 | Supported | |
| Section 1194.41 Information, Documentation and Support | Supported | |

| Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template | | | |
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| 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. | Supports | Considering usability for our; <ul style="list-style-type: none"> • Desktop Client • End User Web UI • Release station |
| 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. | Supports when combined with Compatible AT | The majority of PaperCut components do not interfere with any other accessibility features of a device. The PaperCut release station as a single component of the wider solution is an application that creates a 'kiosk' style workstation for the release of print jobs, becoming the only application that has the focus of the OS. It can interfere with Windows based reading software such as <i>MAGic</i> with speech. In this case, we provide our own workaround using JAWS. |
| 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 | Web page navigation is supported via the browsers representation of the tabbing between elements. This is also true for the Desktop Client as well as Release Stations though noting a desire to improve for low vision users in the Release Station. |

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| 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 | Supports with exceptions | We conform to HTML standards for text based naming of elements with the exception of graphs that may not translate to text. |
| 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 | The usage of images is consistent throughout the application. |
| 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 with Exceptions | Care had been taken to ensure Web UI is accessible for the vision impaired with screen readers. |
| G | Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports | Our Web UI will work consistently with user defined browser settings, and our desktop client does not alter any local user customised choices. |
| 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 | No animations are used in the solution to convey information. |
| 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 | Color coding is used in the End User Web UI, however the color choice is complimented with an image to suggest error, information or success. |
| 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 | Users cannot change color settings. |
| 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 | No flashing or blinking text is used. |
| 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 | Care has been taken to ensure for elements have been appropriately developed for accessibility. |

| 1194.22 Web-based intranet and internet information and applications. Voluntary Product Accessibility Template | | | |
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| 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). | Supports | Care has been taken to ensure for elements have been appropriately developed for accessibility. |
| B | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | The solution has no multimedia elements. |
| 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 | Limited color is used to convey meaning, however when it is used it is used to highlight a descriptive text message detailing the error, success or information statement. |
| D | Documents shall be organized so they are readable without requiring an associated style sheet. | Supports | Document outputs of the solution, i.e. reports support PDF and CSV export in addition to the HTML format. |
| E | Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | We use no server side maps |
| 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. | Not Applicable | We use no client side maps |
| G | Row and column headers shall be identified for data tables. | Supports | All data tables in the solution have column headers. |
| 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. | Supports | Markup is used to highlight, tier and offer structure to information that has multiple levels to it. |
| I | Frames shall be titled with text that facilitates frame identification and navigation. | Not Applicable | No frames are used |
| J | Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supports | Our pages are static in nature when loaded |
| K | A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text- | Not Applicable | All our webpages are compliant. |

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| | only page shall be updated whenever the primary page changes. | | |
| 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 text that can be read by assistive technology. | Supports | Scripted elements are created with the same level of development care as static elements. |
| 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 (I). | Supports | No additional plugins are required for current browser releases. |
| 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. | Supports | Care has been taken to ensure for elements have been appropriately developed for accessibility. |
| O | A method shall be provided that permits users to skip repetitive navigation links. | Does not support | Currently not factored into our web design |
| P | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | There are no timeout options in the software. |

| Section 1194.31 Functional Performance Criteria | | | |
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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. | Supports when combined with Compatible AT | Key user features work with screen readers when combined with the Java Access Bridge. |
| 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. | Supports with exceptions | Web based elements of the application will allow zooming and scaling when in an appropriate browser. |
| 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 | Supported | There are no features reliant on audio. |
| 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. | Supported | There are no features reliant on audio. |
| 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. | Supported | There are no features reliant on speech. |
| 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. | Supported | All aspects of the solution support keyboard control. |

| Section 1194.41 Information, documentation, and support. | | | |
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| Criteria | | Level of Support & 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 | Electronic guides are provided in addition to online support. |
| 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 | Accessibility features and installation guides are freely available online. |
| C | Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | Support is available through email, text based chat, phone call and online conference. |