HP CONFIDENTIAL

Accessibility Information
Detail Report

As of: 08/18/2014 the **HP Service Manager v. 9.34 accessible.do** addresses the Section 508 standards as described in the chart below.

Contains HP Confidential and Proprietary Information.

Standard	Reference (36CFR)	Supporting Features*	Remarks*
Software Applications and Operating Systems	1194.21		
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.	1194.21(a)	Supports. Keyboard access exists for functions that can be identified with text labels. A mouse or other pointing device is not required for any of these functions.	
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.	1194.21(b)	Partially Supports. HP Service Manager v. 9.34 accessible.do may interfere with some documented accessibility features of the supported operating systems or other products that follow industry standards.	The User Interface (UI) does not respond to user selected high contrast settings in the Operating System.
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.	1194.21(c)	Supports. The current focus is identified visually through the display and audibly through speech output systems. Assistive technology can track the focus as it changes. (For example, when the application runs with a screen enlargement program, the magnified area moves to follow changes in the focus.)	
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.	1194.21(d)	Partially Supports. Some information about user interface elements may not be available to assistive technology. Text equivalents for some program element images may not exist.	
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.	1194.21(e)	Supports. Images used to identify programmatic elements have consistent meaning throughout the application.	
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.	1194.21(f)	Supports. HP Service Manager v. 9.34 accessible.do uses the functions provided by the supported operating systems when displaying text (text content, text input caret location, and text attributes), adhering to standard Windows Application Programming Interfaces (APIs).	
Applications shall not override user selected contrast and color selections and other individual display attributes.	1194.21(g)	Partially Supports. HP Service Manager v. 9.34 accessible.do may override some user selected contrast and color selections and other individual display attributes set through supported operating systems.	
When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	1194.21(h)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not contain animation.	
Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	1194.21(i)	Supports. HP Service Manager v. 9.34 accessible.do provides redundant visual cues when color conveys information, indicates action, prompts for responses, or distinguishes visual elements. (For example, text labels are used with colors to indicate actions.)	

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.	1194.21(j)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not permit users to adjust color and contrast settings.	
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.	1194.21(k)	Supports. HP Service Manager v. 9.34 accessible.do does not use elements that flash or blink at frequencies greater than 2 Hz and less than 55 Hz.	
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.	1194.21(l)	Supports. Assistive technology can access the information and functions required for completion and submission of electronic forms contained in the application.	
Web-based Intranet and Internet Information and Applications	1194.22		
A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	1194.22(a)	Partially Supports. Text equivalents exist for non-text elements that are required to comprehend content or to facilitate navigation, with some exceptions.	
Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	1194.22(b)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have multimedia presentations.	
Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	1194.22(c)	Supports. Web pages provide redundant visual cues when color conveys information. (For example, text labels are used with colors to indicate actions.)	
Documents shall be organized so they are readable without requiring an associated style sheet.	1194.22(d)	Supports. Documents are readable without requiring an associated style sheet. (For example, user-defined style sheets are not overridden and content can be viewed in browsers that have style sheet support disabled.)	
Redundant text links shall be provided for each active region of a server-side image map.	1194.22(e)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have server-side image maps with active regions.	
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.	1194.22(f)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have image maps.	
Row and column headers shall be identified for data tables.	1194.22(g)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have data tables.	
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.	1194.22(h)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have complex data tables.	
Frames shall be titled with text that facilitates frame identification and navigation.	1194.22(i)	Not Supported. Frames do not have text titles that facilitate frame identification and navigation.	
Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	1194.22(j)	Supports. Web-based pages do not use elements that cause the screen to flicker at frequencies greater than 2 Hz and less than 55 Hz.	
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-only page shall be updated whenever the primary page changes.	1194.22(k)	Partially Supports. Web pages support Section 1194.22 or, if support cannot be accomplished any other way, text-only pages provide equivalent information or functionality, with some exceptions.	
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.	1194.22(l)	Partially Supports. Functional text describing what is being displayed by scripts is available to assistive technology, with some exceptions.	
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 (l).	1194.22(m)	Not Supported. Web pages require applets and plug-ins, but do not provide links to accessible applets or plug-ins.	
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.	1194.22(n)	Supports. Assistive technology can access the information and functions required for completion and submission of electronic forms designed to be completed on-line.	

A method shall be provided that permits users to skip repetitive navigation links.	1194.22(o)	Supports. Assistive technology can jump to the main content of the page, skipping repetitive navigation links.	Windows Speech Recognition allowed all of the program to be numbered and selected by speaking. There are also skip navigation links present.
When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	1194.22(p)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not require timed responses.	The program can be set to not have timed responses.
Telecommunications Products	1194.23		
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.	1194.23(a)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications device to which TTY can be attached.	
Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	1194.23(b)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications product that provides voice communication functionality.	
Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	1194.23(c)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications system that provides voice mail, auto attendant, or interactive voice response.	
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.	1194.23(d)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications system that provides voice mail, auto attendant, or interactive voice response requiring timed responses.	
Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	1194.23(e)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have caller identification or similar telecommunications functions.	
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.	1194.23(f)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications device capable of providing volume control.	
Requires that an automatic reset be installed on any telephone that allows the user to adjust the volume higher than the normal level. This is a safety feature to protect people from suffering damage to their hearing if they accidentally answer a telephone with the amplification turned too high.	1194.23(g)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have a telephone that allows users to adjust volume.	
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.	1194.23(h)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications product that delivers output by an audio transducer held to the ear.	
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.	1194.23(i)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications product with handsets or other hardware that can interfere with hearing technologies.	
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.	1194.23(j)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a telecommunications product.	
Controls and keys shall be tactilely discernible without activating the controls or keys.	1194.23(k.1)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have mechanically operated controls or keys.	
Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2	1194.23(k.2)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have mechanically operated controls or keys.	

N) maximum.			
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.	1194.23(k.3)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have mechanically operated controls or keys that support key repeat.	
The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	1194.23(k.4)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have mechanically operated controls or keys that lock or toggle.	
Video and Multimedia Products	1194.24		
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 signals. 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 signals.	1194.24(a)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have analog television receiver or display circuitry.	
Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	1194.24(b)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have tuner capabilities.	
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 open or closed captioned.	1194.24(c)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have training or informational productions containing audio.	
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.	1194.24(d)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have training or informational video or multimedia productions.	
Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	1194.24(e)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have alternate text or audio descriptions.	
Self Contained, Closed Products	1194.25		
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.	1194.25(a)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a self-contained product.	
When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	1194.25(b)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not require timed responses.	The program can be set to not have timed responses.
Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	1194.25(c)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not utilize touchscreens or contact-sensitive controls.	
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.	1194.25(d)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not use a biometric interface for operation.	
When products provide auditory output, the audio signal shall be 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 anytime.	1194.25(e)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a device to which listening devices can be attached.	
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	1194.25(f)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a device capable of providing volume control.	

function shall be provided to automatically reset the volume to the default level after every use.			
Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	1194.25(g)	Supports. HP Service Manager v. 9.34 accessible.do provides redundant visual cues when color conveys information, indicates action, prompts for responses, or distinguishes visual elements. (For example, text labels are used with colors to indicate actions.)	
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.	1194.25(h)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not permit users to adjust color and contrast settings.	
Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	1194.25(i)	Supports. HP Service Manager v. 9.34 accessible.do is designed to avoid screen flicker with a frequency greater than 2 Hz and less than 55 Hz.	
Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:	1194.25(j)	Not Applicable. HP Service Manager v. 9.34 accessible.do is not a freestanding, non-portable product with operable controls.	
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 (see Figure 1 of this part).	1194.25(j.1)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have operable controls.	
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.	1194.25(j.2)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have operable controls.	
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 maximum and 15 inches minimum above the floor.	1194.25(j.3)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have operable controls.	
Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).	1194.25(j.4)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have operable controls.	
Desktop and Portable Computers	1194.26		
All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	1194.26(a)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not have mechanically operated controls or keys.	
If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	1194.26(b)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not utilize touchscreens or touch-operated controls.	
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.	1194.26(c)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not use a biometric interface for operation.	
Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	1194.26(d)	Not Applicable. HP Service Manager v. 9.34 accessible.do does not provide expansion slots, ports or connectors.	
Functional Performance Criteria	1194.31		
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.	1194.31(a)	Supports. HP Service Manager v. 9.34 accessible.do does not require user vision for operation or information retrieval, and/or support for assistive technology is provided.	This program was tested using Freedom Scientific JAWS v. 14.0, Windows Narrator, Windows Speech Recognition, and Windows Magnifier.
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.	1194.31(b)	Supports. HP Service Manager v. 9.34 accessible.do does not require visual acuity greater than 20/70 for operation or information retrieval, and/or support for assistive technology is provided.	This program was tested using Freedom Scientific JAWS v. 14.0, Windows Narrator, Windows Speech Recognition, and Windows Magnifier.
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.	1194.31(c)	Supports. HP Service Manager v. 9.34 accessible.do does not require user hearing for operation or information retrieval, and/or support for assistive technology is provided.	

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.	1194.31(d)	Supports. HP Service Manager v. 9.34 accessible.do does not require audio information, and/or provides enhanced auditory features for important audio information (such as error tones, confirmation beeps, and verbal instructions), and/or provides support for assistive hearing devices.	
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.	1194.31(e)	Supports. HP Service Manager v. 9.34 accessible.do does not require user speech for operation or information retrieval, and/or support for assistive technology is provided.	
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.	1194.31(f)	Supports. HP Service Manager v. 9.34 accessible.do does not require fine motor control or simultaneous actions.	
Information, Documentation and Support	1194.41		
Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	1194.41(a)	Supports. End-user documentation is available electronically in formats that can be used by screen readers or printed by Braille embossers.	
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.	1194.41(b)	Supports. Accessibility information is available at www.hp.com/accessibility and/or on the individual product specification sheet listed on www.hp.com. The accessibility information is available in alternate formats.	
Support services for products shall accommodate the communication needs of end-users with disabilities.	1194.41(c)	Supports. www.hp.com provides support services in accessible formats. Support for customers who are deaf or hard of hearing is available using TRS/VRS/WebCapTel at (877) 656-7058, Monday-Friday, 6 a.m. to 9 p.m. Mountain Time.	

*Supporting features apply to the HP Service Manager v. 9.34 accessible.do product family as a whole. Individual products within this family that do not contain one or more of these features are identified as exceptions in the Remarks column, which may also include notes regarding definition, equivalent facilitation, scope of support, etc. Unless otherwise indicated, operating system information is included if applicable. For information on third party software and applications please contact the software manufacturer.

As of: 08/06/2014 the **HP Service Manager v. 9.34 index.do** addresses the Section 508 standards as described in the chart below.

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Standard	Reference (36CFR)	Supporting Features*	Remarks*
Software Applications and Operating Systems	1194.21		
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.	1194.21(a)	Supports. Keyboard access exists for functions that can be identified with text labels. A mouse or other pointing device is not required for any of these functions.	
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.	1194.21(b)	Supports. HP Service Manager v. 9.34 index.do does not interfere with documented accessibility features of the supported operating systems or other products that follow industry standards. (For example, the application maintains user-defined display settings such as high contrast and keyboard settings such as Sticky Keys.)	
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.	1194.21(c)	Supports. The current focus is identified visually through the display and audibly through speech output systems. Assistive technology can track the focus as it changes. (For example, when the application runs with a screen enlargement program, the magnified area moves to follow changes in the focus.)	
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.	1194.21(d)	Partially Supports. Some information about user interface elements may not be available to assistive technology. Text equivalents for some program element images may not exist.	Not all of the program is labeled for assistive technology, as some icons do not have alternate text.
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.	1194.21(e)	Supports. Images used to identify programmatic elements have consistent meaning throughout the application.	
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.	1194.21(f)	Supports. HP Service Manager v. 9.34 index.do uses the functions provided by the supported operating systems when displaying text (text content, text input caret location, and text attributes), adhering to standard Windows Application Programming Interfaces (APIs).	
Applications shall not override user selected contrast and color selections and other individual display attributes.	1194.21(g)	Supports. HP Service Manager v. 9.34 index.do maintains user selected contrast and color selections and other individual display attributes set through supported operating systems. (For example, if users set their system display settings to high contrast, the software can display all items in high contrast.)	
When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	1194.21(h)	Not Applicable. HP Service Manager v. 9.34 index.do does not contain animation.	
Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	1194.21(i)	Supports. HP Service Manager v. 9.34 index.do provides redundant visual cues when color conveys information, indicates action, prompts for responses, or distinguishes visual elements. (For example, text labels are used with colors to indicate actions.)	

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.	1194.21(j)	Supports. HP Service Manager v. 9.34 index.do supports a variety of color and contrast selections through the supported operating systems.	
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.	1194.21(k)	Supports. HP Service Manager v. 9.34 index.do does not use elements that flash or blink at frequencies greater than 2 Hz and less than 55 Hz.	
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.	1194.21(l)	Supports. Assistive technology can access the information and functions required for completion and submission of electronic forms contained in the application.	
Web-based Intranet and Internet Information and Applications	1194.22		
A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	1194.22(a)	Partially Supports. Text equivalents exist for non-text elements that are required to comprehend content or to facilitate navigation, with some exceptions.	Not all of the program is labeled for assistive technology, as some icons do not have alternate text.
Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	1194.22(b)	Not Applicable. HP Service Manager v. 9.34 index.do does not have multimedia presentations.	
Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	1194.22(c)	Supports. Web pages provide redundant visual cues when color conveys information. (For example, text labels are used with colors to indicate actions.)	
Documents shall be organized so they are readable without requiring an associated style sheet.	1194.22(d)	Supports. Documents are readable without requiring an associated style sheet. (For example, user-defined style sheets are not overridden and content can be viewed in browsers that have style sheet support disabled.)	
Redundant text links shall be provided for each active region of a server-side image map.	1194.22(e)	Not Applicable. HP Service Manager v. 9.34 index.do does not have server-side image maps with active regions.	
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.	1194.22(f)	Not Applicable. HP Service Manager v. 9.34 index.do does not have image maps.	
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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.	1194.22(h)	Not Applicable. HP Service Manager v. 9.34 index.do does not have complex data tables.	
Frames shall be titled with text that facilitates frame identification and navigation.	1194.22(i)	Not Supported. Frames do not have text titles that facilitate frame identification and navigation.	
Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	1194.22(j)	Supports. Web-based pages do not use elements that cause the screen to flicker at frequencies greater than 2 Hz and less than 55 Hz.	
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-only page shall be updated whenever the primary page changes.	1194.22(k)	Partially Supports. Web pages support Section 1194.22 or, if support cannot be accomplished any other way, text-only pages provide equivalent information or functionality, with some exceptions.	
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.	1194.22(l)	Partially Supports. Functional text describing what is being displayed by scripts is available to assistive technology, with some exceptions.	
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 (l).	1194.22(m)	Not Supported. Web pages require applets and plug-ins, but do not provide links to accessible applets or plug-ins.	
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.	1194.22(n)	Supports. Assistive technology can access the information and functions required for completion and submission of electronic forms designed to be completed on-line.	
A method shall be provided that permits users to skip repetitive navigation links.	1194.22(o)	Supports. Assistive technology can jump to the main content of the page, skipping repetitive navigation links.	

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When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	1194.22(p)	Not Applicable. HP Service Manager v. 9.34 index.do does not require timed responses.	The program can be set to not have timed responses.
Telecommunications Products	1194.23		
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.	1194.23(a)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications device to which TTY can be attached.	
Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	1194.23(b)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications product that provides voice communication functionality.	
Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	1194.23(c)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications system that provides voice mail, auto attendant, or interactive voice response.	
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.	1194.23(d)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications system that provides voice mail, auto attendant, or interactive voice response requiring timed responses.	
Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	1194.23(e)	Not Applicable. HP Service Manager v. 9.34 index.do does not have caller identification or similar telecommunications functions.	
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.	1194.23(f)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications device capable of providing volume control.	
Requires that an automatic reset be installed on any telephone that allows the user to adjust the volume higher than the normal level. This is a safety feature to protect people from suffering damage to their hearing if they accidentally answer a telephone with the amplification turned too high.	1194.23(g)	Not Applicable. HP Service Manager v. 9.34 index.do does not have a telephone that allows users to adjust volume.	
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.	1194.23(h)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications product that delivers output by an audio transducer held to the ear.	
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.	1194.23(i)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications product with handsets or other hardware that can interfere with hearing technologies.	
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.	1194.23(j)	Not Applicable. HP Service Manager v. 9.34 index.do is not a telecommunications product.	
Controls and keys shall be tactilely discernible without activating the controls or keys.	1194.23(k.1)	Not Applicable. HP Service Manager v. 9.34 index.do does not have mechanically operated controls or keys.	
Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.	1194.23(k.2)	Not Applicable. HP Service Manager v. 9.34 index.do does not have mechanically operated controls or keys.	

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.	1194.23(k.3)	Not Applicable. HP Service Manager v. 9.34 index.do does not have mechanically operated controls or keys that support key repeat.
The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	1194.23(k.4)	Not Applicable. HP Service Manager v. 9.34 index.do does not have mechanically operated controls or keys that lock or toggle.
Video and Multimedia Products	1194.24	
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 signals. 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 signals.	1194.24(a)	Not Applicable. HP Service Manager v. 9.34 index.do does not have analog television receiver or display circuitry.
Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	1194.24(b)	Not Applicable. HP Service Manager v. 9.34 index.do does not have tuner capabilities.
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 open or closed captioned.	1194.24(c)	Not Applicable. HP Service Manager v. 9.34 index.do does not have training or informational productions containing audio.
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.	1194.24(d)	Not Applicable. HP Service Manager v. 9.34 index.do does not have training or informational video or multimedia productions.
Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	1194.24(e)	Not Applicable. HP Service Manager v. 9.34 index.do does not have alternate text or audio descriptions.
Self Contained, Closed Products	1194.25	
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.	1194.25(a)	Not Applicable. HP Service Manager v. 9.34 index.do is not a self-contained product.
When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	1194.25(b)	Not Applicable. HP Service Manager v. 9.34 index.do does not require timed responses.	The program can be set to not have timed responses.
Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	1194.25(c)	Not Applicable. HP Service Manager v. 9.34 index.do does not utilize touchscreens or contact-sensitive controls.
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.	1194.25(d)	Not Applicable. HP Service Manager v. 9.34 index.do does not use a biometric interface for operation.
When products provide auditory output, the audio signal shall be 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 anytime.	1194.25(e)	Not Applicable. HP Service Manager v. 9.34 index.do is not a device to which listening devices can be attached.
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	1194.25(f)	Not Applicable. HP Service Manager v. 9.34 index.do is not a device capable of providing volume control.

automatically reset the volume to the default level after every use.			
Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	1194.25(g)	Supports. HP Service Manager v. 9.34 index.do provides redundant visual cues when color conveys information, indicates action, prompts for responses, or distinguishes visual elements. (For example, text labels are used with colors to indicate actions.)	
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.	1194.25(h)	Supports. HP Service Manager v. 9.34 index.do supports a variety of color and contrast selections.	
Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	1194.25(i)	Supports. HP Service Manager v. 9.34 index.do is designed to avoid screen flicker with a frequency greater than 2 Hz and less than 55 Hz.	
Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:	1194.25(j)	Not Applicable. HP Service Manager v. 9.34 index.do is not a freestanding, non-portable product with operable controls.	
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 (see Figure 1 of this part).	1194.25(j.1)	Not Applicable. HP Service Manager v. 9.34 index.do does not have operable controls.	
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.	1194.25(j.2)	Not Applicable. HP Service Manager v. 9.34 index.do does not have operable controls.	
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 maximum and 15 inches minimum above the floor.	1194.25(j.3)	Not Applicable. HP Service Manager v. 9.34 index.do does not have operable controls.	
Operable controls shall not be more than 24 inches behind the reference plane (see Figure 2 of this part).	1194.25(j.4)	Not Applicable. HP Service Manager v. 9.34 index.do does not have operable controls.	
Desktop and Portable Computers	1194.26		
All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	1194.26(a)	Not Applicable. HP Service Manager v. 9.34 index.do does not have mechanically operated controls or keys.	
If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	1194.26(b)	Not Applicable. HP Service Manager v. 9.34 index.do does not utilize touchscreens or touch-operated controls.	
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.	1194.26(c)	Not Applicable. HP Service Manager v. 9.34 index.do does not use a biometric interface for operation.	
Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	1194.26(d)	Not Applicable. HP Service Manager v. 9.34 index.do does not provide expansion slots, ports or connectors.	
Functional Performance Criteria	1194.31		
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.	1194.31(a)	Partially Supports. Some operations and functions for information retrieval require user vision. These operations and functions may not be available to assistive technology used by people who are blind or visually impaired.	This program was tested using Freedom Scientific JAWS v. 14.0, Windows Narrator, Windows Speech Recognition, and Windows Magnifier.
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.	1194.31(b)	Partially Supports. Some operations and functions for information retrieval require visual acuity greater than 20/70. These operations and functions may not be available to assistive technology used by people who are visually impaired.	This program was tested using Freedom Scientific JAWS v. 14.0, Windows Narrator, Windows Speech Recognition, and Windows Magnifier.
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.	1194.31(c)	Supports. HP Service Manager v. 9.34 index.do does not require user hearing for operation or information retrieval, and/or support for assistive technology is provided.	

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.	1194.31(d)	Supports. HP Service Manager v. 9.34 index.do does not require audio information, and/or provides enhanced auditory features for important audio information (such as error tones, confirmation beeps, and verbal instructions), and/or provides support for assistive hearing devices.	
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.	1194.31(e)	Supports. HP Service Manager v. 9.34 index.do does not require user speech for operation or information retrieval, and/or support for assistive technology is provided.	
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.	1194.31(f)	Supports. HP Service Manager v. 9.34 index.do does not require fine motor control or simultaneous actions.	
Information, Documentation and Support	1194.41		
Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	1194.41(a)	Supports. End-user documentation is available electronically in formats that can be used by screen readers or printed by Braille embossers.	
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.	1194.41(b)	Supports. Accessibility information is available at www.hp.com/accessibility and/or on the individual product specification sheet listed on www.hp.com. The accessibility information is available in alternate formats.	
Support services for products shall accommodate the communication needs of end-users with disabilities.	1194.41(c)	Supports. www.hp.com provides support services in accessible formats. Support for customers who are deaf or hard of hearing is available using TRS/VRS/WebCapTel at (877) 656-7058, Monday-Friday, 6 a.m. to 9 p.m. Mountain Time.	

*Supporting features apply to the HP Service Manager v. 9.34 index.do product family as a whole. Individual products within this family that do not contain one or more of these features are identified as exceptions in the Remarks column, which may also include notes regarding definition, equivalent facilitation, scope of support, etc. Unless otherwise indicated, operating system information is included if applicable. For information on third party software and applications please contact the software manufacturer.