



# **Accessibility Conformance Report**

## **International Edition**

**(Based on VPAT<sup>®</sup> Version 2.5 Rev)**

**Name of Product/Version:**      **Recovery Manager for Exchange 5.9**

**Report Date:**                      **March 2026**

**Evaluation Methods Used:**      **Testing based on general product knowledge**

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes / No)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a>	(Yes / No)

## Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality has at least one method that meets the criterion without known defects or is equivalent.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.

## WCAG 2.x Report

Tables 1 and 2 below also document conformance with:

- EN 301 549:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
  
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.1.1 (Web)</li> <li>● 10.1.1.1 (Non-web document)</li> <li>● 11.1.1.1.1 (Open Functionality Software)</li> <li>● 11.1.1.1.2 (Closed Functionality Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Partially Supports</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Recovery Manager for Exchange contains graphical elements that are fully described by the accompanying text.</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.1 (Web)</li> <li>● 10.1.2.1 (Non-web document)</li> <li>● 11.1.2.1.1 (Open Functionality Software)</li> <li>● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange does not include audio or video content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Recovery Manager for Exchange does not include audio or video content.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Recovery Manager for Exchange does not include audio or video content.
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Partially Supports</p> <p>Closed: Not Applicable</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Recovery Manager for Exchange uses semantically correct markup so that information, structure, and relationships can be understood</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.1.3.1.1 (Open Functionality Software)</li> <li>● 11.1.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Authoring Tool: Not Applicable	independent of presentation. The product is not fully tested according to this requirement. Closed: Authoring Tool: Not Applicable
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.2 (Web)</li> <li>● 10.1.3.2 (Non-web document)</li> <li>● 11.1.3.2.1 (Open Functionality Software)</li> <li>● 11.1.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange generates semantically correct markup to allow assistive technologies to interpret the meaning of content and controls. The product is not fully tested according to this requirement Closed: Not Applicable Authoring Tool: Not Applicable
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.3.3 (Web)</li> <li>● 10.1.3.3 (Non-web document)</li> <li>● 11.1.3.3 (Open Functionality Software)</li> <li>● 11.1.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand the content Closed: Not Applicable Authoring Tool: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<u>1.4.1 Use of Color</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.1 (Web)</li> <li>● 10.1.4.1 (Non-web document)</li> <li>● 11.1.4.1 (Open Functionality Software)</li> <li>● 11.1.4.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Color is only used as a decorative or supplemental attribute of user interface elements. Textual representation is always used as the primary mechanism for conveying information. Closed: Not Applicable Authoring Tool: Not Applicable
<u>1.4.2 Audio Control</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.2 (Web)</li> <li>● 10.1.4.2 (Non-web document)</li> <li>● 11.1.4.2 (Open Functionality Software)</li> <li>● 11.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Recovery Manager for Exchange does not include audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.1 (Web)</li> <li>● 10.2.1.1 (Non-web document)</li> <li>● 11.2.1.1.1 (Open Functionality Software)</li> <li>● 11.2.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Recovery Manager for Exchange supports standard keyboard navigation and input functions, such as pressing [Tab] to move between input fields, navigation by pressing the arrow keys to move between list items and pressing [Space] or [Enter] to make selections.</p> <p>Closed: See information in 5.1.3.1 through 5.1.3.16</p> <p>Authoring Tool: Not Applicable</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.2 (Web)</li> <li>● 10.2.1.2 (Non-web document)</li> <li>● 11.2.1.2 (Open Functionality Software)</li> <li>● 11.2.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Recovery Manager for Exchange supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.1.4 (Web)</li> <li>● 10.2.1.4 (Non-web document)</li> </ul>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange doesn't include key Shortcuts.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.1.4.1 (Open Functionality Software)</li> <li>● 11.2.1.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.1 (Web)</li> <li>● 10.2.2.1 (Non-web document)</li> <li>● 11.2.2.1 (Open Functionality Software)</li> <li>● 11.2.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	The desktop application does not implement session time limits.
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.2.2.2 (Web)</li> <li>● 10.2.2.2 (Non-web document)</li> <li>● 11.2.2.2 (Open Functionality Software)</li> <li>● 11.2.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange does not include moving, blinking, scrolling. But the content in product lists and tables is updated periodically by software when a User requested operation on it. The information update can be stopped if the User stops the updating operation Closed: Not Applicable Authoring Tool: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not Applicable	Recovery Manager for Exchange does not use flashing interface elements.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	Recovery Manager for Exchange is a desktop application and does not contain web page structures with repeated navigation blocks.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Web: Not Applicable Electronic Docs: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 9.2.4.2 (Web)</li> <li>● 10.2.4.2 (Non-web document)</li> <li>● 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>● 11.2.4.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Software: Supports Authoring Tool: Not Applicable	Software: Recovery Manager for Exchange uses descriptive window titles to identify application dialogs and views. Authoring Tool:
<p><b>2.4.3 Focus Order</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.3 (Web)</li> <li>● 10.2.4.3 (Non-web document)</li> <li>● 11.2.4.3 (Open Functionality Software)</li> <li>● 11.2.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange uses a logical tab order through interactive elements such as links and form controls. Recovery Manager for Exchange also uses semantically correct markup, ensuring that the markup matches the visual presentation of content on the page. The product is not fully tested according to this requirement. Closed: Not Applicable Authoring Tool: Not Applicable
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.4 (Web)</li> <li>● 10.2.4.4 (Non-web document)</li> <li>● 11.2.4.4 (Open Functionality Software)</li> <li>● 11.2.4.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange uses descriptive text to identify the purpose of links. Closed: Not Applicable Authoring Tool: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.1 (Web)</li> <li>● 10.2.5.1 (Non-web document)</li> <li>● 11.2.5.1 (Open Functionality Software)</li> <li>● 11.2.5.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Software: The application uses standard mouse interactions (click and select) and does not rely on multi-point or path-based gestures.
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.2 (Web)</li> <li>● 10.2.5.2 (Non-web document)</li> <li>● 11.2.5.2 (Open Functionality Software)</li> <li>● 11.2.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Exchange does not support a pointing device
<p><a href="#">2.5.3 Label in name</a> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.3 (Web)</li> <li>● 10.2.5.3 (Non-web document)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange contains the text that is presented visually. Closed: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.2.5.3.1 (Open Functionality Software)</li> <li>● 11.2.5.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Authoring Tool: Not Applicable	Authoring Tool: Not Applicable
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.5.4 (Web)</li> <li>● 10.2.5.4 (Non-web document)</li> <li>● 11.2.5.4 (Open Functionality Software)</li> <li>● 11.2.5.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Does Not Support	Recovery Manager for Exchange does not support device or user motion
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.1.1 (Web)</li> <li>● 10.3.1.1 (Non-web document)</li> <li>● 11.3.1.1.1 (Open Functionality Software)</li> <li>● 11.3.1.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: English Only Closed: Not Applicable Authoring Tool: Not Applicable
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> Also applies to:	Web: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.2.1 (Web)</li> <li>● 10.3.2.1 (Non-web document)</li> <li>● 11.3.2.1 (Open Functionality Software)</li> <li>● 11.3.2.1 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Software: When a component in a Recovery Manager for Exchange user interface receives focus, it does not initiate a change of context. Closed: Not Applicable Authoring Tool: Not Applicable
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.2.2 (Web)</li> <li>● 10.3.2.2 (Non-web document)</li> <li>● 11.3.2.2 (Open Functionality Software)</li> <li>● 11.3.2.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Changing the setting of a component in a Recovery Manager for Exchange user interface does not initiate a change of context. Closed: Not Applicable Authoring Tool: Not Applicable
<b>3.2.6 Consistent Help</b> (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Help mechanisms are provided directly on the page, or may be provided via a direct link to a different page containing the information.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.1 (Web)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange automatically detects errors in most of the inputs.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.3.3.1 (Non-web document)</li> <li>● 11.3.3.1.1 (Open Functionality Software)</li> <li>● 11.3.3.1.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Closed: Not Applicable Authoring Tool: Not Applicable	Closed: Not Applicable Authoring Tool: Not Applicable
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.3.2 (Web)</li> <li>● 10.3.3.2 (Non-web document)</li> <li>● 11.3.3.2 (Open Functionality Software)</li> <li>● 11.3.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange provides labels or instructions for user inputs. Closed: Not Applicable Authoring Tool: Not Applicable
<p><b><u>3.3.7 Redundant Entry</u></b> (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	Information that the user has already entered during a process is made available to them.
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.1 (Web)</li> </ul>	Not Applicable	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 10.4.1.1 (Non-web document)</li> <li>● 11.4.1.1.1 (Open Functionality Software)</li> <li>● 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.2 (Web)</li> <li>● 10.4.1.2 (Non-web document)</li> <li>● 11.4.1.2.1 (Open Functionality Software)</li> <li>● 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange uses standard UI controls. Authoring Tool: Not Applicable

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.4 (Web)</li> <li>● 10.1.2.4 (Non-web document)</li> <li>● 11.1.2.4 (Open Functionality Software)</li> <li>● 11.1.2.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange does not use synchronized media.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.5 (Web)</li> <li>● 10.1.2.5 (Non-web document)</li> <li>● 11.1.2.5 (Open Functionality Software)</li> <li>● 11.1.2.5 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange does not use synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.4 (Web)</li> <li>● 10.1.3.4 (Non-web document)</li> <li>● 11.1.3.4 (Open Functionality Software)</li> <li>● 11.1.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	Content in RMEX does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.5 (Web)</li> <li>● 10.1.3.5 (Non-web document)</li> <li>● 11.1.3.5.1 (Open Functionality Software)</li> <li>● 11.1.3.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.3 (Web)</li> <li>● 10.1.4.3 (Non-web document)</li> <li>● 11.1.4.3 (Open Functionality Software)</li> <li>● 11.1.4.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.4 (Web)</li> <li>● 10.1.4.4 (Non-web document)</li> <li>● 11.1.4.4.1 (Open Functionality Software)</li> <li>● 11.1.4.4.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Partially Supports</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Electronic Docs: Not Applicable</p> <p>Web, Software: The application supports operating system scaling and high DPI settings which allow users to increase text size.</p> <p>Closed: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange does not use images of text.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10 (Open Functionality Software)</li> <li>● 11.1.4.10 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<u><a href="#">1.4.11 Non-text Contrast</a></u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<u><a href="#">1.4.12 Text Spacing</a></u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.12 (Web)</li> <li>● 10.1.4.12 (Non-web document)</li> <li>● 11.1.4.12 (Open Functionality Software)</li> <li>● 11.1.4.12 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Supports	Text spacing can be overridden to improve the reading experience.
<u><a href="#">1.4.13 Content on Hover or Focus</a></u> (Level AA 2.1 and 2.2) Also applies to:	Does Not Support	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.1.4.13 (Web)</li> <li>● 10.1.4.13 (Non-web document)</li> <li>● 11.1.4.13 (Open Functionality Software)</li> <li>● 11.1.4.13 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.5 (Web)</li> <li>● 10.2.4.5 (Non-web document) – Does not apply</li> <li>● 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>● 11.2.4.5 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	Not Applicable
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.6 (Web)</li> <li>● 10.2.4.6 (Non-web document)</li> <li>● 11.2.4.6 (Open Functionality Software)</li> <li>● 11.2.4.6 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Electronic Docs: Software: Partially Supports Closed: Authoring Tool:	Web: Electronic Docs: Software: Recovery Manager for Exchange uses semantically correct markup for all interface elements, including headings and labels. Heading and label text in Recovery Manager for Exchange describe topic or purpose. Closed: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.2.4.7 (Web)</li> <li>● 10.2.4.7 (Non-web document)</li> <li>● 11.2.4.7 (Open Functionality Software)</li> <li>● 11.2.4.7 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: Not Applicable Electronic Docs: Not Applicable Software: Recovery Manager for Exchange uses visual changes to elements to indicate the current position of focus. Closed: Not Applicable Authoring Tool: Not Applicable
<p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<p><b>2.5.7 Dragging Movements</b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<p><b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.1.2 (Web)</li> <li>● 10.3.1.2 (Non-web document)</li> </ul>	Not Applicable	Software: The application interface is presented entirely in English and does not contain mixed-language content requiring programmatic language identification.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>● 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>● 11.3.1.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>		
<p><b><u>3.2.3 Consistent navigation</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.3 (Web)</li> <li>● 10.3.2.3 (Non-web document) – Does not apply</li> <li>● 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Partially Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: Recovery Manager for Exchange uses the same navigation mechanisms across pages. The product is not fully tested according to this requirement Electronic Docs: Not Applicable Authoring Tool: Not Applicable
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.3.2.4 (Web)</li> <li>● 10.3.2.4 (Non-web document) – Does not apply</li> <li>● 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>● 11.3.2.4 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul>	Web: Partially Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web: The Recovery Manager for Exchange user interface is built on a framework that provides a standard component library for consistent functionality and presentation across pages The product is not fully tested according to this requirement Electronic Docs: Not Applicable Authoring Tool: Not Applicable

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<b><a href="#">3.3.3 Error Suggestion</a></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.3 (Web)</li> <li>● 10.3.3.3 (Non-web document)</li> <li>● 11.3.3.3 (Open Functionality Software)</li> <li>● 11.3.3.3 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Partially Supports Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Recovery Manager for Exchange provides suggestions for correcting errors such as identifying required fields or guidance to fix some issues. The product is not fully tested according to this requirement Electronic Docs: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable
<b><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>● 9.3.3.4 (Web)</li> <li>● 10.3.3.4 (Non-web document)</li> <li>● 11.3.3.4 (Open Functionality Software)</li> <li>● 11.3.3.4 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Not Applicable	Software: The Recovery Manager for Exchange does not have a mechanism for reviewing and correcting information before submission, and confirmations before irreversible delete operations.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.8 Accessible Authentication (Minimum)</u></b> (Level AA 2.2 only)            EN 301 549 Criteria – Does not apply            Revised Section 508 – Does not apply</p>	Not Applicable	Not Applicable
<p><b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 and 2.2)            Also applies to:            EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.4.1.3 (Web)</li> <li>● 10.4.1.3 (Non-web document)</li> <li>● 11.4.1.3 (Open Functionality Software)</li> <li>● 11.4.1.3 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	

**Table 3: Success Criteria, Level AAA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.3.6 Identify Purpose</a> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<a href="#">1.4.6 Contrast (Enhanced)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.4.8 Visual Presentation</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">1.4.9 Images of Text (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA) EN 301 549 Criteria – Does not apply	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
<b>2.2.3 No Timing</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.2.4 Interruptions</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.2.5 Re-authenticating</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.2.6 Timeouts</b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<b>2.3.2 Three Flashes</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<b>2.3.3 Animation from Interactions</b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<b>2.4.8 Location</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.4.9 Link Purpose (Link Only)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.4.10 Section Headings</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.4.12 Focus Not Obscured (Enhanced)</b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	
<b>2.4.13 Focus Appearance</b> (Level AAA 2.2 only)	Supports	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
<b>2.5.5 Target Size</b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>2.5.6 Concurrent Input Mechanisms</b> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.1.3 Unusual Words</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.1.4 Abbreviations</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.1.5 Reading Level</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.1.6 Pronunciation</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable
<b>3.2.5 Change on Request</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.3.5 Help</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.3.6 Error Prevention (All)</b> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<b>3.3.9 Accessible Authentication (Enhanced)</b> (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Not Applicable



## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Through screen reader can perform
302.2 With Limited Vision	Supports	Supports OS magnification & high scaling
302.3 Without Perception of Color	Supports	RMEX uses text labels and icons
302.4 Without Hearing	Supports	No audio functionality in RMEX
302.5 With Limited Hearing	Supports	RMEX does not rely on audio output for interaction.
302.6 Without Speech	Supports	RMEX does not require speech input
302.7 With Limited Manipulation	Supports	RMEX supports keyboard navigation
302.8 With Limited Reach and Strength	Supports	RMEX supports keyboard operation
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	RMEX uses consistent navigation, labels, and predictable interaction patterns.

### Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not Applicable
402.2.2 Transactional Outputs	Not Applicable	Not Applicable
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
402.2.4 User Control	Not Applicable	Not Applicable
402.2.5 Braille Instructions	Not Applicable	Not Applicable
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not Applicable
402.3.2 Non-private Listening	Not Applicable	Not Applicable
402.4 Characters on Display Screens	Not Applicable	Not Applicable
402.5 Characters on Variable Message Signs	Not Applicable	Not Applicable
<b>403 Biometrics</b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not Applicable
<b>404 Preservation of Information Provided for Accessibility</b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not Applicable
<b>405 Privacy</b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not Applicable
<b>406 Standard Connections</b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Not Applicable	Not Applicable
<b>407 Operable Parts</b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	Not Applicable
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	Not Applicable
407.3.2 Alphabetic Keys	Not Applicable	Not Applicable
407.3.3 Numeric Keys	Not Applicable	Not Applicable
407.4 Key Repeat	Not Applicable	Not Applicable
407.5 Timed Response	Not Applicable	Not Applicable
407.6 Operation	Not Applicable	Not Applicable
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not Applicable
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Not Applicable
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Not Applicable
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Not Applicable
407.8.2 Side Reach	Not Applicable	Not Applicable
407.8.2.1 Unobstructed Side Reach	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
407.8.2.2 Obstructed Side Reach	Not Applicable	Not Applicable
407.8.3 Forward Reach	Not Applicable	Not Applicable
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2 Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Not Applicable
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not Applicable
408.3 Flashing	Not Applicable	Not Applicable
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	Not Applicable
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General		Not Applicable
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	Not Applicable
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b><i>412.2 Volume Gain</i></b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Not Applicable
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not Applicable
<b><i>412.3 Interference Reduction and Magnetic Coupling</i></b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not Applicable
412.3.2 Wireline Handsets	Not Applicable	Not Applicable
412.4 Digital Encoding of Speech	Not Applicable	Not Applicable
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	Not Applicable
412.7 Video Communication	Not Applicable	Not Applicable
<b><i>412.8 Legacy TTY Support</i></b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not Applicable
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not Applicable
412.8.3 Signal Compatibility	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not Applicable
<b><u><a href="#">413 Closed Caption Processing Technologies</a></u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not Applicable
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not Applicable
<b><u><a href="#">414 Audio Description Processing Technologies</a></u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not Applicable
414.1.2 Other ICT	Not Applicable	Not Applicable
<b><u><a href="#">415 User Controls for Captions and Audio Descriptions</a></u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not Applicable
415.1.2 Audio Description Controls	Not Applicable	Not Applicable

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><u><a href="#">502 Interoperability with Assistive Technology</a></u></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
<b><u><a href="#">502.3 Accessibility Services</a></u></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not Applicable	
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b><i>601.1 Scope</i></b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	Not Applicable	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	
603.3 Accommodation of Communication Needs	Not Applicable	



## EN 301 549 Report

Notes:

### Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Not Applicable	Not Applicable
4.2.2 Usage with limited vision	Not Applicable	Not Applicable
4.2.3 Usage without perception of colour	Not Applicable	Not Applicable
4.2.4 Usage without hearing	Not Applicable	Not Applicable
4.2.5 Usage with limited hearing	Not Applicable	Not Applicable
4.2.6 Usage with no or limited vocal capability	Not Applicable	Not Applicable
4.2.7 Usage with limited manipulation or strength	Not Applicable	Not Applicable
4.2.8 Usage with limited reach	Not Applicable	Not Applicable
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Not Applicable
4.2.10 Usage with limited cognition, language or learning	Not Applicable	Not Applicable
4.2.11 Privacy	Not Applicable	Not Applicable

### Clause [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6

Criteria	Conformance Level	Remarks and Explanations
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Not Applicable
5.1.3.2 Auditory output delivery including speech	Not Applicable	Not Applicable
5.1.3.3 Auditory output correlation	Not Applicable	Not Applicable
5.1.3.4 Speech output user control	Not Applicable	Not Applicable
5.1.3.5 Speech output automatic interruption	Not Applicable	Not Applicable
5.1.3.6 Speech output for non-text content	Not Applicable	Not Applicable
5.1.3.7 Speech output for video information	Not Applicable	Not Applicable
5.1.3.8 Masked entry	Not Applicable	Not Applicable
5.1.3.9 Private access to personal data	Not Applicable	Not Applicable
5.1.3.10 Non-interfering audio output	Not Applicable	Not Applicable
5.1.3.11 Private listening volume	Not Applicable	Not Applicable
5.1.3.12 Speaker volume	Not Applicable	Not Applicable
5.1.3.13 Volume reset	Not Applicable	Not Applicable
5.1.3.14 Spoken languages	Not Applicable	Not Applicable
5.1.3.15 Non-visual error identification	Not Applicable	Not Applicable
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	Not Applicable
5.1.4 Functionality closed to text enlargement	Not Applicable	Not Applicable
5.1.5 Visual output for auditory information	Not Applicable	Not Applicable
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Not Applicable
5.1.7 Access without speech	Not Applicable	Not Applicable
5.2 Activation of accessibility features	Not Applicable	Not Applicable
5.3 Biometrics	Not Applicable	Not Applicable
5.4 Preservation of accessibility information during conversion	Not Applicable	Not Applicable
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
5.5.1 Means of operation	Not Applicable	Not Applicable
5.5.2 Operable parts discernibility	Not Applicable	Not Applicable
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	Not Applicable
5.6.2 Visual status	Not Applicable	Not Applicable
5.7 Key repeat	Not Applicable	Not Applicable
5.8 Double-strike key acceptance	Not Applicable	Not Applicable
5.9 Simultaneous user actions	Not Applicable	Not Applicable

## Clause [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	Not Applicable
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Not Applicable
6.2.1.1 RTT communication	Not Applicable	Not Applicable
6.2.1.2 Concurrent voice and text	Not Applicable	Not Applicable
6.2.2.1 Visually distinguishable display	Not Applicable	Not Applicable
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	Not Applicable
6.2.2.3 Speaker identification	Not Applicable	Not Applicable
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	Not Applicable
6.2.3 Interoperability	Not Applicable	Not Applicable
6.2.4 RTT responsiveness	Not Applicable	Not Applicable
6.3 Caller ID	Not Applicable	Not Applicable
6.4 Alternatives to voice-based services	Not Applicable	Not Applicable
<b>6.5 Video communication</b>	Heading cell – no response required	Not Applicable
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Not Applicable
6.5.2 Resolution	Not Applicable	Not Applicable

6.5.3 Frame rate	Not Applicable	Not Applicable
6.5.4 Synchronization between audio and video	Not Applicable	Not Applicable
6.5.5 Visual indicator of audio with video	Not Applicable	Not Applicable
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	Not Applicable
<b>6.6 Alternatives to video-based services (advisory only)</b>	Advisory – no response required	Advisory – no response required

## Clause [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	Not Applicable
7.1.2 Captioning synchronization	Not Applicable	Not Applicable
7.1.3 Preservation of captioning	Not Applicable	Not Applicable
7.1.4 Captions characteristics	Not Applicable	Not Applicable
7.1.5 Spoken subtitles	Not Applicable	Not Applicable
7.2.1 Audio description playback	Not Applicable	Not Applicable
7.2.2 Audio description synchronization	Not Applicable	Not Applicable
7.2.3 Preservation of audio description	Not Applicable	Not Applicable
7.3 User controls for captions and audio description	Not Applicable	Not Applicable

## Clause [8: Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>8.1.1 Generic requirements</b>	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections	Not Applicable	Not Applicable
8.1.3 Colour	Not Applicable	Not Applicable
<b>8.2 Hardware products with speech output</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
8.2.1.1 Speech volume range	Not Applicable	Not Applicable
8.2.1.2 Incremental volume control	Not Applicable	Not Applicable
8.2.2.1 Fixed-line devices	Not Applicable	Not Applicable
8.2.2.2 Wireless communication devices	Not Applicable	Not Applicable
<b>8.3 Stationary ICT</b>	Heading cell – no response required	Heading cell – no response required
8.3.2.1 Unobstructed high forward reach	Not Applicable	Not Applicable
8.3.2.2 Unobstructed low forward reach	Not Applicable	Not Applicable
8.3.2.3.1 Clear space	Not Applicable	Not Applicable
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	Not Applicable
8.3.2.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	Not Applicable
8.3.2.4 Knee and toe clearance width	Not Applicable	Not Applicable
8.3.2.5 Toe clearance	Not Applicable	Not Applicable
8.3.2.6 Knee clearance	Not Applicable	Not Applicable
8.3.3.1 Unobstructed high side reach	Not Applicable	Not Applicable
8.3.3.2 Unobstructed low side reach	Not Applicable	Not Applicable
8.3.3.3.1 Obstructed ( $\leq$ 255 mm) side reach	Not Applicable	Not Applicable
8.3.3.3.2 Obstructed ( $\leq$ 610 mm) side reach	Not Applicable	Not Applicable
8.3.4.1 Change in level	Not Applicable	Not Applicable
8.3.4.2 Clear floor or ground space	Not Applicable	Not Applicable
8.3.4.3.2 Forward approach	Not Applicable	Not Applicable
8.3.4.3.3 Parallel approach	Not Applicable	Not Applicable
8.3.5 Visibility	Not Applicable	Not Applicable
8.3.6 Installation instructions	Not Applicable	Not Applicable
<b>8.4 Mechanically Operable parts</b>	Heading cell – no response required	Heading cell – no response required
8.4.1 Numeric keys	Not Applicable	Not Applicable
8.4.2.1 Means of operation of mechanical parts	Not Applicable	Not Applicable
8.4.2.2 Force of operation of mechanical parts	Not Applicable	Not Applicable
8.4.3 Keys, tickets and fare cards	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
8.5 Tactile indication of speech mode	Not Applicable	Not Applicable

## Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

## Clause [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>10.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
10.5 Caption positioning	Does not Support	Video Tutorial in RMEX doesn't not have captions
10.6 Audio description timing	Does not Support	

## Clause [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>11.0 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Supports	
11.5.2.5 Object information	Supports	
11.5.2.6 Row, column, and headers	Supports	
11.5.2.7 Values	Supports	
11.5.2.8 Label relationships	Supports	
11.5.2.9 Parent-child relationships	Supports	
11.5.2.10 Text	Supports	
11.5.2.11 List of available actions	Supports	
11.5.2.12 Execution of available actions	Supports	
11.5.2.13 Tracking of focus and selection attributes	Supports	
11.5.2.14 Modification of focus and selection attributes	Supports	
11.5.2.15 Change notification	Supports	
11.5.2.16 Modifications of states and properties	Supports	
11.5.2.17 Modifications of values and text	Supports	
<b>11.6 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	
<b>11.8 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.8.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See <a href="#">WCAG 2.x</a> section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations		
11.8.4 Repair assistance		
11.8.5 Templates		



## Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	
12.1.2 Accessible documentation	Supports	See information in WCAG 2.x section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	Supports	See information in WCAG 2.x section

## Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>13.1 Relay services requirements</b>	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	Not Applicable
13.1.3 Sign relay services	Not Applicable	Not Applicable
13.1.4 Lip-reading relay services	Not Applicable	Not Applicable
13.1.5 Captioned telephony services	Not Applicable	Not Applicable
13.1.6 Speech to speech relay services	Not Applicable	Not Applicable
13.2 Access to relay services	Not Applicable	Not Applicable
13.3 Access to emergency services	Not Applicable	Not Applicable

## Legal Disclaimer

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