

Voluntary Product Accessibility Template

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial Electronic and Information Technology products and services with features that support accessibility. It is assumed that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: 1/20/2009

Name of Product: Adobe® RoboHelp® 8

Contact for more Information: access@adobe.com

| Guideline | Applicable | Compliance |
|--------------------------------------------------------------------|-------------------|--------------------------|
| §1194.21 - Software Applications and Operating Systems | Applicable | Supports with Exceptions |
| §1194.22 – Web-based Intranet and Internet Information and Systems | Applicable | Supports with Exceptions |
| §1194.23 - Telecommunications Products | Not Applicable | - |
| §1194.24 - Video and Multimedia Products | Not Applicable | - |
| §1194.25 – Self-Contained, Closed Products | Not Applicable | - |
| §1194.26 - Desktop and Portable Computers | Not Applicable | - |
| §1194.31 - Functional Performance Criteria | Applicable | Supports with Exceptions |
| §1194.41 - Information, Documentation, Support | Applicable | Supports |



Section 1194.21 Software Applications and Operating Systems - Detail

| Criteria | Supporting Features | Remarks and explanations |
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| <p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p> | <p>Supports with Exceptions</p> | <p>Some functions in RoboSource are not accessible via the keyboard.</p> <p>For example, in the History Viewer, toolbar and context menus cannot be accessed using the keyboard.</p> <p>There is limited keyboard access to the Structure View.</p> |
| <p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p> | <p>Supports</p> | <p>RoboHelp 8 does not disrupt or disable activated accessibility features of other products.</p> |

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| <p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p> | <p>Supports with Exceptions</p> | <p>RoboHelp 8 provides an on-screen indication of the current focus that moves among interactive interface elements as the input focus changes, with some exceptions.</p> <p>For example, visual focus is lost on some buttons and programmatic focus is not available in some lists in the Style and DHTML Effect dialogs.</p> <p>In RoboSource 3.1, drop down menus do not programmatically expose focus to Assistive Technology.</p> |
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| <p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p> | <p>Supports with Exceptions</p> | <p>Some controls in RoboHelp 8 and RoboSource 3.1 do not provide sufficient information about identity, operation, or state to Assistive Technology.</p> <p>For example, some buttons in the Table Insert dialog in RoboHelp, and menus and lists in RoboSource are not correctly labeled or recognized by Assistive Technology.</p> |
| <p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p> | <p>Supports</p> | <p>RoboHelp 8's indicators of status or control are consistent throughout the application.</p> |
| <p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p> | <p>Supports</p> | <p>Text content, input caret location and attributes are all available for editable text in RoboHelp 8.</p> |

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| <p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p> | <p>Supports with Exceptions</p> | <p>RoboSource 3.1 is only partially capable of using the Windows system settings for color, fonts, contrast, and size of UI elements.</p> <p>For example, large text settings do not affect text in list boxes.</p> |
| <p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p> | <p>Not Applicable</p> | <p>RoboHelp 8 does not use animation.</p> |
| <p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> | <p>Supports</p> | <p>Color coding is not the only way of conveying information in RoboHelp 8.</p> |
| <p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p> | <p>Not Applicable</p> | <p>RoboHelp 8 does not permit the user to adjust color and contrast settings</p> |
| <p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p> | <p>Not Applicable</p> | <p>RoboHelp 8 does not use flashing or blinking text, objects, or other elements.</p> |

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| <p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> | <p>Supports with Exceptions</p> | <p>Some dialog boxes and controls are not fully accessible to assistive technology.</p> <p>For example, some lists in the Style and DHTML Effect dialogs are not fully accessible to Assistive Technology.</p> |
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Section 1194.22 Web-based Internet information and applications - Detail

| Criteria | Supporting Features | Remarks and explanations |
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| <p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p> | <p>Supports</p> | <p>In RoboHelp alternate text can be added to HTML pages using HTML Syntax view.</p> |
| <p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p> | <p>Supports</p> | <p>RoboHelp allows authors to embed externally created multimedia content.</p> <p>Authors need to ensure that included multimedia provides equivalent alternatives.</p> |
| <p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p> | <p>Supports</p> | <p>The use of color for conveying information in RoboHelp output is controlled by the author.</p> <p>Table templates use color coding instead of markup to indicate headings. See (g)</p> |

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| <p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p> | <p>Supports with Exceptions</p> | <p>RoboHelp 8 Web and Flash Help uses both inline and external styles. The use of styles can be controlled by the author.</p> |
| <p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p> | <p>Not Applicable</p> | <p>RoboHelp 8 does not create server-side image maps.</p> |
| <p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p> | <p>Supports</p> | <p>RoboHelp 8 generates client-side image maps except where the regions cannot be defined with an available geometric shape.</p> |
| <p>(g) Row and column headers shall be identified for data tables.</p> | <p>Supports with Exceptions</p> | <p>Authors need to identify table headers by editing the code in HTML view. The Design view does not provide a way to identify headers.</p> |
| <p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p> | <p>Supports with Exceptions</p> | <p>See (g)</p> |
| <p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p> | <p>Supports with Exceptions</p> | <p>WebHelp frames are titled, but some of the titles are confusing.</p> <p>FlashHelp frames are not titled.</p> |
| <p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p> | <p>Supports</p> | <p>RoboHelp allows authors to embed multimedia and dynamic content. Authors need to ensure that the content does not cause screen flicker.</p> |

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| <p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p> | <p>Supports</p> | <p>RoboHelp supports the creation of text-only content.</p> |
| <p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p> | <p>Supports</p> | <p>RoboHelp will generate scripted behaviors, and authors may include scripting in the HTML. Authors must ensure that functional text is provided.</p> |
| <p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p> | <p>Supports</p> | <p>RoboHelp can utilize Flash and other plug-ins within HTML and Flash Help. The author must ensure that a link is provided to a plug-in or applet that complies with this criterion.</p> |
| <p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> | <p>Supports</p> | <p>For HTML and Flash Help, an author may include forms as part of the content using markup. Authors must ensure that any forms added can be completed using Assistive Technology.</p> |
| <p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p> | <p>Supports</p> | <p>RoboHelp 8 supports via the ability of Assistive Technologies to navigate frames in HTML and Flash Help.</p> |

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| <p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p> | <p>Supports</p> | <p>For HTML and Flash Help, an author may include markup to create timed responses.</p> <p>Authors need to ensure that the user is alerted and sufficient time is given to the user to indicate that more time is required.</p> |
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.31 Functional Performance Criteria - Detail

| Criteria | Supporting Features | Remarks and explanations |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p> | <p>Supports with Exceptions</p> | <p>Some functions in RoboSource are not accessible via the keyboard.</p> <p>Some controls in RoboHelp 8 and RoboSource 3.1 do not provide sufficient information about identity, operation, or state to Assistive Technology.</p> |

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| <p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p> | <p>Supports with Exceptions</p> | <p>There is not always a clear on-screen indication of focus in RoboHelp 8.</p> |
| <p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p> | <p>Supports</p> | |
| <p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p> | <p>Supports</p> | |
| <p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p> | <p>Supports</p> | |
| <p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p> | <p>Supports with Exceptions</p> | <p>Some drawing tools, such as the Cable Drum and client-side image map regions, require the use of the mouse.</p> <p>There is no alternative for these modes of operation.</p> |

Section 1194.41 Information, Documentation, and Support - Detail

| Criteria | Supporting Features | Remarks and explanations |
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| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supports | Adobe provides electronic versions of all product support documentation |
| (b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supports | Adobe provides information on accessibility features in the documentation. Electronic versions of all product support documentation are provided. |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supports | Product support for Adobe products is available in a variety of formats and from a number of online sources available from Adobe Systems. |