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| Criteria<br>Section (s) | Supporting Features<br>Epson |
|---|---|
| **Software applications/OS (1194.21)** | **TM-U295** |
| Pertains to usability for people with vision impairments e.g. alternative keyboard navigation. | Support with minor exceptions |
| (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. | Limited Support |
| (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 OS that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the OS and is available to the product developer. | Limited Support |
| (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. | Limited Support |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Support with minor exceptions |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Support |
| (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. | Limited support |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Support w/ minor exceptions. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Limited support |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Support |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Support |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Support |

| Criteria<br>Section (s) | Supporting Features<br>Epson |
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| (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. | Support with minor exceptions |

**Self contained, closed products (1194.25)**

| Criteria<br>Section (s) | Supporting Features<br>Epson |
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| Pertains to information kiosks, calculators, copiers, fax machines, printers. 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'. | |
| (a) Not requiring end-user to attach Assistive Technology to the product. | Support |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | N/A |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | N/A |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | N/A |
| (e) 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 sound. | N/A |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | N/A |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Support |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided. | Support |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Support |

| Criteria<br>Section (s) | Supporting Features<br>Epson |
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| (j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used ion one location and which have operable controls. | N/A |
| (j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. | N/A |
| (j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor. | N/A |
| (j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane. | N/A |
| **Functional Performance Criteria (1194.31)** | |
| Overall product evaluation to ensure that the individual components work together to create an accessible product. | |
| (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. | Limited Support |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 and 20/200 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people. | Limited Support |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided. | Support |
| (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. | Support |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Support |

| Criteria<br>Section (s) | Supporting Features<br>Epson |
|---|---|
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Support |
| **Information, documentation and support (1194.41)** | |
| Pertains to availability of alternate formats for all information, documentation, and support provided to end users of covered technologies | |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Support |
| 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. | Limited Support |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Support |

508 of the Rehabilitation Act of 1973.  The information

| Remarks & Explanations |
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| Epson |
| TM-U295 |
| Support with minor exceptions. |
| Limited Support -   Driver and software support keyboard access with minor exceptions. |
| Limited Support: Printer drivers do not interfere or disrupt any accessibility features.  Tested with Windows Accessibility Options.  Magnifier cannot be used when installing Reference Guide; Screen Reader cannot read all slider bars in Driver UI. |
| Limited Support: Printer driver shows a well-defined on-screen focus with minor exceptions. |
| Support: Printer drivers shows help and pop-up text for controls however, pop-up text does not function when using keyboard to navigate (TAB). |
| Support:  Meanings are consistent for all graphic controls. |
| Limited support - in some cases 'Alternate Text' is not provided.  Some screens do not present all textual information. |
| Support w/minor exceptions:  Drivers do not set contrast and color choices for display.  Some screens override display attributes, which may affect viewing in certain contrast modes. |
| Printer Drivers use limited amount of animation for paper out, paper jam, etc. in Status Monitor.  Information is also conveyed with  text. |
| Support: Drivers use simple text, graphics and color to convey information. |
| Support: No user customization options are provided. |
| Driver uses limited blinking or flashing icons for paper out, paper jam, etc.  This information is also conveyed with text.   Objects blink at less than 2 Hz. |

| Remarks & Explanations |
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| Epson |
| Driver uses eReg & Ink Monitor to register and order online. Able to install driver, and register using Numeric Key Pad only. Did not require use of Tab Key, Space Bar or Mouse. |
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| Support: panel buttons on product are large and easy to access. Assistive Technology is not required to attach to this product. Users with visual disability may need to install AT in the host PC. |
| No timed responses are required. |
| NA - Buttons on the product can be distinguished without activation.  All buttons can be activated by one hand and require pressing to activate functions.  Key repeat is not required.  There are no locking or toggle keys or buttons for activating function. |
| No biometric forms used for user identification. |
| No auditory output is provided. |
| No voice output is provided. |
| Support: Drivers use text, graphics and color to convey information. |
| Support: No user customization options are provided. |
| Support: Objects blink at less than 2 Hz.  Information is also conveyed with text. |

| Remarks & Explanations<br>Epson |
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| Does not apply, these are not freestanding products. |
| Does not apply, these are not freestanding products. |
| Does not apply, these are not freestanding products. |
| Does not apply, these are not freestanding products. |
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| Overall compliance |
| Limited Support - Applications do not disrupt or disable accessibility features in the operating system.  Screen reader is able to access most of the information from the driver. Keyboard navigation has some limitations. |
| Limited Support - Applications do not disrupt or disable accessibility features regarding large print options in the operating systems.  Driver supports screen reader, Smart Panel does not.  Driver and applications support Mouse via Numeric Keypad. |
| Support - Software and hardware operation do not require hearing for operation. |
| Audio information is not required for use of the product. |
| Support - User speech is not required. |

| Remarks & Explanations |
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| *Epson* |
| Support - product has large buttons that are easy to access, and controls that can be operated with one hand. |
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| Support - Product documentation is available in PDF and HTML format |
| Limited Support - Basic information on accessibility options is available in the product documentation. |
| Support - Epson offers support via telephone, email and website. |