

Ricoh Accessibility Conformance Report

International Edition

VPAT® Version 2.3 – April 2019

Name of Product/Version: Ricoh Streamline NX v3

Product Description: Device Management Software

Report Date: July 2020

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Notes: This VPAT is for Ricoh Streamline NX v3 software. This software can be utilized in conjunction with multiple Ricoh MFPs. This VPAT can be combined with any compatible MFP VPAT without altering the conformance of the MFP. MFPs with Streamline apps loaded onto the user interface may be simpler to use, resulting in easier use by individuals with limited cognitive, language, and learning abilities.

Evaluation Methods Used: The evaluation was completed by Georgia Tech. An independent accessibility specialist evaluated representative samples of the hardware and on-screen displays. Each technical requirement was evaluated separately to determine the level of conformance.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	All non-text content has textual equivalents. All icons have hover-over text describing their function.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances of prerecorded audio only or prerecorded video only.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances of prerecorded audio.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances of prerecorded audio.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Most information, structure, and relationships are conveyed through textual equivalents. Info buttons are usually provided to explain related form fields and how to use one form field to activate another. When using a screen reader, it is sometimes difficult or impossible to determine that form fields or buttons are related to

		other form elements. Relationships conveyed with a tree structure can be difficult to communicate with a screen reader.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances in which content must be presented in a specific sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Information communicated visually typically has accompanying text descriptions. However, a tree structure is used that is not fully exposed to screen readers. Additionally, there are occasional instances where the function a button performs is communicated solely by its location relative to a form field
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Color is never used as the only means of conveying information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances of audio.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	All content can be operated and accessed through the keyboard. No actions require specific timings for individual keystrokes.

<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Focus can be always be shifted between components using standard exit methods.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	There are no time limits set by the content.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> ● <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The application contains no moving, blinking, scrolling, or auto-updating information.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The application does not contain any display elements that flash.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Criterion does not apply to non-web software.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) 	Not Applicable	Criterion does not apply to non-web software.

<ul style="list-style-type: none"> ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	There are no instances of sequential navigation.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no links contained in the application.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The default language can be programmatically determined and changed. Language is determined by the language utilized by the server's operating system.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	There is no component that initiates a change of context when it receives focus.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Changing the settings of certain components enables or disables other components, but the basic context remains the same.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	Errors are generally prevented through conditional restriction of form fields and constraints on user input.

<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Labels and instructions are provided for all form fields.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	The software does not use a markup language.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Names and roles of user interface elements can be determined by text presented on the screen. This information is exposed to screen readers.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	There are no instances of live audio.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There are no instances of prerecorded video.

<p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The contrast ratio is greater than 4.5:1 for all text.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	The font size of the user interface is not adjustable.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Text (rather than images of text) is used to convey information.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Criterion does not apply to non-web software.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Headings and labels are descriptive.

<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	The keyboard focus indicator is always visible when navigating using the keyboard.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	The human language of each piece of content cannot be programmatically determined. However, the language of the application as a whole can be programmatically determined, and screen readers pronounce all text appropriately.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Criterion does not apply to non-web software.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) – Does not apply to non-web software ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) – Does not apply to non-web docs 	Not Applicable	Criterion does not apply to non-web software.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Errors are generally prevented through conditional restriction of form fields and constraints on user input.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Not Applicable	The application does not involve legal commitments or financial transactions, and there is no danger of deleting important data.

- 602.3 (Support Docs)

Revised Section 508 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The user interface is exposed, navigable, and generally understandable when using a screen reader. Relationships between some form fields and tree structures are difficult to understand without vision. In some instances, it is difficult to understand structure.
302.2 With Limited Vision	Partially Supports	Text is presented in high contrast. Fonts throughout the user interface are small (estimated at 8pt on average), and font size is not adjustable.
302.3 Without Perception of Color	Supports	The user interface does require perception of color for operation.
302.4 Without Hearing	Supports	The device does not require user hearing for operation.
302.5 With Limited Hearing	Software: Supports	Software: The device does not require user hearing for operation.

302.6 Without Speech	Supports	The device does not require user speech for operation.
302.7 With Limited Manipulation	Supports	The user interface can be operated with one hand and does not require fine motor control past the use of a mouse and/or keyboard.
302.8 With Limited Reach and Strength	Supports	The user interface can be operated with limited reach and limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The user interface contains many features, so those with limited cognitive abilities may have some difficulty using it. There are some options for saving settings for future use to eliminate the need for memorization. Those with limited language and learning abilities should be able to operate the user interface.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	This product is not an operating system.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	This product does not interfere with operating system accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	With some exceptions, this product provides name, role, state and value information to assistive technology.
502.3.2 Modification of Object Information	Supports	States and properties can be operated by assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	Some tables are missing headers that are needed to associate to their corresponding data cells.
502.3.4 Values	Supports	Values can be programmatically determined by assistive technology.
502.3.5 Modification of Values	Supports	Values set by a user can be programmatically determined by assistive technology.
502.3.6 Label Relationships	Partially Supports	Some elements of the Global Streamline NX product lack sufficient markup attributes to properly describe label relationships.
502.3.7 Hierarchical Relationships	Partially Supports	The Streamline NX product uses standard HTML markup to describe hierarchical relationship but some elements are missing sufficient markup to effectively determine relationships programmatically.
502.3.8 Text	Supports	The content of text objects and attributes can be programmatically determined using assistive technology.
502.3.9 Modification of Text	Supports	Product text that can be set by the user can be programmatically determined using assistive technology.
502.3.10 List of Actions	Partially Supports	Most objects provide their roles and the actions can be programmatically

Criteria	Conformance Level	Remarks and Explanations
		determined with the exception of some missing labels and alt-text for some form elements (e.g. buttons, editable search boxes).
502.3.11 Actions on Objects	Partially Supports	This product allows assistive technology to programmatically execute action on most objects. Some objects did not have sufficient markup needed to programmatically execute (e.g buttons).
502.3.12 Focus Cursor	Supports	The Streamline NX product uses visual changes to elements to indicate cursor position and focus; however, a thicker and darker colored could improve focus.
502.3.13 Modification of Focus Cursor	Supports	Focus can be set programmatically using assistive technology.
502.3.14 Event Notification	Supports	Events relevant to user interactions provide proper notification.
502.4 Platform Accessibility Features	Not Applicable	This product is not an operating system.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	This product respects user preferences from OS settings (i.e. high contrast can be user enabled).
503.3 Alternative User Interfaces	Not Applicable	This product does not provide alternative user interfaces that function as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	This product has no time-based media.
503.4.2 Audio Description Controls	Supports	This product has no time-based media.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	A list of accessibility and compatibility features of the product is available upon request.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All documentation is available electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	A list of accessibility and compatibility features of the product is available upon request.
603.3 Accommodation of Communication Needs	Supports	Customer service professionals are accessible via email or by phone.

EN 301 549 Report

Notes:

Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	The user interface is exposed, navigable, and generally understandable when using a screen reader. Relationships between some form fields and tree structures are difficult to understand without vision.
4.2.2 Usage with limited vision	Partially Supports	Text is presented in high contrast. Fonts throughout the user interface are small (estimated at 8pt on average), and font size is not adjustable.
4.2.3 Usage without perception of colour	Supports	The user interface does not require perception of color.
4.2.4 Usage without hearing	Supports	The user interface does not require user hearing for operation.
4.2.5 Usage with limited hearing	Supports	The user interface does not require user hearing for operation.
4.2.6 Usage without vocal capability	Supports	The user interface does not require user speech for operation.

4.2.7 Usage with limited manipulation or strength	Supports	The user interface can be operated can be operated with one hand and does not require fine motor control past the use of a mouse and/or keyboard.
4.2.8 Usage with limited reach	Supports	The user interface can be operated with limited reach and limited strength.
4.2.9 Minimize photosensitive seizure triggers	Supports	The user interface contains no flashing.
4.2.10 Usage with limited cognition	Supports	The user interface contains many features, so those with limited cognitive abilities may have some difficulty using it. There are some options for saving settings for future use to eliminate the need for memorization. Those with limited language and learning abilities should be able to operate the user interface.
4.2.11 Privacy	Supports	The same degree of privacy is available to all users.

Chapter [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	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
11.5.2.3 Use of accessibility services	Partially Supports	Streamline NX does not have documented platform accessibility services but uses other documented services that provides interoperation with assistive technology.
11.5.2.4 Assistive technology	Not Applicable	The Streamline NX product itself is platform software and is not an assistive technology.
11.5.2.5 Object information	Partially Supports	This product provides name, role, state and value information to assistive technology but lacks HTML or WAI-ARIA for some elements to be programmatically determined.
11.5.2.6 Row, column, and headers	Partially Supports	Streamline NX uses standard HTML attributes to define table row and column headers; table headers are missing for some content to associate corresponding data cells and that can be determined programmatically using assistive technology.
11.5.2.7 Values	Supports	The product values can be determined programmatically using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.8 Label relationships	Partially Supports	Markup for some product labels are missing which are needed to be programmatically determine content relationships by assistive technology.
11.5.2.9 Parent-child relationships	Partially Supports	Many of the product's parent-child, or hierarchical relationships, can be determined programmatically using assistive technology but some elements are missing sufficient markup to effectively determine content relationships programmatically.
11.5.2.10 Text	Supports	The content of text objects and attributes can be determined programmatically using assistive technology.
11.5.2.11 List of available actions	Partially Supports	Some product objects lack semantic markup (i.e. labels, alt text) needed to provide their roles and the actions programmatically.
11.5.2.12 Execution of available actions	Supports	This product allows assistive technology to programmatically execute many available actions on objects. However, some objects did not have sufficient markup needed to programmatically execute.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	This product uses visual changes to elements to indicate cursor position and focus; however, a thicker and darker colored focus outline could improve trackable focus.
11.5.2.14 Modification of focus and selection attributes	Supports	Focus can be set programmatically using assistive technology.
11.5.2.15 Change notification	Partially Supports	Some suggestions are provided for input errors on required fields.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.16 Modifications of states and properties	Supports	Ricoh Streamline NX supports interoperation with assistive technologies that allow programmatic modifications of states and properties.
11.5.2.17 Modifications of values and text	Supports	Ricoh Streamline NX supports interoperation with assistive technologies that allow programmatic modifications of value and text.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	This product is not an operating system.
11.6.2 No disruption of accessibility features	Supports	This product does not interfere with operating system accessibility features.
11.7 User preferences	Supports	This product respects user preferences from OS settings (i.e. high contrast can be user enabled).
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	
11.8.5 Templates	Not Applicable	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required

12.1.1 Accessibility and compatibility features	Supports	A list of accessibility and compatibility features of the product is available upon request.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	A list of accessibility and compatibility features of the product is available upon request.
12.2.3 Effective communication	Supports	Customer service professionals are accessible via email or by phone.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG section

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.