



Lenovo Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Lenovo Tab P11 Pro (TB-J706F)

Product Description: Tablet computer

Date: 15 December 2020

Contact information: compliance@Lenovo.com

Evaluation Methods Used:

Manual testing is performed on hardware products using a number of different tools to evaluate access by users with disabilities. Chroma optical test: brightness, contrast, color chromaticity tools are used to ensure contrast, a force gauge is used to evaluate key button force. One handed, and non-biometric operation is evaluated alongside stylus and other tools that are used to evaluate use without tight pinching or grasping. Measurement tools and meters are used to measure operable controls while audio meters are used to measure volume and gain. Connection ports are evaluated from design to ensure standard connection points are available. Any transducers designed to be held to the ear are evaluated by an outside laboratory for conformance to non-interference and coupling standards. Additional tests are performed based on applicable features of the product.

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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
1.1.1 Non-text Content (Level A)	Supports	All non-text content has a text alternative.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	Software does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Software does not contain any prerecorded audio-only media.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Software does not contain any videos.
1.3.1 Info and Relationships (Level A)	Supports	Content uses HTML for all structural elements.
1.3.2 Meaningful Sequence (Level A)	Supports	The reading order of the content is intuitive.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A)	Supports	Color is not the only means of conveying information.
1.4.2 Audio Control (Level A)	Not Applicable	Software does not contain any audio output.
2.1.1 Keyboard (Level A)	Supports	Functionality is operable through a keyboard interface on screen or by attaching a physical keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is not trapped.
2.2.1 Timing Adjustable (Level A)	Supports	Software provides accessible usage of time based sessions.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Software does not have any moving, blinking, scrolling, or auto-updating information.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Software does not have any flashing information.
2.4.1 Bypass Blocks (Level A)	Supports	User can navigate between software panes.
2.4.2 Page Titled (Level A)	Supports	Windows and dialog titles describe the topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Supports	Focus order of software is logical.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link is indicated in the link text.
3.1.1 Language of Page (Level A)	Supports	The software specifies a language.
3.2.1 On Focus (Level A)	Supports	Context is not changed when focus changes occur.
3.2.2 On Input (Level A)	Supports	Focus is not forcibly shifted on input.
3.3.1 Error Identification (Level A)	Supports	Error messages are indicated.
3.3.2 Labels or Instructions (Level A)	Supports with Exceptions	<p>Instructions and/or labels are provided when user input is requested.</p> <p>Exceptions: In <i>Contacts</i>, the checkboxes are not positioned to the left of the labels.</p> <p>In <i>Clock</i>, more options buttons are blocked by check boxes.</p> <p>In <i>Clock-Alarm</i>, in the more options button, the contents of the screen saver's focus box are not prompted completely with voice/text in <i>Clock</i> and the focus box does not contain all text.</p> <p>In <i>Calculator</i>, the area where the mathematical formulas are placed has no visual label, more option buttons are blocked by check boxes, when the screen horizontal and vertical, more menus disappear, when the portrait goes to landscape, the calculation disappears.</p> <p>In <i>Screen Recorder</i>, the recording controls are obscured by a pop-up window.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>In <i>Camera</i>, more options have an invalid focus box in most recent photo.</p> <p>In <i>Contacts</i>, the labels for the fields to create a new contact are not persistently visually located adjacent to the input in Create New Contact page, the focus covers the text 'label name' in Contacts, and the cursor is at the front of the input focus when clicking the input focus.</p>
4.1.1 Parsing (Level A)	Supports	All content has complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes and IDs are unique where applicable.
4.1.2 Name, Role, Value (Level A)	Supports	All user interface components have the name and role indicated.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Software does not contain live audio-only media.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Software does not contain prerecorded video-only media.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Text and images of text have sufficient color contrast.
1.4.4 Resize text (Level AA)	Supports	Operating System text size preferences are preserved by the software.
1.4.5 Images of Text (Level AA)	Supports	Text is used instead of images of text whenever possible.
2.4.5 Multiple Ways (Level AA)	Supports	There is more than one way to locate a document in a set of documents.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels are properly labeled.
2.4.7 Focus Visible (Level AA)	Supports	Keyboard focus is indicated visually.
3.1.2 Language of Parts (Level AA)	Supports	Changes in natural language are identified.
3.2.3 Consistent Navigation (Level AA)	Supports	Pages use a consistent navigation structure.
3.2.4 Consistent Identification (Level AA)	Supports	Images and controls are consistently identified.
3.3.3 Error Suggestion (Level AA)	Supports	Suggestions for error messages are provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Software does not include any legal commitments and financial data.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Supports with exceptions	<p>Touch can be used to identify and distinguish controls without activating them.</p> <p>User speech is not required.</p> <p>Exceptions: In <i>Tips</i>, there is no voice prompt when long pressing the input box.</p> <p>In <i>Settings</i>, there is no back button in Switch Access settings under Accessibility, the text/voice prompts haven't disabled the description when clicking items that are gray state in Point Scan of Accessibility</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>settings, the voice prompt is incorrect when clicking Add New Network and IP Address and MAC Address, the focus on text can't be checked and the prompt "list" when clicking text in photos on device.</p> <p>In <i>Contacts</i>, there is no voice prompt when the pop-up window appears for a new label, the voice prompt for the year is too simple when clicking the date button, the focus box, and dual voice/text are not positioned correctly, redundant voice prompts of 'Add to home screen' appear.</p> <p>In <i>Clock-Alarm</i>, there is no voice/text prompts when clicking and double clicking repeat date in the alarm clock to enter the drop-down menu, when setting the alarm, programmatic labels are not announced for the hour and minute fields, voice prompts "Google Assistant Routine" twice when clicking "Google Assistant Routine", some of the onscreen components don't alert the user to their appearance or shift focus automatically when expanded.</p> <p>In <i>Calculator</i>, when selecting all formulas in the 'mathematical formula' area and double clicking the selected mathematical formula with two fingers, the prompt is only part of the voice and text, there is no</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>voice/text prompt after clicking and double-clicking the DEG and RAD buttons, when the delete button is activated to erase the last character, the character being deleted is not announced, when long pressing the selected text to pop-up the copy/paste/cut window, the focus box will not automatically move to the new pop-up window and there is no voice prompt for the pop-up content, the focus box will not shift after the calculator interface is pulled down to enter the history, the expected calculation result area of the formula only prompts numbers and does not notify the user of the label of the calculation result.</p> <p>In <i>Launcher & System UI</i>, there is no voice/text prompts after deleting a process from the most recent application process, the first swipe right from the search box showed no response, no voice/text prompts.</p> <p>In <i>Framework</i>, the voice/text prompts should show more than 9 items in the share list.</p>
<p>302.2 With Limited Vision. Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.</p>	<p>Supports with exceptions</p>	<p>All controls have visual symbols or characters with good contrast; usually light symbols on a dark background. Touch can be used to identify and distinguish controls without activating them.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions: In <i>Calculator</i>, when a user inputs alphabetic input, such as with an external keyboard, this input appears in red text to indicate the error with no other means of communicating the error.</p> <p>In <i>Contacts</i>, the view the contact interface to text background is less than 3:1 contrast, the background contrast of the menu interface is less than 3:1 contrast.</p>
302.3 Without Perception of Color. Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	Color alone is not used to communicate meaning.
302.4 Without Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.	Supports	When combined with the operating system the product is designed to alert Products of system sounds when needed and a visual cue is also provided.
302.5 With Limited Hearing. Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	Hardware provides a physical volume control and/or an interface so that volume can be controlled by software.
302.6 Without Speech. Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Supports	User speech is not required.
302.7 With Limited Manipulation. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports with exceptions	Controls and latches can be reached and operated using one hand and require minimal dexterity for ease of use by mobility impaired users.

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions: In <i>Tips</i>, there is no inactive space between 'Give Feedback' button and the 'Lenovo Privacy Policy' button.</p> <p>In <i>Clock</i>, some of the controls do not provide at least a half a finger's width or 10 px of inactive space between the controls.</p> <p>In <i>Clock-Alarm</i>, the AM/PM buttons on the alarm edit screen of the touchable area is less than 9mm/44 pixels, some of the controls have insufficient space between them and adjacent controls.</p> <p>In <i>Settings</i>, the space between three-dot drop-down and another button is less than 1mm, the audio balance button's vertical margin is less than 8mm.</p> <p>In <i>Contacts</i>, there is no inactive space between two contacts.</p> <p>In <i>Calculator</i>, the controls do not have 1mm of inactive space between them, the dates in the history screen of headings are not denoted explicitly and the font size is too small.</p>
<p>302.8 With Limited Reach and Strength. Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.</p>	<p>Supports with exceptions</p>	<p>Controls and latches can be reached and operated using one hand and require minimal dexterity for ease of use by mobility impaired users. Controls can be operated with minimal force.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions: In <i>Calculator</i>, the focus box will not shift after the calculator interface is pulled down to enter the history.</p> <p>In <i>Contacts</i>, there is no inactive space between two contacts, the focus covers the text 'label name'.</p> <p>In <i>Clock-Alarm</i>, in the more options buttons, the content of the screen saver's focus box are not prompted completed with voice/text and the focus box does not contain all text.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities. ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	All controls have visual symbols or characters with good contrast; usually light symbols on a dark background. Touch can be used to identify and distinguish controls without activating them.

Chapter 4: Hardware

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not closed functionality
402.2.2 Transactional Outputs	Not Applicable	Not closed functionality
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not closed functionality
402.2.4 User Control	Not Applicable	Not closed functionality
402.2.5 Braille Instructions	Not Applicable	Not closed functionality
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not closed functionality

Criteria	Conformance Level	Remarks and Explanations
402.3.2 Non-private Listening	Not Applicable	Not closed functionality
402.4 Characters on Display Screens	Not Applicable	Not closed functionality
402.5 Characters on Variable Message Signs	Not Applicable	Not closed functionality
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General. Where provided, biometrics shall not be the only means for user identification or control.	Supports	Where biometrics are used to authenticate, users can alternatively authenticate using a password.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General. ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	Accessibility structure and descriptions are preserved.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General. The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is enabled, the screen shall not blank automatically.	Supports	Speech is not required for use. When combined with the operating system, screen reader users can use a headset to ensure privacy.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General. Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Supports	The product design uses industry standard ports so that alternative equipment and assistive technologies can be accommodated.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast. Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Supports	All controls have visual symbols or characters with good contrast; usually light symbols on a dark background.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible. Input controls shall be operable by touch and tactilely discernible without activation.	Supports	Touch can be used to identify and distinguish controls without activating them.

Criteria	Conformance Level	Remarks and Explanations
407.3.2 Alphabetic Keys. Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.	Not Applicable	No physical keyboard.
407.3.3 Numeric Keys. Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).	Not Applicable	No physical keyboard.
407.4 Key Repeat. Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not Applicable	No physical keyboard.
407.5 Timed Response. Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Not Applicable	No physical keyboard.
407.6 Operation. At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum	Supports	Controls and latches can be reached and operated using one hand and require minimal dexterity for ease of use by mobility impaired users. Controls can be operated with minimal force.
407.7 Tickets, Fare Cards, and Keycards. Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	Not applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility. Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Not applicable	
408.3 Flashing. Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.	Supports	The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General. Where provided, status indicators shall be discernible visually and by touch or sound.	Supports	When combined with the operating system an option is provided to produce sound with increasing/decreasing volume to duplicate visual status indicators.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General. Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Color alone is not used to communicate meaning.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
411.1 General. Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	When combined with the operating system the product is designed to alert Products of system sounds when needed and a visual cue is also provided.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Supports	When combined with the operating system, an option is provided for volume control.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Not Applicable	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions. Players and displays shall decode closed caption data and support display of captions.	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
413.1.2 Pass-Through of Closed Caption Data. Cabling and ancillary equipment shall pass through caption data.	Not Applicable	
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	
415.1.2 Audio Description Controls. Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not Applicable	

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Software does not interfere with accessibility features provided by the operating system.
502.2.2 No Disruption of Accessibility Features	Supports	Software does not interfere with accessibility features provided by the operating system.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Objects provide textual names, descriptions, role, state and values.
502.3.2 Modification of Object Information	Supports	States and properties that can be set by the user can be set programmatically through assistive technology.
502.3.3 Row, Column, and Headers	Supports	All table headers cells are identified and the relationship between header and data cells are provided.
502.3.4 Values	Supports	Any progress bars values are provided in a textual manner. Current value and any

Criteria	Conformance Level	Remarks and Explanations
		sets or ranges or allowable values are programmatically determinable.
502.3.5 Modification of Values	Supports	Values that can be set by the user are capable of being set programmatically.
502.3.6 Label Relationships	Supports	All controls and form elements have labels.
502.3.7 Hierarchical Relationships	Supports	Control hierarchy and sensory information is indicated in text.
502.3.8 Text	Supports	Text is displayed using proper operating system functions.
502.3.9 Modification of Text	Supports	Editable text that can be set by the user can be set programmatically.
502.3.10 List of Actions	Supports	A programmatically determinable list of all actions that can be executed on an object is provided.
502.3.11 Actions on Objects	Supports	Software allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	Controls expose programmatic focus.
502.3.13 Modification of Focus Cursor	Supports	Focus, text insertion point, and selection attributes that can be set by the user are capable of being set programmatically.
502.3.14 Event Notification	Supports	Focus and property change events occur accurately.
502.4 Platform Accessibility Features	Supports	Platform and platform software conform to accessibility requirements.
503 Products	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Software preserves preferences set by the user in the operating system.
503.3 Alternative User Interfaces	Supports	Alternative user interfaces (i.e. physical keyboard) use platform and other industry standard accessibility services.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Not Applicable	Software does not contain audio-only or video-only media. Software does not include caption controls.
503.4.2 Audio Description Controls	Not Applicable	Software does not contain audio-only or video-only media. Software does not include any audio description controls.
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 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product is does not contain authoring tools.
504.2.2 PDF Export	Not Applicable	Product is does not contain authoring tools.
504.3 Prompts	Not Applicable	Product is does not contain authoring tools.
504.4 Templates	Not Applicable	Product is does not contain authoring tools.

Chapter 6: Support Documentation and Services

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. Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are builtin and accessibility features that provide compatibility with assistive technology.	Supports	Product documentation is available online in an accessible format at https://www.lenovo.com/support VPATs are available at https://www.lenovo.com/us/en/compliance/accessibility-conformance

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation. Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	Supports	The electronic web-based product documentation conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0.
602.4 Alternate Formats for Non-Electronic Support Documentation. Where support documentation is only provided in nonelectronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Not Applicable	Documentation is available in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features. ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Lenovo Support provides information on accessibility and compatibility features. This information is also documented in the product documentation. Accessibility Features page https://www.lenovo.com/us/en/lenovo/accessibility/
603.3 Accommodation of Communication Needs. Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Lenovo Services provides communications in voice, chat, and email. Telecommunications Relay Service (TRS) is supported for customers who are deaf or hard of hearing. For support, contact 1-855-2-LENOVO (1-855-253-6686).

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