ViewSonic Accessibility Conformance Report

EN 301 549 Edition

(Based on VPAT® Version 2.5Rev)

Name of Product / Version:

UMC211T

Report Date: September 2025

Product Description:

The ViewSonic UMC211T is a Microsoft Teams Rooms–certified 4K PTZ camera designed for hybrid collaboration. Powered by an 8MP CMOS sensor, it delivers sharp 4K video with vivid color and low-light clarity. Its AI dual-lens system combines auto-framing, voice and presenter tracking, plus Smart Gallery to keep every participant in view. Built-in privacy features and flexible USB/HDMI output make it easy to deploy across enterprise, education, and government meeting spaces.

Contact Information: ViewSonic Europe Limited

EPREL@viewsoniceurope.com; +31 (0) 650608655

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 (No) Level AA (No) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (No) Level AA (No) Level AAA (No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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 only be used in WCAG Level AAA criteria.

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Clause 4: Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that does not require vision. This is essential for users without vision and benefits many more users in different situations.	Not Applicable	Not Applicable
4.2.2 Usage with limited vision Where ICT provides visual modes of operation, the ICT provides features that enable users to make better use of their limited vision. This is essential for users with limited vision and benefits many more users in different situations.	Partially Supports	The PTZ camera provides basic LED indicators for power and connection status, which are perceivable by users with limited vision. However, enhanced accessibility features such as magnification, high contrast modes, or screen reader compatibility are not provided by the camera itself but rely on the connected conferencing platform or display device.
4.2.3 Usage without perception of colour Where ICT provides visual modes of operation, the ICT provides a visual mode of operation that does not require user perception of colour. This is essential for users with limited colour perception and benefits many more users in different situations.	Supports	The PTZ camera can be operated using the included remote control. The on-screen display menu relies on text, symbols, and position highlighting rather than colour alone. Therefore, users with limited colour perception can navigate and operate the device without depending on colour recognition.
4.2.4 Usage without hearing Where ICT provides auditory modes of operation, the ICT provides at least one mode of operation that does not require hearing. This	Supports	The PTZ camera does not provide auditory modes of operation. All functions are accessible through remote control and on-screen display, which do not require hearing.

Criteria	Conformance Level	Remarks and Explanations
is essential for users without hearing and benefits many more users in different situations.		
4.2.5 Usage with limited hearing Where ICT provides auditory modes of operation, the ICT provides enhanced audio features. This is essential for users with limited hearing and benefits many more users in different situations.	Not Applicable	Not Applicable
4.2.6 Usage with no or limited vocal capability Where ICT requires vocal input from users, the ICT provides at least one mode of operation that does not require them to generate vocal output. This is essential users with no or limited vocal capability and benefits many more users in different situations.	Supports	The PTZ camera does not require vocal input. All functions are controlled by remote control or conferencing software.
4.2.7 Usage with limited manipulation or strength Where ICT requires manual actions, the ICT provides features that enable users to make use of the ICT through alternative actions not requiring manipulation, simultaneous action or hand strength. This is essential for users with limited manipulation or strength and benefits many more users in different situations.	Supports	The PTZ camera can be controlled with light-touch remote control keys or conferencing software, requiring minimal strength and no simultaneous actions.
4.2.8 Usage with limited reach Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users. This is essential for users with limited reach and benefits many more users in different situations.	Supports	The PTZ camera is operated via remote control or conferencing software. Users do not need physical access to the camera itself, ensuring accessibility for users with limited reach.
4.2.9 Minimize photosensitive seizure triggers Where ICT provides visual modes of operation, the ICT provides at least one mode of operation that minimizes the potential for	Supports	The PTZ camera uses static or slow-transition LED indicators. It does not use flashing lights that could trigger photosensitive seizures.

Criteria	Conformance Level	Remarks and Explanations
triggering photosensitive seizures. This is essential for users with photosensitive seizure triggers.		
4.2.10 Usage with limited cognition, language or learning The ICT provides features and/or presentation that makes it simpler and easier to understand, operate and use. This is essential for users with limited cognition, language or learning, and benefits many more users in different situations.	Supports	The PTZ camera offers a simple remote control interface with basic functions such as pan, tilt, zoom, and presets. Plug-and-play operation and platform integration simplify use for individuals with limited cognition or learning ability.
4.2.11 Privacy Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.	Supports	The PTZ camera does not implement separate accessibility features that affect privacy differently. Privacy protections are handled equally for all users by the conferencing platform.

Clause 5: Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information Where visual information is needed to enable the use of those functions of ICT that are closed to assistive technologies for screen reading, ICT shall provide at least one mode of operation using non-visual access to enable the use of those functions.	Not Applicable	Not Applicable
5.1.3.2 Auditory output delivery including speech Where auditory output is provided as non-visual access to closed functionality, the auditory output shall be delivered: a) either directly by a mechanism included in or provided with the ICT; or b) by a personal headset that can be connected through a 3,5 mm audio jack, or an industry standard connection, without requiring the use of vision.	Not Applicable	Not Applicable
5.1.3.3 Auditory output correlation Where auditory output is provided as non-visual access to closed functionality, and where information is displayed on the screen, the ICT should provide auditory information that allows the user to correlate the audio with the information displayed on the screen.	Not Applicable	Not Applicable
5.1.3.4 Speech output user control Where speech output is provided as non-visual access to closed functionality, the speech output shall be capable of being	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
interrupted and repeated when requested by the user, where permitted by security requirements.		
5.1.3.5 Speech output automatic interruption Where speech output is provided as non-visual access to closed functionality, the ICT shall interrupt current speech output when a user action occurs and when new speech output begins.	Not Applicable	Not Applicable
5.1.3.6 Speech output for non-text content Where ICT presents non-text content, the alternative for non-text content shall be presented to users via speech output unless the non-text content is pure decoration or is used only for visual formatting. The speech output for non-text content shall follow the guidance for "text alternative" described in WCAG 2.1 [5] Success Criterion 1.1.1.	Not Applicable	Not Applicable
5.1.3.7 Speech output for video information Where pre-recorded video content is needed to enable the use of closed functions of ICT and where speech output is provided as non-visual access to closed functionality, the speech output shall present equivalent information for the pre-recorded video content.	Not applicable	Not Applicable
5.1.3.8 Masked entry Where auditory output is provided as non-visual access to closed functionality, and the characters displayed are masking characters, the auditory output shall not be a spoken version of the characters entered unless the auditory output is known to be delivered only to a mechanism for private listening, or the user explicitly chooses to allow non-private auditory output.	Not applicable	Not Applicable
5.1.3.9 Private access to personal data	Not applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
Where auditory output is provided as non-visual access to closed functionality, and the output contains data that is considered to be private according to the applicable privacy policy, the corresponding auditory output shall only be delivered through a mechanism for private listening that can be connected without requiring the use of vision, or through any other mechanism explicitly chosen by the user.		
5.1.3.10 Non-interfering audio output Where auditory output is provided as non-visual access to closed functionality, the ICT shall not automatically play, at the same time, any interfering audible output that lasts longer than three seconds.	Not Applicable	Not Applicable
5.1.3.11 Private listening volume Where auditory output is provided as non-visual access to closed functionality and is delivered through a mechanism for private listening, ICT shall provide at least one non-visual mode of operation for controlling the volume.	Not applicable	Not Applicable
5.1.3.12 Speaker volume Where auditory output is provided as non-visual access to closed functionality and is delivered through speakers on ICT, a non-visual incremental volume control shall be provided with output amplification up to a level of at least 65 dBA (-29 dBPaA).	Not Applicable	Not Applicable
5.1.3.13 Volume reset Where auditory output is provided as non-visual access to closed functionality, a function that resets the volume to be at a level of 65 dBA or less after every use, shall be provided, unless the ICT is dedicated to a single user.	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
5.1.3.14 Spoken languages Where speech output is provided as non-visual access to closed functionality, speech output shall be in the same human language as the displayed content provided, except: a) for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text; b) where the content is generated externally and not under the control of the ICT vendor, the present clause shall not be required to apply for languages not supported by the ICT's speech synthesizer; c) for displayed languages that cannot be selected using non-visual access; d) where the user explicitly selects a speech language that is different from the language of the displayed content.	Not Applicable	Not Applicable
5.1.3.15 Non-visual error identification Where speech output is provided as non-visual access to closed functionality and an input error is automatically detected, speech output shall identify and describe the item that is in error.	Not Applicable	Not Applicable
5.1.3.16 Receipts, tickets, and transactional outputs Where ICT is closed to visual access and provides receipts, tickets or other outputs as a result of a self-service transaction, speech output shall be provided which shall include all information necessary to complete or verify the transaction. In the case of ticketing machines, printed copies of itineraries and maps shall not be required to be audible.	Not applicable	Not Applicable
5.1.4 Functionality closed to text enlargement	Not Applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
Where any functionality of ICT is closed to the text enlargement features of platform or assistive technology, the ICT shall provide a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier. The subtended angle, in degrees, may be calculated from: $\Psi = (180 \times H) / (\pi \times D)$ Where: • ψ is the subtended angle in degrees • H is the height of the text • D is the viewing distance • D and H are expressed in the same units		
5.1.5 Visual output for auditory information Where auditory information is needed to enable the use of closed functions of ICT, the ICT shall provide visual information that is equivalent to the auditory output.	Not Applicable	Not Applicable
5.1.6 Operation without keyboard interface	Heading cell – no response required	
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	
5.1.6.2 Input focus Where ICT functionality is closed to keyboards or keyboard interfaces and where input focus can be moved to a user interface element, it shall be possible to move the input focus away from that element using the same mechanism, in order to avoid trapping the input focus.	Not applicable	Not Applicable
5.1.7 Access without speech	Supports	The PTZ camera does not require speech input for operation. All functions

Criteria	Conformance Level	Remarks and Explanations
Where speech is needed to operate closed functions of ICT, the ICT shall provide at least one mode of operation using an alternative input mechanism that does not require speech.		can be performed using the remote control or conferencing software, ensuring accessibility for users with no or limited vocal capability.
5.2 Activation of accessibility features Where ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need.	Not applicable	Not applicable
5.3 Biometrics Where ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT.	Not applicable	Not applicable
5.4 Preservation of accessibility information during conversion Where ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format.	Not applicable	Not applicable
5.5 Operable parts	Heading cell – no response required	
5.5.1 Means of operation Where ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided.	Supports	The PTZ camera and its remote control can be operated using light-touch buttons that do not require grasping, pinching, or twisting of the wrist. All core functions can also be controlled through conferencing software, providing

Criteria	Conformance Level	Remarks and Explanations
		accessible alternatives for users with limited dexterity.
5.5.2 Operable parts discernibility Where ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part.	Supports	The PTZ camera remote control includes distinctively shaped and positioned buttons that can be discerned by touch without requiring vision or activation. This enables users to identify operable parts without relying solely on visual cues.
5.6 Locking or toggle controls	Heading cell – no response required	
5.6.1 Tactile or auditory status Where ICT has a locking or toggle control and the status of that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control.	Not applicable	Not applicable
5.6.2 Visual status Where ICT has a locking or toggle control and the status of the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented.	Not applicable	Not applicable
5.7 Key repeat Where ICT has a key repeat function that cannot be turned off: a) the delay before the key repeat shall be adjustable to at least 2 seconds; and b) the key repeat rate shall be adjustable down to one character per 2 seconds.	Does Not Support	The PTZ camera remote control includes directional keys that support key repeat when held down. However, the delay and repeat rate cannot be adjusted by the user, and therefore do not meet the specified requirement.

Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance Where ICT has a keyboard or keypad, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds.	Does Not Support	The PTZ camera remote control does not allow users to adjust the delay for double-strike key acceptance. Consecutive identical keystrokes are accepted without an adjustable delay.
5.9 Simultaneous user actions Where ICT has a mode of operation requiring simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT.	Supports	The PTZ camera does not require simultaneous user actions. All functions can be performed with single button presses or sequential commands.

Clause 8: Hardware

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements	Heading cell – no response required	Heading cell – no response required
8.1.2 Standard connections Where an ICT provides user input or output device connection points, the ICT shall provide at least one input and/or output connection that conforms to an industry standard non-proprietary format, directly or through the use of commercially available adapters.	Supports	The PTZ camera provides standard USB and HDMI connections, which are industry-standard, non-proprietary formats. These can also be adapted through commercially available adapters if required.
8.1.3 Colour Where the ICT has hardware aspects that use colour, colour shall not be used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	The PTZ camera does not rely solely on colour to convey information. Status indicators and OSD menus use position, brightness, text, or symbols in addition to colour, ensuring accessibility for users with limited colour perception.
8.2 Hardware products with speech output	Heading cell – no response required	
8.2.1.1 Speech volume range Where ICT hardware has speech output, it shall provide a means to adjust the speech output volume level over a range of at least 18 dB.	Not Applicable	Not Applicable
8.2.1.2 Incremental volume control Where ICT hardware has speech output and its volume control is incremental, it shall provide at least one intermediate step of 12 dB gain above the lowest volume setting.	Not Applicable	Not Applicable
8.2.2.1 Fixed-line devices Where ICT hardware is a fixed-line communication device with speech output and which is normally held to the ear, it shall	Not applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
provide a means of magnetic coupling which meets the requirements of ETSI ES 200 381-1 [2] and shall carry the "T" symbol specified in ETSI ETS 300 381.		
8.2.2.2 Wireless communication devices Where ICT hardware is a wireless communication device with speech output which is normally held to the ear, it shall provide a means of magnetic coupling to hearing technologies which meets the requirements of ETSI ES 200 381-2.	Not applicable	Not Applicable
8.3 Stationary ICT	Heading cell – no response required	
8.3.2.1 Unobstructed high forward reach Where no part of the stationary ICT obstructs the forward reach, at least one of each type of operable part shall be located no higher than 1220 mm (48 inches) above the floor of the access space. This is shown in Figure 2.	Not applicable	Not Applicable
8.3.2.2 Unobstructed low forward reach Where no part of the stationary ICT obstructs the forward reach, at least one of each type of operable part shall be located no lower than 380 mm (15 inches) above the floor of the access space. This is shown in Figure 2.	Not applicable	Not Applicable
8.3.2.3.1 Clear space Where an obstruction is an integral part of the stationary ICT and hinders the access to any type of operable part, the ICT shall provide a clear space which extends beneath the obstructing element for a distance not less than the required reach depth over the obstruction.	Not applicable	Not Applicable
8.3.2.3.2 Obstructed (< 510 mm) forward reach	Not applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
Where the stationary ICT has an obstruction which is an integral part of the ICT and which is less than 510 mm (20 inches), the forward reach to at least one of each type of operable part shall be no higher than 1220 mm (48 inches) above the floor contact of the ICT. This is shown in Figure 3 (a).		
8.3.2.3.3 Obstructed (< 635 mm) forward reach Where the stationary ICT has an obstruction which is an integral part of the ICT and which is not less than 510 mm (20 inches) but is less than 635 mm (25 inches) maximum, the forward reach to at least one of each type of operable part shall be no higher than 1120 mm (44 inches) above the floor contact of the ICT. This is shown in Figure 3 (b).	Not applicable	Not Applicable
8.3.2.4 Knee and toe clearance width Where the space under an obstacle that is an integral part of the stationary ICT is part of access space, the clearance shall be at least 760 mm (30 inches) wide.	Not applicable	Not Applicable
8.3.2.5 Toe clearance Where an obstacle is an integral part of the stationary ICT, a space under the obstacle that is less than 230 mm (9 inches) above the floor is considered toe clearance and shall: a) extend 635 mm (25 inches) maximum under the whole obstacle; b) provide a space at least 430 mm (17 inches) deep and 230 mm (9 inches) above the floor under the obstacle; c) extend no more than 150 mm (6 inches) beyond any obstruction at 230 mm (9 inches) above the floor.	Not applicable	Not Applicable

Criteria	Conformance Level	Remarks and Explanations
This is shown in Figure 4.		
8.3.2.6 Knee clearance Where an obstacle is an integral part of the stationary ICT, the space under the obstacle that is between 230 mm (9 inches) and 685 mm (25 inches) above the floor is considered knee clearance and shall: a) extend no more than 635 mm (25 inches) under the obstacle at a height of 230 mm (9 inches) above the floor; b) extend at least 280 mm (11 inches) under the obstacle at a height of 230 mm (9 inches) above the floor; c) extend at least 205 mm (8 inches) under the obstacle at a height of 685 mm (27 inches) above the floor; d) be permitted to be reduced in depth at a rate of 25 mm (1 inch) for each 150 mm (6 inches) in height. This is shown in Figure 5.	Not applicable	Not Applicable
8.3.3.1 Unobstructed high side reach Where the side reach is unobstructed or obstructed by an element that is an integral part of the stationary ICT and which is less than 255 mm (10 inches), at least one of each type of operable part shall be within a high side reach which is less than or equal to 1220 mm (48 inches) above the floor of the access space. This is shown in Figure 6.	Not applicable	Not applicable
8.3.3.2 Unobstructed low side reach Where the side reach is unobstructed or obstructed by an element that is an integral part of the stationary ICT and which is less than 255 mm (10 inches), at least one of each type of operable part	Not applicable	Not applicable

Criteria	Conformance Level	Remarks and Explanations
shall be within a low side reach which is greater than or equal to 380 mm (15 inches) above the floor of the access space. This is shown in Figure 6.		
8.3.3.3.1 Obstructed (≤ 255 mm) side reach Where stationary ICT has an obstruction which is an integral part of the ICT, the height of the obstruction shall be less than 865 mm (34 inches). Where the depth of the obstruction is less than or equal to 255 mm (10 inches), the high side reach to at least one of each type of operable part shall be no higher than 1220 mm (48 inches) above the floor of the access space. This is shown in Figure 7 (a).	Not applicable	Not applicable
8.3.3.3.2 Obstructed (≤ 610 mm) side reach Where stationary ICT has an obstruction which is an integral part of the ICT, the height of the obstruction shall be less than 865 mm (34 inches). Where the depth of the obstruction is greater than 255 mm (10 inches) with a maximum depth of 610 mm (24 inches), the high side reach to at least one of each type of operable part shall be no higher than 1 170 mm (46 inches) above the floor of the access space. This is shown in Figure 7 (b).	Not applicable	Not applicable
8.3.4.1 Change in level Where stationary ICT has a floor within it, then any change of floor level within it or entering it shall be ramped with a slope no steeper than 1:48. Exceptions: a) If the change in floor level is less than or equal to 6,4 mm (¼ inch) the change may be vertical as shown in Figure 8. b) If the change in floor level is less than or equal to 13	Not applicable	Not applicable

Criteria	Conformance Level	Remarks and Explanations
mm (½ inch) the change may have a slope not steeper than 1:2 as shown in Figure 9.		
8.3.4.2 Clear floor or ground space Where stationary ICT has an operating area within it, it shall provide a clear floor area that has the minimum dimensions of 760 mm (30 inches) by 1 220 mm (48 inches) from which to operate the ICT. This is shown in Figure 10.	Not applicable	Not applicable
8.3.4.3.2 Forward approach Where the operating area is inside an alcove within the stationary ICT, the alcove is deeper than 610 mm (24 inches), and where a forward approach is necessary, the dimension of the access space shall be a minimum of 915 mm (36 inches) wide. This is shown in Figure 11.	Not applicable	Not applicable
8.3.4.3.3 Parallel approach Where the operating area is inside an alcove within the stationary ICT, the alcove is deeper than 380 mm (15 inches), and where a parallel approach is possible, the dimension of the access space shall be a minimum of 1 525 mm (60 inches) wide. This is shown in Figure 12.	Not applicable	Not applicable
8.3.5 Visibility Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be positioned such that the information on the screen is legible from a point located 1015 mm (40 inches) above the centre of the floor of the operating area).	Not applicable	Not applicable

Criteria	Conformance Level	Remarks and Explanations
8.3.6 Installation instructions Installation instructions shall be made available for all stationary ICT. These instructions shall give guidance on how to install the ICT in a manner that takes into account applicable requirements for accessibility of the built environment as they apply to the installation of the ICT. Where there are no such requirements the instructions should require that the dimensions of the installed ICT conform to clauses 8.3.2 to 8.3.5 of the present document.	Supports	Installation instructions are provided for the PTZ camera, including wall mount, ceiling mount, and tabletop use. These instructions ensure proper setup, though accessibility clearances of the built environment are outside the scope of the device itself.
8.4 Mechanically Operable parts	Heading cell – no response required	
8.4.1 Numeric keys Where provided, physical numeric keys arranged in a rectangular keypad layout shall have the number five key tactilely distinct from the other keys of the keypad.	Not applicable	Not applicable
8.4.2.1 Means of operation of mechanical parts Where a control requires grasping, pinching, or twisting of the wrist to operate it, an accessible alternative means of operation that does not require these actions shall be provided.	Supports	The PTZ camera remote control uses light-touch buttons that do not require grasping, pinching, or twisting of the wrist. All operations can be performed without mechanical strain.
8.4.2.2 Force of operation of mechanical parts Where a control requires a force greater than 22,2 N to operate it, an accessible alternative means of operation that requires a force less than 22,2 N shall be provided.	Supports	The PTZ camera remote control requires minimal force to operate, well below the 22.2 N threshold.
8.4.3 Keys, tickets and fare cards Where ICT provides keys, tickets or fare cards, and their orientation is important for further use, they shall have an orientation that is tactilely discernible.	Not applicable	Not applicable
8.5 Tactile indication of speech mode	Not applicable	Not applicable

Criteria	Conformance Level	Remarks and Explanations
Where ICT is designed for shared use and speech output is available, a tactile indication of the means to initiate the speech mode of operation shall be provided.		

Clause 12: Documentation and Support Services

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 Product documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT.	Supports	ViewSonic provides product related documents on product websites and an official Support & service web page, provides advisors with information on accessibility and compatibility features. User can visit ViewSonic official website for Service support at: https://www.viewsonic.com/global/support/
12.1.2 Accessible documentation Product documentation provided with the ICT shall be made available in at least one of the following electronic formats: a) a Web format that conforms to the requirements of clause 9; or b) a non-web format that conforms to the requirements of clause 10.	See WCAG 2.1 section	See information in WCAG 2.1 section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features ICT support services shall provide information on the accessibility and compatibility features that are mentioned in the product documentation.	Supports	ViewSonic provides product related documents on product websites and an official Support & service web page, provides advisors with information on accessibility and compatibility features. User can visit ViewSonic official website for Service support at:

		https://www.viewsonic.com/global/support/
12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point.	Supports	ViewSonic provides product related documents on product websites and an official Support & service web page, provides advisors with information on accessibility and compatibility features. User can visit ViewSonic official website for Service support at: https://www.viewsonic.com/global/support/
12.2.4 Accessible documentation Documentation provided by support services shall be made available in at least one of the following electronic formats: a) a Web format that conforms to clause 9; or b) a non-web format that conforms to clause 10.	See WCAG 2.1 section	See information in WCAG 2.1 section

Legal Disclaimer (Company)

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