

**Date:**  
**Name of Product:**  
**Contact for more Information:**

**June 8, 2010**  
**SmartDraw**  
<http://www.smartdraw.com>

<b>SmartDraw Products</b>
<ul style="list-style-type: none"> <li>▪ SmartDraw VP</li> <li>▪ SmartDraw 2010</li> <li>▪ SmartDraw 2009</li> <li>▪ SmartDraw 2008</li> </ul>

**Summary Table**  
**Voluntary Product Accessibility Template**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<a href="#">Section 1194.21 Software Applications and Operating Systems</a>	Supported. Please refer to the attached VPAT.	
Section 1194.22 Web-based internet information and applications		SmartDraw is not considered a web-based product according to the definition in 1194.22.
Section 1194.23 Telecommunications Products		SmartDraw is not considered a telecommunications product according to the definition in 1194.23.
Section 1194.24 Video and Multi-media Products		SmartDraw does not use multimedia except as covered in section 1194.21.
Section 1194.25 Self-Contained, Closed Products		SmartDraw is not a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and Portable Computers		SmartDraw is software as defined under section 1194.21.
<a href="#">Section 1194.31 Functional Performance Criteria</a>	Supported. Please refer to the attached VPAT.	
<a href="#">Section 1194.41 (a) Information, Documentation and Support</a>	Supported. Please refer to the attached VPAT.	

**Section 1194.21 Software Applications and Operating Systems - Detail  
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p><b>Supported with exceptions:</b> Keyboard access is provided in a number of areas throughout SmartDraw . Keyboard shortcuts, shortcut keys, and menu commands are available in SmartDraw .</p>	
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p><b>Supported:</b></p>	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p><b>Supported:</b></p>	

<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p><b>Supported with exceptions:</b></p>	<p>Most commands and options in SmartDraw are represented by an image with a textual description below the command. In addition, hovering over any command with the mouse will bring up additional tooltips which describe the function or command.</p> <p>Exceptions to this rule include the various styles of arrowheads available, different states of various special effects orientations, and colors available from the selection menu.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p><b>Supported:</b></p>	
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p><b>Supported:</b></p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p><b>Supported with exceptions:</b></p>	
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p><b>Supported:</b></p>	
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p><b>Supported with exceptions:</b></p>	<p>Due to the visual nature of diagrams, SmartDraw documents may reflect attributes such as shape, color, size, or position that may not be effectively represented through an exclusively non-visual format</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a</p>	<p><b>Supported:</b></p>	

range of contrast levels shall be provided.		
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	<b>Supported:</b>	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	<b>Supported with exceptions:</b>	SmartDraw does not use electronic forms. While SmartDraw includes several hundred forms, these are primarily for printing usage.

**Section 1194.31 Functional Performance Criteria - Detail  
Voluntary Product Accessibility Template**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	<b>Not Supported</b>	Due to the visual nature of diagrams, SmartDraw documents may reflect attributes such as shape, color, size, or position that may not be effectively represented through an exclusively non-visual format.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	<b>Supported with exceptions:</b>	Users of SmartDraw can change the zoom of any SmartDraw document. Additionally, when printing a document, a user can scale the printout to any
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	<b>Supported:</b>	SmartDraw does not require user hearing for access to any application functionality.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an	<b>Supported:</b>	SmartDraw does not require user hearing for access to any application functionality.

enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	<b>Supported:</b>	SmartDraw does not require user speech for access to any application functionality.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	<b>Supported with exceptions:</b>	<p>Due to the visual nature of diagrams, some operations in SmartDraw may require discrete motor skills such as using the mouse to create a shape.</p> <p>However, in some cases the SmartPanel interface may be used to achieve the same result for certain diagrams such as Flowcharts, Organization Charts and Mind Maps.</p>

**Section 1194.41 Information, Documentation, and Support - Detail  
Voluntary Product Accessibility Template**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supported	<p>Documentation for SmartDraw is provided in digital format, and available within the product and the SmartDraw Web site (<a href="http://www.smartdraw.com/">http://www.smartdraw.com/</a>) at no additional charge.</p> <p>Technical troubleshooting information is also available on the SmartDraw Web site (<a href="http://www.smartdraw.com/support/">http://www.smartdraw.com/support/</a>) at no additional charge.</p> <p>The web site provides mechanisms by which customers can provide feedback about the content, including suggestions for additional information that may help people with disabilities.</p>
Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional	Supported	Documentation regarding accessibility features and options that are available in the program are available in multiple formats at the SmartDraw website ( <a href="http://www.smartdraw.com">http://www.smartdraw.com</a> ).

charge.		
1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities.	Supported	<p>SmartDraw Customer Service and Support is familiar with such features as keyboard access and other options that are important to people with disabilities.</p> <p>For technical assistance customers can contact SmartDraw Customer Service and Support via email at <a href="mailto:support@smartdraw.com">support@smartdraw.com</a> or call 800-817-4243/858-225-3373.</p>