

**Last Modified Date:** 09/09/05

**Name of Product:** SmartNAV Hands Free Mouse

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## Summary Table

**NaturalPoint Inc. supports Section 508 and the efforts of the federal government in making mainstream technology accessible to anyone needing a special accommodation.**



## Voluntary Product Accessibility Template

<b>Family</b>	NaturalPoint SmartNAV
<b>Product</b>	SmartNAV3
<b>Model</b>	AT
<b>Description</b>	Hands Free Mouse, Complete Ergonomic Computer Control Head Tracking System.
<b>Notes</b>	The SmartNAV can help people in a wide range of situations, from those who are looking to alleviate repetitive strain injuries to those who are currently unable to use a computer. Our product is a powerful, hands-free mouse alternative that allows a user to have complete control of a computer using only their head motion. The SmartNAV product line offers an ideal solution for anyone seeking an alternative or supplement for a standard mouse or keyboard.
<b>Status</b>	Published to website
<b>Error Code</b>	NA
<b>Product Category</b>	Hands Free Ergonomic Mice, Head Tracking Mice

<b>VPAT Create Date</b>	09/02/2005
<b>Product Introduction Date</b>	11/01/2001
<b>VPAT Creator Name</b>	Kevin D. Fox
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The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 Software Applications and Operating Systems	All Criteria are fully supported.	The SmartNAV software was designed to coexist with other assistive technology with a focus on overall usability for any possible accommodation.
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	No web based Intranet or Internet information is required.
Section 1194.23 Telecommunications Products	Criteria K (1 through 4) are fully supported Rest are Not Applicable	Not a Telecommunications Product or System.
Section 1194.24 Video and Multi-media Products	Criteria C, D, E are fully supported Criteria A, B are not applicable	Not a Video or Multi-media product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not a self-contained or closed product.
Section 1194.26 Desktop and Portable Computers	Criteria A, B, and D are fully supported. Criterion C is Not applicable.	The SmartNAV tracks head motion, and requires no hands or force at all for complete computer control.
Section 1194.31 Functional Performance Criteria	Criteria B, C, D, E, and F are fully supported.	The SmartNAV is compatible with a wide variety of assistive technology devices used by people

	Criterion A is Not applicable.	with many different types of sensory issues.
Section 1194.41 Information, Documentation and Support	All Criteria are fully supported	Instructions for installation and setup can be easily given over the phone or in person and can be provided in any desired format.

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

Criteria	Supporting Features	Remarks and explanations
(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.	Supported, textual cues are provided throughout. Navigation of software menus via keyboard is supported as well Microsoft accessibility features including Sticky Keys, and Filter and Toggle keys.	The SmartNAV hands free mouse tracks a small reflective dot and allows for complete computer control using our closely integrated software. Functions and unit status are available textually; keyboard navigation of software is possible.
(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.	Supported, fully compliant with all established industry standards. SmartNAV software will not interfere with an operating system's accessibility features.	The software works at the windows graphical interface level and does not modify any display attributes, and will accept any modifications made. It does not access or attempt to interact with other applications contained within any window.
(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.	Supported, The system is designed to provide feedback, audibly and visually as an indicator of its functionality and operational state. Focus can be tracked by other assistive technology.	The software is designed to provide a current focus via an on-screen toolbar, which can be moved or re-sized to accommodate the user's needs. There is also a color indicator of its functionality and operational state. Further more the software is designed so that each focus has a

		different bitmap color thus providing feedback within all applications.
(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.	Supported, all visual information is also available in text.	Visual elements are also presented via equivalent text boxes in the software. Information about user interface elements is made available to assistive technology. Software adheres to standard Windows Application Programming interfaces (APIs)
(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.	Supported, consistent use of images throughout.	All images and feedback maintain their meanings and are consistent throughout the program.
(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.	Supported, text is displayed according to published operating system functions.	Textual descriptions (text content, text input caret location, and text attributes) for displaying text are provided for applications that adhere to standard Windows Application Programming Interfaces (APIs).
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported, accepts all color and contrast schemes.	The software can not override users selected display settings, all display and contrast settings are maintained.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported, the SmartNAV software does not utilize animations.	Animation is never used to display functional information.
(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.	Supported, color coding is not utilized.	There are no color coded variables used to display information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supported, the SmartNAV software supports a variety of color selections.	The software for the SmartNAV hands free mouse supports a variety of color selections through Microsoft Windows which provides a range of contrast levels that allow a user to adjust color

		and contrast settings.
(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.	Supported, there is no use of flashing or blinking objects.	Software does not utilize flashing or blinking text, objects or any other element utilizing flashing or blinking.
(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.	Supported, many assistive technologies are supported.	Any form information, field elements, and functionality for completion and submission of electronic forms are accessible with Assistive Technology. See Section 1194.31a-g.

## Section 1194.22 Web-based Internet information and applications - Detail

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks and explanations</i>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable	No web based Intranet or Internet information is required.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No web based Intranet or Internet information is required.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	No web based Intranet or Internet information is required.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	No web based Intranet or Internet information is required.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	No web based Intranet or Internet information is required.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	No web based Intranet or Internet information is required.

(g) Row and column headers shall be identified for data tables.	Not Applicable	No web based Intranet or Internet information is required.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	No web based Intranet or Internet information is required.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	No web based Intranet or Internet information is required.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	No web based Intranet or Internet information is required.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	No web based Intranet or Internet information is required.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not Applicable	No web based Intranet or Internet information is required.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not Applicable	No web based Intranet or Internet information is required.
(n) When electronic forms are designed to be completed on-line, 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.	Not Applicable	No web based Intranet or Internet information is required.

(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	No web based Intranet or Internet information is required.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	No web based Intranet or Internet information is required.

## Section 1194.23 Telecommunications Products - Detail

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Not a Telecommunications Product or System.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Not a Telecommunications Product or System.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not a Telecommunications Product or System.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Not a Telecommunications Product or System.
(e) Where provided, caller identification and similar telecommunications functions shall	Not Applicable	Not a Telecommunications Product or System.

also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Not a Telecommunications Product or System.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Not a Telecommunications Product or System.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not a Telecommunications Product or System.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Not a Telecommunications Product or System.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	Not a Telecommunications Product or System.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely	Supported, Controls, Keys and latches are tactilely distinct and discernible without	Use of SmartNAV does not require any mechanically operated controls, though for extra clicking options and industry standard switch can be plugged into the switch input in the device.

discernible without activating the controls or keys.	activation the Controls or keys.	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Supported, Controls and keys require less than 5 pounds of force to actuate and are operable with one hand.	No bending or fine motor controls are needed.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Supported	SmartNAV does not utilize key repeat, no user (text) input is needed.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supported	SmartNAV does not require use of locking or toggle controls.

## Section 1194.24 Video and Multi-media Products - Detail

Criteria	Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD	Not Applicable	SmartNAV does not have analog television receiver or display circuitry.

<p>signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	<p>SmartNAV does not have tuner capabilities.</p>
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Supported</p>	<p>Software requires no multimedia presentations for user to comprehend information. Open and closed captioned material can be created on request.</p>
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Supported</p>	<p>Software requires no multimedia presentations for user to comprehend information. Audio support for any video presentations can be provided.</p>
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Supported</p>	<p>Software requires no multimedia presentations for user to comprehend information.</p>

## Section 1194.25 Self-Contained, Closed Products – Detail

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.

shall be provided to automatically reset the volume to the default level after every use.		
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.
(j)(3) Products which are freestanding, non-portable, and	Not Applicable, Not a self-contained or closed	Note: If this product will be used as part of a self-contained or closed product, please contact

intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	product.	NaturalPoint for additional information.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable, Not a self-contained or closed product.	Note: If this product will be used as part of a self-contained or closed product, please contact NaturalPoint for additional information.

## Section 1194.26 Desktop and Portable Computers – Detail

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Supported, The SmartNAV tracks head motion, and requires no hands or force at all for complete computer control.	<p>The SmartNAV mouse epitomizes Universal Design. It can be used by those with special needs, such as ALS and Quadriplegia, to those who wish to reduce the risk of developing a repetitive strain injury due to intensive use of computer mice, a primary factor in the development of grip and clicking related Repetitive Strain injuries.</p> <p>By removing the need to use fine motor control forward of the elbow the system fully complies with §1194.23 parts 1 &amp; 2 as it does not require the user to apply any grip, does not pinch or need the application of pinch grip and does not require use of the users hands so the operator can keep their hands in a functional neutral position.</p>
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Supported, The SmartNAV allows for all controls to be manipulated with only head motion.	Fully compliant with §1194.23 (k) (1) through (4)

<p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable, no biometric forms of user identification or control are used.</p>	
<p>(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards</p>	<p>Supported, Standard connection provided.</p>	<p>Fully compliant with all USB protocols, supported Windows and Macintosh operating systems.</p> <p>This makes it great for use on AAC (augmentative assistive communication) devices, such as the Mer which can utilize the accessibility features in the n operating system as well as the features in the SmartNAV software.</p>

### Section 1194.31 Functional Performance Criteria – Detail

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(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.</p>	<p>Not Applicable, use of SmartNAV, and head tracking technology / mouse in general does require a modest amount of visual acuity.</p>	
<p>(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.</p>	<p>Supported, The SmartNAV communicates information to the user via a variety of methods.</p>	<p>The software provides audible cues for users allowing them to know when the software has performed an action. The software can also be adjusted via Windows appearance settings to provide adequate contrast and present the information in a legible manor best suited to the user's preferences</p>
<p>(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</p>	<p>Supported, audible cues are also displayed via text.</p>	<p>The hardware has a status led which can change color to indicate the status (on, off, paused, etc.) of the unit. The software also has corresponding status boxes that redundantly indicate the status via on-screen text.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or</p>	<p>Supported, audio information is not necessary to use of device, though where audible information is provided there are equivalent visual cues</p>	<p>The software has corresponding status boxes that redundantly indicate the status via on-screen text. A user can also use built-in accessibility options present in the operating system to enhance the auditory feedback, or use an</p>

support for assistive hearing devices shall be provided.	available to the user.	assistive hearing device.
(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.	Supported, the SmartNAV can be used with many different input methods; speech is never required to operate the device.	The SmartNAV presents auditory, and visual cues and can be controlled via a user's head motion. There is never a need for a user to have the ability to speak. Speech input is provided as an option for performing mouse clicks, though many other options are also available, such as any industry standard ability switch, dwell clicking, keyboard hot keys, sip/puff switches, etc.
(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.	Supported, By removing the need to use fine motor control forward of the elbow the system fully complies with §1194.31 (f).	The SmartNAV hands free mouse computer control system is controlled via a user's head motion and does not require neurological or muscular control forward of the elbow. This means it can be used with prosthetic limbs, with missing digits or paralysis of digits, fused joints or with no limbs at all.

## Section 1194.41 Information, Documentation and Support – Detail

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported, we will provide the documentation for end-users in alternate formats at no additional charge.	Instructions for installation and setup can be easily given over the phone or in person. Someone who has never used the SmartNAV before can setup and be using the device effectively within 2-3 minutes. Feedback we have gotten from therapists and technologists is that the SmartNAV is very easy to setup in the field with minimal instructions needed.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supported, we will provide accessibility and compatibility documentation for end-users in alternate formats/methods at no additional charge	We can provide the documentation on accessibility and compatibility in alternate formats/methods at no extra charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported, we provide many accommodations for the communications needs of our end-users.	Support is provided via phone, email and website forums, accessible by any end-user.