



# iSpring Solutions, Inc. Accessibility Conformance Report

Revised Section 508 Edition  
(Based on VPAT® Version 2.4)

## Product Information

**Name of Product/Version:** iSpring Flip eBook player, version 10.1.1.3005

**Report Date:** 6 May 2021

**Product Description:** eBook player for viewing Word, PDF, and PPT files in a browser

**Contact Information:** [support@ispring.com](mailto:support@ispring.com)

**Notes:** This report has been compiled for the eBook player produced by iSpring.

**Evaluation Methods Used:**

The evaluation was completed by testing the functionality and usability of the product based on the knowledge of the existing product.

This evaluation was completed in up-to-date versions of Google Chrome, Mozilla Firefox, and Safari together with numerous screen readers including JAWS, NVDA, and VoiceOver.

The evaluation was completed, in part, using automated accessibility check tools including Google Lighthouse and Siteimprove Accessibility Checker.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (No) Level AA (No) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (No) Level AA (No) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(No)

## 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 2.1 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- 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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	All the non-text objects of the iSpring Flip eBook player have an alt text. The author should make sure that there are text descriptions for all non-text objects in the source PDF, DOCX (DOC), and PPTX (PPT) file.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	The product does not contain any audio or video tracks.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	The product does not contain any audio or video tracks or synchronized media.

<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)</p>	<p><b>Not Applicable</b></p>	<p>The product does not contain any audio or video tracks or synchronized media.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)</p>	<p><b>Does Not Support</b></p>	
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)</p>	<p><b>Supports</b></p>	<p>The content structure of the product depends on the content structure of the source PDF, DOCX (DOC), and PPTX (PPT) files. The author should make sure the source files have the correct context structure.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)</p>	<p><b>Supports</b></p>	<p>The content structure of the product depends on the content structure of the source PDF, DOCX (DOC), and PPTX (PPT) files. The author should make sure that the content there does not depend on sensory characteristics.</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508</p>	<p><b>Supports</b></p>	<p>The content structure of the product depends on the content structure of the source PDF, DOCX (DOC), PPTX (PPT) files. The author should make sure that the content there does not depend on the use</p>

501 (Web)(Software) 504.2 (Authoring Tool)		of color.
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	The product does not contain any audio or video tracks.
<a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product supports keyboard navigation and does not prevent using a mouse or other input devices when using a keyboard.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product supports a keyboard and rules out the possibility of a keyboard trap.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Not Applicable</b>	The product does not support shortcuts.
<a href="#">2.2.1 Timing Adjustable</a> (Level A) Also applies to: Revised Section 508	<b>Not Applicable</b>	The product does not include timing.

501 (Web)(Software) 504.2 (Authoring Tool)		
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	The product does not include automatically updated, flashing, blinking, or scrollable content.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	The product does not include flashing or blinking objects.
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Does Not Support</b>	The product supports bypassing repeated elements in the bottom bar.
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product presents a page title. The page title will be the same as the text entered in the publish window.
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to:	<b>Supports</b>	The product presents only a single focus order. The author should make sure the source files have the hyperlinks in the correct

Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)		order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The author should make sure the hyperlinks included in the source PDF, DOCX (DOC), and PPTX (PPT) files are titled accordingly.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Not Applicable</b>	The product does not support touch screen gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	The down-event of the pointer is not used to execute any part of the function.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	The product provides accessible names for its components and controls.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to:	<b>Not Applicable</b>	The product does not support motion actuation.

Revised Section 508 – Does not apply		
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The author should <a href="#">select the player language</a> prior to publishing.
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product does not change context when learners change focus.
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	Changing the setting of any user interface component does not automatically cause a change of context.
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product warns of an incorrect password upon submitting it.
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to:	<b>Supports</b>	All inputs have labels and are accessible to assistive technologies.

Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)		
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The markup of плеера has complete start and end tags. Attributes and IDs are unique.
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Supports</b>	The product provides role, state, and value information on all user interface components and enables compatibility with assistive technology.

Table 2: Success Criteria, Level AA

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	<b>Not Applicable</b>	There is no live audio or video content.
<a href="#">1.2.5 Audio Description</a>	<b>Not</b>	The product does not contain any audio or video tracks or synchronized media.

<p><a href="#">(Prerecorded)</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Applicable</b></p>	
<p><a href="#">1.3.4 Orientation</a> (Level AA  2.1 only)  Also applies to:  Revised Section 508 – Does  not apply</p>	<p><b>Supports</b></p>	<p>The product is only available in desktop browsers and is displayed correctly in both portrait and landscape mode of the screen.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a>  (Level AA 2.1 only)  Also applies to:  Revised Section 508 – Does  not apply</p>	<p><b>Not  Applicable</b></p>	<p>the product does not contain input fields.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a>  (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Partially  Supports</b></p>	<p>The product’s controls use a sufficient contrast ratio.  The author should keep in mind the contrast ratio of the content used, by utilizing <a href="#">WebAIM Contrast Checker</a>, for example.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Supports</b></p>	<p>The product supports zooming in on text and controls using the zoom settings in desktop browsers.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level</p>	<p><b>Supports</b></p>	<p>The author should use text boxes instead of images with text.</p>

AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)		
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	When the user zooms in or out, the content size is adjusted accordingly with no need for scrolling.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Partially Supports</b>	The author should keep in mind the contrast ratio of the content used, by utilizing <a href="#">WebAIM Contrast Checker</a> , for example.
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	The author should make sure that the source PDF, DOCX (DOC), or PPTX (PPT) file has the correct text formatting. If these are changed using a third-party tool, it does not lose any information or functionality.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	Additional content is dismissible, hoverable, and persistent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	<b>Supports</b>	The product is a single page application (SPA) that provides multiple content navigation types - using controls, keyboard, and mouse.

<p>Also applies to:  Revised Section 508  501 (Web)(Software) – Does not apply to non-web software  504.2 (Authoring Tool) – Does not apply to non-web docs</p>		
<p><a href="#">2.4.6 Headings and Labels</a>  (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Partially Supports</b></p>	<p>The product is semantically divided into three areas: the content part and the bottom bar.  Each area has its own label.  Exception: it is impossible to define the content headers because the source file is processed by a third-party library, PDF.js, that does not provide this information.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Partially Supports</b></p>	<p>The focus of the product is visible.  Exception: the page elements do not have visible focus.</p>
<p><a href="#">3.1.2 Language of Parts</a>  (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Partially Supports</b></p>	<p>The product can determine the human language for the entire player.  The author should select <a href="#">the content language</a> before publishing.</p>
<p><a href="#">3.2.3 Consistent Navigation</a>  (Level AA)</p>	<p><b>Supports</b></p>	<p>The content structure of the product depends on the content structure of the source PDF, DOCX (DOC), or PPTX (PPT) files. The author should make sure</p>

<p>Also applies to:  Revised Section 508  501 (Web)(Software) – Does not apply to non-web software  504.2 (Authoring Tool) – Does not apply to non-web docs</p>		<p>the source files have the correct context structure.</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software) – Does not apply to non-web software  504.2 (Authoring Tool) – Does not apply to non-web docs</p>	<p><b>Supports</b></p>	<p>Functional components are consistently identified.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)  Also applies to:  Revised Section 508  501 (Web)(Software)  504.2 (Authoring Tool)</p>	<p><b>Supports</b></p>	<p>The product warns of an incorrect password upon submitting it.</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)  Also applies to:  Revised Section 508</p>	<p><b>Not Applicable</b></p>	

501 (Web)(Software) 504.2 (Authoring Tool)		
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	<b>Supports</b>	Status messages can be programmatically determined through role or properties without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: The product has not been evaluated for WCAG 2.1 Level AAA conformance.

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<b>Partially Supports</b>	The content can be computer defined using assistive technologies. Exception: it is impossible to define the content headers because the source file is processed by a third-party library, PDF.js, that does not provide this information.
302.2 With Limited Vision	<b>Supports</b>	The product enables users to make use of limited vision. It uses a contrast ratio of 4.5:1 and supports standard browser scale.

302.3 Without Perception of Color	<b>Supports</b>	The author should make sure that the content in the source PDF, DOCX (DOC), and PPTX (PPT) files do not depend on the use of color.
302.4 Without Hearing	<b>Not Applicable</b>	
302.5 With Limited Hearing	<b>Not Applicable</b>	
302.6 Without Speech	<b>Supports</b>	The product has default controls and provides accessible keyboard navigation.
302.7 With Limited Manipulation	<b>Partially Supports</b>	The product has default controls and provides accessible keyboard navigation. Exception: the keyboard navigation does not allow zooming of the content using the player mechanism and does not allow using the page flipping mode, because this might hinder navigating the book when using assistive technologies.
302.8 With Limited Reach and Strength	<b>Supports</b>	The product is not restricted by limited reach or strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	<b>Supports</b>	The product has a simple and accessible interface. The author should provide simple and accessible content and select the content language in the source PDF, DOCX (DOC), and PPTX (PPT) files

## [Chapter 4: Hardware](#)

Notes: Not Applicable to the product

## [Chapter 5: Software](#)

Notes:

The product is a web app, does not have access to platform accessibility services, and does not include components that have access to platform accessibility services.

Not all criteria of Section 502 and 503 have been evaluated as it is not mandatory according to [Section 501.1's Scope](#) - Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.1</a> section	The product conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.1. See information in the WCAG 2.1 section.
<a href="#">502 Interoperability with Assistive Technology</a>		
502.2.1 User Control of Accessibility Features	<b>Not Applicable</b>	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	<b>Not Applicable</b>	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	<b>Not Applicable</b>	The product is not platform software.
503 Applications	<b>Not Applicable</b>	The product is not platform software.
504 Authoring Tools	<b>Not Applicable</b>	The product is not an authoring tool.

## Chapter 6: Support Documentation and Services

Notes: Documentation in electronic format, including Web-based self-service support, does not conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	<b>Supports</b>	<a href="#">Help docs</a> have references to the application of accessibility and compatibility features.
602.3 Electronic Support Documentation	<b>Does Not Support</b>	
602.4 Alternate Formats for Non-Electronic Support Documentation	<b>Not Applicable</b>	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	<b>Supports</b>	Support is provided via the following channels: <ul style="list-style-type: none"><li>- email support at <a href="mailto:support@ispring.com">support@ispring.com</a></li><li>- phone support at +1 800 640 0868</li><li>- <a href="#">Contact support web page</a></li><li>- online chat on <a href="http://ispring.com">ispring.com</a></li><li>- <a href="#">Help docs</a></li><li>- <a href="#">Web community</a></li><li>- <a href="#">Webinars</a></li></ul>

		- <a href="#">Video tutorials</a>
603.3 Accommodation of Communication Needs	<b>Supports</b>	Technical support is provided 24/7 and is multilingual.

## Legal Disclaimer

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