eyeHear Accessibility Conformance Report (ACR)

eyeHear, LLC · Last revised 2026-11-04

Voluntary Product Accessibility Template® (VPAT®) Version 2.5 — WCAG + Revised Section 508 Edition

This is a self-evaluation by eyeHear, LLC. No third party has audited or certified it. VPAT® is a registered service mark of the Information Technology Industry Council (ITI).

Product Information

Field	Value
Name of Product / Version	eyeHear for iOS version 1.7.3 (released on the App Store on November 4, 2026), for iPhone and iPad running iOS 18.6 or later. The iOS ratings describe that version. The previous release, version 1.7.2, was rated in the November 1, 2026 revision of this report; the Revision History lists the levels that differ. The public eyehear.app website, including its support, feedback and interest forms, as of November 1, 2026 (after the accessibility fixes from the October 21 audit and the further fixes of October 31). When a page is opened inside the iOS app's in-app browser, the site's own header, footer and skip link are hidden and the app's browser supplies navigation.
Product Description	A real-time speech-to-text captioning iOS app for people who are deaf or hard of hearing, plus its informational marketing and support website.
Report Date	June 14, 2026 (full evaluation of the iOS app and the website as they then stood). Last revised November 4, 2026.
Contact Information	support@eyehear.app. The Accessibility Statement and a form for reporting a barrier are at https://eyehear.app/accessibility.
Author	eyeHear, LLC
Notes	The iOS ratings describe the version named above and nothing else; the website ratings describe the site as deployed on the date named, after the October 22 remediation deploy and the October 31 fixes. Every row gives a level for the iOS app and a level for the Website. **Supports** means no defect is known and the checks named in the Verification column found none; some Supports ratings rest on automated checks or source review without a person's test, and the remark says so. **Partially Supports** means a known shortfall; a problem found only by reading the source or in a simulator counts, and the remark says how it was found. The full June 14, 2026 evaluation covered the app and the website as they then stood; every row has since been re-stated for the versions named above. The interface is English only.

Field	Value
Evaluation Methods Used	**iOS app:** A person has tested the app with VoiceOver on an iPhone. On October 22, 2026 eyeHear checked version 1.7.2 on an iPhone only (no iPad and no iPhone Duo was available) with VoiceOver (including braille), Voice Control, Switch Control, Full Keyboard Access with a hardware keyboard, Increase Contrast and the largest text sizes. That included the app's accent color, the first-run hint, the Voice Control names, Tab navigation to the app's controls, History's Delete and Share actions, the message card's border under Increase Contrast, live captions read by VoiceOver and braille as new words arrive, and the error sheet (VoiceOver focus moving to its title and back to the captioning control, the reading order, and the Return and Escape keys on a keyboard). Automated tests cover labels, traits and target size. They also simulate Command+L, Settings, New Note and the theme shortcut on an iPad simulator; the Edit and History commands are covered only by tests that they are enabled. A person has not tried the menu commands on an iPad. Other checks: Apple's Accessibility Inspector, and an automated accessibility audit of the app's screens (labels, traits, target size, text clipping). The audit's contrast results are not relied on. The features added since the June 2026 evaluation that a person has not checked on hardware (iPhone Duo layouts, multiple windows, the side-by-side History view, the iPad menu commands) were checked by automated tests and visually. On October 31, 2026 eyeHear also measured version 1.7.2's typing screen in iPhone simulators, with screenshots, at several text sizes and in both orientations, and VoiceOver was run through the captioning screen in a simulator as a scripted walk, not by a person. The colors of three buttons were also measured, in Light and Dark, from rendered pixels in simulators, by UI tests that sample the screen, on iOS 18.6 and on iOS 26.5: Try Again on the speech-unavailable screen, the error sheet's primary button, and the first-run permission button (Allow Microphone and Speech, or Allow Access at the accessibility text sizes). In version 1.7.2 those measurements found three labels below 4.5:1 (see 1.4.3); version 1.7.3 draws all three in a color chosen to match the fill, and the same tests now require 4.5:1. On November 3, 2026 a person checked the three buttons on an iPhone in version 1.7.3, in Light and in Dark, including switching between Light and Dark from Control Center while each button was on screen. UI tests also measured where that screen's Try Again button sits at the accessibility text sizes in iPhone simulators, which found a large-text shortfall in version 1.7.2 (see 1.4.4). On November 3, 2026 a person also checked version 1.7.3's other accessibility fixes on an iPhone: VoiceOver's order on the captioning screen and in typing mode, the typing editor's name, typing mode with a notice showing, with long lines upright and sideways, and at the largest text size, the speech-unavailable screen at the accessibility text sizes, upright and sideways, and the in-app browser before a page loads. **Website, manual:** A person has tested the website with VoiceOver in Safari, and with no other screen reader (no NVDA, no JAWS). The scripted screen-reader runs described next are separate from that test. The controls added to the home page in October 2026 (the live-text hero, the "Press and hold" recording with Pause/Play, the Caption Size sliders and switches, the iPhone Duo Closed/Open switch) have not yet been re-checked that way, so how they are spoken is unconfirmed. **Website, screen readers (scripted):** On October 30 and 31, 2026 the website's forms were run against a local build in scripted, automated sessions with real screen readers that capture what they speak. The combinations were Orca 51 with Firefox 153 and with Chromium 156 on Linux (every form), and VoiceOver (macOS 27.0.1) with Chrome 156 and with Safari 27.0.1 (every form but the survey and the newsletter signup). The runs checked how errors and required fields are spoken and where focus goes while a form sends. They are not a person's hands-on test, and they did not cover the rest of the site, such as the home page controls or the survey's rating buttons. They found eight problems in the site, all fixed and live on October 31, 2026 (run counts are under 4.1.3 and in the Revision History): • a form's error was silent in Orca with Firefox and read twice in VoiceOver with Chrome; • an identical error submitted twice was silent the second time; • untouched required fields were announced as invalid; • the security check's own "Success!" alert was spoken beside the error, or instead of it; • after a server rejection, that alert was spoken after the error; • text fields disabled while a form sent lost keyboard focus (see 2.4.3); • Orca sometimes dropped an error written as the submit button's label changed back; • VoiceOver with Safari sometimes never spoke the error after a Return in a field holding only spaces. The fixes for a rejected submission, for focus while a form sends and for the button label are confirmed

Field	Value
	with Orca and with VoiceOver in Chrome, not yet in Safari. Limits (see 3.3.1 and 4.1.3): Firefox announces an untouched required drop-down as "invalid entry", which is browser behavior (only the organization interest form has them); a second-attempt error can still be dropped in Orca with Firefox when the server rejects within milliseconds (seen only against a local server); and Orca with Firefox does not say "invalid" for a field marked blank after the page loaded. These runs predate the polite "Sending…" status (see 4.1.3) and have not been repeated with it. Not tested: NVDA and JAWS on Windows, VoiceOver on iOS for the website, and VoiceOver on the newsletter signup and the survey. **Website, automated:** An axe-core scan of every page except the 404 page, in the light and in the dark color scheme, at every severity and with best-practice rules, runs before every change to the site is released, and a failure blocks the release. The 404 page is scanned in the dark scheme only, at serious and critical impact only. The same scan covers the error state and the confirmation state of every form (support, accessibility report, organization, newsletter, survey, unsubscribe, newsletter confirmation), in both schemes. A few checks axe-core cannot decide on its own (the arrows after some links, the star credit, the recording) were decided by hand and are re-checked on each change. Other automated tests cover reflow at 320 px and user text-spacing settings on every page (applied before the page's own scripts run, and confirmed in force), and spot-checks of reduced motion, keyboard focus rings and forced-colors rendering on the home page (Chromium's emulation of Windows High Contrast, not a real Windows session). Focus visibility on other pages, forced colors on six pages and target sizes were checked by scripts during the October 21 audit and are not re-run on each change. Since October 31, 2026 the scan also runs at 390 px (every page in both schemes, every form state in the light scheme), and the reflow and text-size checks set the browser's own text size before the page loads (Chromium), because a root font-size rule does not move media-query breakpoints. **Website, verification of October 31 (scripted, three engines):** On October 31, 2026 the website was verified against WCAG 2.1 Level A and AA by script, by reading the source and by looking at screenshots, run by us on demand, in Chromium 156, Firefox 157 and WebKit 27.2 (Safari's engine, not Safari itself): axe-core on 19 route variants at 1280 and 390 px in both schemes (228 runs, no violations) and on every form's error and confirmation state (192 scans, no violations); a Tab walk of every route at 1280 and 320 px in both schemes (5,844 stops: none covered, none outside the window, none without a visible focus change, no trap; WebKit with Option+Tab, since Safari skips links and buttons with a plain Tab); 48 keyboard operation checks; scripted key presses in the forms' controls (Return in a text field, a radio button, a checkbox and a drop-down; see 2.4.3; in Firefox, Return does not submit a form from a drop-down, so those cases do not apply there); and runs at a real 200% text size, at 320 x 640 and 320 x 256, with the 1.4.12 text-spacing override and in two orientations (798 page runs, clean except 200% text with the spacing override together at 320 px). The text size was the browser's own setting in Chromium and Firefox; WebKit cannot be driven that way and used a root font-size rule, so its folded layout was not tested. The 50 WCAG 2.1 criteria came out 42 pass (4.1.3 for structure only), 8 not applicable and 0 fail, after two failures and one Firefox keyboard stop were fixed (see 1.4.4 and 2.4.7). These runs are not part of the checks that run before every release, which stay Chromium only. No screen reader was run in this verification (the forms' screen-reader runs are described above), and Safari itself and a phone were not tested. **Website, audit:** On October 21, 2026 the site was audited criterion by criterion against WCAG 2.2 Level A and AA by reading the source and by driving the built site in a browser (Chromium only): keyboard traversal of eleven pages in the light and dark schemes, four of them also at 320 px, and six again in Chromium's forced-colors emulation, reflow at 320 px and 400% zoom, the text-spacing setting, target sizes, color contrast computed from the design colors, and reduced motion. Not covered by the audit itself: Safari, Firefox, a phone, a real Windows High Contrast session, Voice Control, Switch Control, NVDA, JAWS (the screen-reader runs of October 30 and 31, 2026 above covered the forms, and no other page, in Firefox, Chromium, Chrome and Safari, and the scripted verification above covered reflow and the forms' key presses in Firefox and WebKit). **Going forward:** every change that affects the interface is checked by automated accessibility tests before it is released, and eyeHear performs its own hands-on accessibility audit at least every six months with VoiceOver, Voice Control, Full Keyboard Access and Switch Control on a device. Today a person has tested the website only with VoiceOver (the scripted screen-reader runs of the website's forms are described above), and the iOS app with VoiceOver, Voice Control, Switch Control and Full Keyboard

Field	Value
	Access on an iPhone (see above); any item not yet verified that way stays disclosed in this report until it is. Accessibility issues reported by customers or users are tracked and remediated; eyeHear makes no commitment to a remediation time. **Not done:** a third-party audit; a structured review led by deaf or hard-of-hearing testers; testing of the website with NVDA or JAWS on Windows, by a person or by script; testing of the website with VoiceOver on iOS; scripted VoiceOver runs of the newsletter signup and the survey; testing by a person with Switch Control on the website, or with Voice Control or Full Keyboard Access on the website.
Document Last Revised	November 4, 2026: five iOS levels moved from Partially Supports to Supports (1.4.3, 1.4.4, 2.4.3, 2.4.11 and 4.1.2; version 1.7.3, checked on an iPhone on November 3, 2026); the hands-on audit is now at least every six months. November 1, 2026: iOS 1.4.3 moved from Supports to Partially Supports (three button labels); website remarks restated after the screen-reader runs and the October 31 verification. October 31, 2026: four iOS levels moved from Supports to Partially Supports (1.4.4, 2.4.3, 2.4.11 and 4.1.2). Earlier revisions are in the Revision History at the end of this report.

Applicable Standards / Guidelines

Standard / Guideline	Included in Report
Web Content Accessibility Guidelines (WCAG) 2.2, Level A	Yes
WCAG 2.2, Level AA	Yes
WCAG 2.2, Level AAA	No
WCAG 2.1, Levels A and AA	Yes (every WCAG 2.1 criterion appears in the WCAG 2.2 tables below; 4.1.1 Parsing is kept for this reason)
WCAG 2.0, Levels A and AA	Yes (through Revised Section 508, which incorporates them)
Revised Section 508 (2017), as published by the U.S. Access Board	Yes (mapped to WCAG 2.2)
EN 301 549 (European standard)	No (not included in this report)

Terms

- **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.x Level AAA.

How eyeHear applies these terms is described under Notes in Product Information.

Scope note: two surfaces

This report covers two products. Every row states a level for each, as **iOS app: level** and **Website: level**, and the remark has a labeled part for each.

- **iOS app** = the native eyeHear iOS app, version 1.7.3 (evaluated against WCAG 2.2 AA as applied to non-web software per WCAG2ICT).
- **Website** = the public eyehear.app marketing website, including its support, feedback and interest forms.

Verification column. It names the checks behind each level: **Automated** (an automated scan, audit or tests), **Source** (a reading of the source), **Browser** (scripted checks in a browser: Chromium for the checks that run before every release; the October 31 verification, cited in 1.4.4 and 1.4.10, also ran Firefox and WebKit), **Keyboard** (a scripted keyboard traversal of the pages: Chromium for the release checks; the October 31 verification, cited in 2.4.3 and 2.4.7, also walked every route in Firefox and WebKit and pressed keys in the forms' controls in all three), **Calculated** (values computed from the design colors), **Visual** (looked at on screen), **Screen reader** (a scripted, automated run in a real screen reader, against a local build of the site, that records what it speaks; not a person's hands-on test) and **Person (...)** (a person tested it with the tool or device named in the brackets, for example VoiceOver, or an iPhone). A row tagged with no Person entry has no person's test recorded for it; a remark may still describe one earlier test on a page or screen that has since changed.

WCAG 2.2 Report

Table 1: Success Criteria, Level A

Criterion	Conformance Level	Verification	Remarks and Explanations
1.1.1 Non-text Content	iOS app: Supports Website: Supports	iOS app: Source Website: Automated, Source	**iOS app:** Icon-only controls (History, Settings, Edit/Done editing, and the "A" buttons beside the Caption Size sliders) have text accessibility names, as does the full-screen captioning control. Decorative symbols are hidden from VoiceOver. Appearance is a labeled picker in Settings. **Website:** Every image has a text alternative or is marked decorative. The app screenshots and drawn devices describe what they show, and only the picture for the current color scheme and iPhone Duo pose is exposed. Checked by an automated browser accessibility scan on every page and by source review. A person has tested the site with VoiceOver in Safari; the descriptions added in the October 2026 home page redesign have not been re-checked that way.
1.2.1 Audio-only and Video-only (Prerecorded)	iOS app: Not Applicable Website: Supports	iOS app: Source Website: Source	**iOS app:** The app presents no prerecorded audio-only or video-only media. **Website:** The home page's "Press and hold" section has one 9.5-second screen recording with no sound track (both the light and the dark versions). The three numbered steps beside it say the same thing in text, and the recording also has a written description. The hero and the Caption Size demo are live text, not media. Source review; the recording's description has not been re-checked with a screen reader since the redesign.
1.2.2 Captions (Prerecorded)	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app presents no prerecorded synchronized media. **Website:** The only recording has no audio, so there is nothing to caption.

Criterion	Conformance Level	Verification	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded)	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app presents no prerecorded synchronized media. **Website:** The only recording has no audio. Its content is given as text in the steps beside it (see 1.2.1).
1.3.1 Info and Relationships	iOS app: Supports Website: Supports	iOS app: Source Website: Automated, Source	**iOS app:** Standard controls expose their roles, labels and states to VoiceOver (see 4.1.2). Where the app builds its own elements (the full-screen captioning control, the live caption), name, role and state are set explicitly. In History's side-by-side view the selected row is reported as selected. The error sheet's title, the permission message and the in-app browser's title (once a page has one) are headings, and Settings links identify as links and say where they open. Status changes are spoken as announcements (see 4.1.3). **Website:** Pages use landmarks, one h1 and no skipped heading levels, real lists, and labeled form fields. Groups of options (survey questions, the Closed/Open and Shrink to Fit/Fixed Size switches) are fieldsets with a legend, and every region on a page has its own name. An axe-core scan, at every severity and with best-practice rules, found no violation on any page except the 404 page (scanned in the dark scheme at serious and critical impact only) in either color scheme, nor in the error and confirmation state of any form. Where the survey finds a wrong answer, the control is marked invalid and a visible message with an icon sits beside it, tied to the control. Structure checked by scan and source review; how it is spoken has not been re-checked with a screen reader since the October 2026 changes.
1.3.2 Meaningful Sequence	iOS app: Supports Website: Supports	iOS app: Automated, Visual Website: Source, Keyboard	**iOS app:** Content is presented in a meaningful order. On the iPhone Duo held like a book, the caption flows in two columns but is exposed to VoiceOver as one element in order, so the columns never change the reading sequence. In the side-by-side History view the conversation list comes before the selected conversation. Checked by automated tests and visually; not yet checked with VoiceOver or braille on Duo hardware. The order in which VoiceOver moves between controls is rated under 2.4.3. **Website:** The source order is a meaningful reading order on every page: heading, then the picture or recording, then the text that explains it. On wide screens a picture may sit beside its text, but the keyboard order stays the source order. The hero's animated screen is hidden from assistive technology, and a visible caption line beside it carries the same words, so they are present once. Checked by source review and by tabbing through the pages in a browser; reading order with a screen reader has not been re-checked since the October 2026 redesign.
1.3.3 Sensory Characteristics	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Instructions do not rely only on shape, size or location. The prompt names the action in words, and the captioning action is also available as a labeled button for assistive technology. **Website:** Instructions do not depend on shape, color or position alone. Controls are named by their text (for example "Closed", "Open", "Pause animation"), and the app's gestures are explained in words, with a button alternative. Source review.

Criterion	Conformance Level	Verification	Remarks and Explanations
1.4.1 Use of Color	iOS app: Supports Website: Supports	iOS app: Source Website: Source, Browser	**iOS app:** Listening is shown by a background change (white to light gray, black to dark gray), by the idle prompt disappearing and captions appearing, and by a spoken "Captioning started/stopped" announcement. The background change alone is small (about 1.6:1 in Light, 1.2:1 in Dark), so we do not rely on it. Errors and second-window refusals are text. In History's side-by-side view the selected row's fill is the system's, and the detail title repeats the selection in text. **Website:** Color is never the only cue. Links in running text are underlined; the current page is underlined in the header and footer and marked for assistive technology; the selected switch option has a different fill and text; form errors have an icon and words. In Chromium's emulation of forced colors (Windows High Contrast), the selected option is outlined and bold. Source review and browser checks.
1.4.2 Audio Control	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app plays no audio. **Website:** No page plays audio.
2.1.1 Keyboard	iOS app: Supports Website: Supports	iOS app: Automated, Person (VoiceOver, Voice Control, Switch Control, Full Keyboard Access on an iPhone) Website: Keyboard	**iOS app:** Every function can be started with a single activation: the captioning control (reached by VoiceOver, Voice Control and Full Keyboard Access), VoiceOver's two-finger double-tap (magic tap), and ordinary buttons elsewhere. On iPad with a hardware keyboard, a menu bar and shortcuts cover the main actions: Command+L starts and stops captioning, and there are commands for Settings, New Note, Edit, History and the theme. Error notices are buttons, and the error sheet closes with Done or Escape, and Return triggers its primary button. A person checked the app on an iPhone with VoiceOver, Voice Control, Switch Control and Full Keyboard Access (Tab navigation, with a hardware keyboard), including the error sheet's Return and Escape keys. Not checked by a person: the iPad menu commands on hardware. Automated tests simulate Command+L, Settings, New Note and the theme shortcut on an iPad simulator; the Edit and History commands are covered only by tests that they are enabled. With several windows open, only the window that started captioning can stop it, and a refused stop says so. **Website:** All content and functions work from the keyboard: links, the header menu, the Closed/Open and Shrink to Fit/Fixed Size switches (arrow keys), the Caption Size sliders and step buttons, Pause and Play, the FAQ rows and every form (a control keeps focus while its form sends; see 2.4.3). Eleven pages were tabbed through in order, in light and dark; four also at 320 px. Chromium only: not Safari or Firefox (the Return key in the forms' controls was also tried by script in Firefox and WebKit; see 2.4.3), and not with Full Keyboard Access, Voice Control or Switch Control.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.1.2 No Keyboard Trap	iOS app: Supports Website: Supports	iOS app: Source, Person (Full Keyboard Access on an iPhone) Website: Keyboard	**iOS app:** We know of no keyboard or focus traps. The typing editor is left with Done or Return, sheets close with Done, and the error sheet also closes with Escape (checked by a person with a keyboard on an iPhone). A person used Full Keyboard Access Tab navigation on an iPhone with a hardware keyboard; the app has not been tested by a person with a hardware keyboard on iPad. **Website:** Focus can always move on. The header menu and the FAQ rows are native disclosure controls, there are no dialogs, and the forms' security check (see Third-party components) takes three Tab stops and then releases focus. Keyboard review.
2.1.4 Character Key Shortcuts	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app's keyboard shortcuts on iPad all use the Command key (for example Command+L), so none is a single printable character, which is what this criterion covers. **Website:** The site has no keyboard shortcuts.
2.2.1 Timing Adjustable	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Nothing in the app has a time limit on the user. Error notices, and the notice shown when a second window cannot caption, stay until you dismiss them (a tap, the next press, or the problem clearing). The errors that need action open a sheet that stays until you close it, so a support code on it can be read for as long as you need. The captioning screen opens blank, and a finished caption left on it is cleared when you come back after 5 minutes or more with eyeHear in the background; it is never cleared while captioning or typing, and it stays in History when History is on. That timer runs only while the app is in the background, so it limits nothing you are reading or doing. The other timer is the Caption Size preview, which holds for about a second after you let go. **Website:** No page logs you out, redirects, refreshes or times out, and no message disappears on its own. Form errors and confirmations stay until you act. Timed things are not limits on you: the looping hero caption and the screen recording each have a Pause button, the Caption Size demo shows a preview for about a second, and the forms' security check renews itself (if it lapses, the form says so and keeps what you typed). Source review.
2.2.2 Pause, Stop, Hide	iOS app: Supports Website: Supports	iOS app: Source, Person (iPhone) Website: Browser	**iOS app:** Live caption text updates as speech is recognized; that is the app's purpose. On first launch the hand icon on the "press and hold" hint pulses twice, about three seconds in total as timed by a person on an iPhone, and then rests as a still icon. Reduce Motion switches it off. Nothing else moves, blinks or scrolls by itself. While captioning, the caption stays on the newest words; stopping frees it to scroll. **Website:** Two things on the home page move on their own for more than five seconds: the hero's looping example caption and the "Press and hold" recording. The hero's Pause button appears once its loop starts; the recording always has a Play/Pause button. The hero's loop does not advance while scrolled off screen, and the recording pauses off screen unless the visitor has used the recording's own button. With reduced motion turned on, neither starts, and the form confirmation swap is instant. A browser check confirmed nothing animates under reduced motion.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** The app has no flashing content. **Website:** Nothing flashes.
2.4.1 Bypass Blocks	iOS app: Not Applicable Website: Supports	iOS app: Source Website: Keyboard	**iOS app:** Screens are short and have no repeated blocks of content to bypass. **Website:** Every page has a "Skip to main content" link as its first Tab stop; it appears on focus, and the next Tab after using it lands inside the main content. Pages also use landmarks and a heading outline. When a page is opened inside the iOS app's in-app browser, the site's own header, footer and skip link are hidden and the app's browser supplies navigation. Keyboard review.
2.4.2 Page Titled	iOS app: Supports Website: Supports	iOS app: Source Website: Source, Browser	**iOS app:** Settings, History, Caption Size and conversation screens have titles. The captioning screen is identified by its controls. **Website:** Every page has a descriptive, distinct title, including the 404 page. Source review and a browser check of all eighteen page variants.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.4.3 Focus Order	iOS app: Supports Website: Supports	iOS app: Source, Automated, Person (iPhone) Website: Keyboard, Screen reader	**iOS app:** Focus order follows the visual order. On the captioning screen, VoiceOver stops after the last control (Edit text). In typing mode it reads New note, Done, the editor and then the keyboard button (named Done editing). A person confirmed with VoiceOver on an iPhone in version 1.7.3 on November 3, 2026 that VoiceOver stops after Edit text and that Done editing comes after the editor; the full typing-mode order is from a scripted VoiceOver test in a simulator. In version 1.7.2, found in a scripted VoiceOver walk in a simulator, swiping past Edit text with a caption on screen landed on a spot where VoiceOver said nothing and then started again at the caption, and typing mode read Done editing before the editor. In History's side-by-side view (iPad and iPhone Duo), choosing a conversation shows it in the detail pane, whose title names it. Where VoiceOver focus lands after that choice is the system's default and has not yet been confirmed by a person on iPad or Duo hardware. When an error sheet opens, VoiceOver focus moves to its title and nothing behind it is reachable; when it closes, by Done or by swiping or dragging it away, focus returns to the captioning control. A person confirmed this with VoiceOver on an iPhone on October 22, 2026. New on the captioning screen leaves the screen with the caption it clears, so it moves VoiceOver focus to the captioning control (Start captioning) rather than leaving it nowhere in particular (source review). **Website:** Focus follows the source order, which matches the visual order: down the page, and across a two-column layout (the footer links, the contact and organizations pages) the left column and then the right. Keyboard review of eleven pages in light and dark. While a form was sending, its text fields were disabled, and a browser moves focus off a field the moment it is disabled, so a keyboard or screen-reader user who pressed Return in a field lost their place, and pressing Return again did nothing. This was found and fixed on October 30 and 31, 2026: the text fields are now read-only, not disabled, while the form sends, so focus stays put (confirmed with Orca and with VoiceOver in Chrome, not yet in Safari). When a form renews the security check after a rejection and that takes focus into the check's frame, the form puts focus back on the field the visitor was in. Return also submits a form from a radio button or a checkbox (in Chromium, Firefox and WebKit) and from a drop-down (in Chromium and WebKit), as a script measured on October 31, 2026. The survey's rating and recommend radio buttons, its use-case checkboxes and its drop-down, and the organization interest form's two required drop-downs, were disabled while the form sent in the same way, so after any error that names no field, a keyboard user who had pressed Return on one of them was left on the page. They stay enabled while a form sends now (their answers are already in the request, and a second send is ignored), and a scripted key test presses Return in a control of each kind in Chromium, Firefox and WebKit and checks that focus stays on it. The "Send another" button on the support, accessibility report, survey and organization interest forms hid the confirmation that held focus, so focus fell to the page; it now moves focus to the form's heading. These were found and checked by script, in the site

Criterion	Conformance Level	Verification	Remarks and Explanations
			release this report describes, not by a person or with a screen reader; WebKit is Safari's engine, not Safari itself.
2.4.4 Link Purpose (In Context)	iOS app: Supports Website: Supports	iOS app: Source Website: Source, Browser	**iOS app:** Links (Terms of Use, Privacy Policy, Support) are named by their text. On the first-run screen the consent line is read as one sentence that includes the addresses. **Website:** Link text is descriptive in context. Links with the same name go to the same place (the App Store links differ only in a tracking code), and icon-only decorations beside a link are hidden from assistive technology. Links to other sites are ordinary links, except five that open a new tab on purpose (two W3C pages on the Accessibility Statement, three Apple guides in the FAQ); each ends its accessible name with "(opens in a new tab)". Source review and a browser check of link names on every page.
2.5.1 Pointer Gestures	iOS app: Supports Website: Supports	iOS app: Automated Website: Source	**iOS app:** Press-and-hold is a single-point gesture, not a path-based one. The path-based controls each have a single-pointer alternative: the Caption Size drags have Smaller and Larger buttons, and the History swipes (Share, Delete) have a long-press menu with the same actions. Scrolling a long caption uses the system scroll view. The single-activation captioning control is for assistive technology, so a person not using it must hold the screen. Checked by automated tests; not yet by a person on a device. **Website:** Nothing needs a multi-point or path-based gesture. The Caption Size sliders can be dragged, clicked on the track, or moved with the arrow keys, and each has Smaller and Larger buttons. Source review.
2.5.2 Pointer Cancellation	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Captioning starts on touch-down and stops on release, so lifting the finger reverses the start. When the caption is long enough to scroll, the start waits about 0.2 seconds for a still hold, so a swipe scrolls instead; moving after captioning has started does not stop it. The captioning control and VoiceOver magic tap start and stop captioning with no hold. Buttons activate on release. **Website:** Buttons and links act when released, as native controls do. A slider moves as you press on its track, as any native slider does, but its value is easy to change back and each slider has step buttons that act on release. Source review; not checked on a phone.
2.5.3 Label in Name	iOS app: Supports Website: Supports	iOS app: Source, Person (Voice Control on an iPhone) Website: Automated	**iOS app:** Visible labels are contained in accessible names. One case to note: the buttons beside the Caption Size sliders show a letter "A" in a smaller or larger size and are named "Smaller caption size" and "Larger caption size"; we treat the "A" as a symbol, and Voice Control also accepts "A", "Smaller" and "Larger". The captioning control, Edit and History also accept short names (for example "Record", "Keyboard" and "History"). A person confirmed the Voice Control names on an iPhone; not on an iPad. **Website:** Visible labels are part of each control's accessible name. The Caption Size step buttons are drawn as a small and a large letter "A" (as in the app's own control), and their accessible name begins with that letter, then says what the button does ("A, Make smallest caption size smaller"). An automated scan raises no question about any control's label. Not yet tried with Voice Control.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.5.4 Motion Actuation	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** Nothing is operated by device motion. **Website:** Nothing on the site is operated by moving the device.
3.1.1 Language of Page	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** The interface is in English and declared as English. Captions are recognized in the device's language, so caption text can be in another language; the caption is not tagged with a language. **Website:** Every page sets its language to English.
3.2.1 On Focus	iOS app: Supports Website: Supports	iOS app: Source Website: Source, Keyboard	**iOS app:** Receiving focus never changes the context. **Website:** Focusing a control never changes the page or moves focus. Verified in the keyboard review and by source review.
3.2.2 On Input	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Changing a setting does not cause an unexpected change of context. Appearance is a labeled picker in Settings, and changing Keep History asks before deleting anything. **Website:** Choosing a switch option or moving a slider changes only the demo beside it, not the page's context, and nothing submits on input. Forms submit only when you press their button or press Return in one of their controls. Source review.
3.2.6 Consistent Help	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Support is in Settings > Support, in the same place on every screen it appears; error sheets that need action also offer Get Help, which opens the support form. **Website:** The "Support" link is in the same place in the footer of every page. Every form also says, next to its security check, to email support@eyehear.app instead, and the unsubscribe and newsletter confirmation pages give their own address under the button.

Criterion	Conformance Level	Verification	Remarks and Explanations
3.3.1 Error Identification	iOS app: Supports Website: Supports	iOS app: Source Website: Automated, Source, Screen reader	**iOS app:** Errors are shown as text on screen and announced to VoiceOver. They are captioning errors, not form-input errors. They stay until dismissed (see 2.2.1). **Website:** Form errors appear as text in a message area that is on the page before any message, with an icon. The survey, which checks its own answers, also marks the question the message is about (the rating, or the email), shows the same message beside it with an icon, and clears both as soon as the visitor changes that answer. The other forms use the browser's own checks for required fields; when the form service rejects a submission they show the form's own sentence and mark no field, because the service does not say which field was wrong. The page never shows the service's wording. The browser's required check lets a field of only spaces through, so the support, accessibility report, organization interest and newsletter forms check for that themselves: the form says to fill in every required field, marks each blank field aria-invalid="true", and shows a message with an icon beside it ("Please fill this in. Spaces alone don't count.") that the field names in aria-describedby; both clear when the visitor edits the field. Required fields otherwise carry a managed aria-invalid: "false" until the browser's own required check fails, "true" on the fields that failed, and "false" again on the next edit, so a field the visitor has not touched is not announced as invalid. Structure checked by scan and tests. The error text and these states were also heard in scripted screen-reader runs on October 30 and 31, 2026 (Orca 51 with Firefox 153 and with Chromium 156 on Linux, and VoiceOver (macOS 27.0.1) with Chrome 156 and with Safari 27.0.1; see Evaluation Methods Used): each error is spoken once in every combination a form was run in (see 4.1.3), and a field flagged as blank is read as invalid, with its message, in Orca with Chromium and in VoiceOver. Known limitations: Firefox still announces an untouched required drop-down as "invalid entry" whatever aria-invalid says (the organization interest form has two, "Organization type" and "Approximate number of devices"), which is the browser's behavior, not something the page controls; and Orca with Firefox does not say "invalid" for a field marked blank after the page loaded, though it reads the message beside it. NVDA and JAWS were not tested.

Criterion	Conformance Level	Verification	Remarks and Explanations
3.3.2 Labels or Instructions	iOS app: Supports Website: Supports	iOS app: Source Website: Automated, Source	**iOS app:** Buttons and settings have text labels, except the two New buttons (on the captioning screen and in typing mode), which show only an icon; each has an accessible name (New caption, New note) and also answers to "New" in Voice Control. The typing editor has no visible label or placeholder; its accessible name is "Note" (see 4.1.2). Every way into it is a control for typing: the keyboard button (named Edit text) and, with a hardware keyboard, the Edit Text and New Note menu commands; the New and Done buttons are shown beside the editor. We treat that as the instruction this criterion asks for. The captioning screen says how to start (press and hold), and VoiceOver users hear the captioning control's hint. Settings controls managed by an organization say they are locked. **Website:** Every field has a label tied to it, and each form says what is required: the support and accessibility forms ("We need your email so we can reply. Everything else is optional."), the organization form ("Only the message is optional."), the newsletter ("Both fields are required.") and the survey, whose rating question says " (required)" in words next to it. Required fields also use the native required attribute. Hints are attached to their fields. Source review and an axe-core scan.
3.3.7 Redundant Entry	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** No process asks for the same information twice. **Website:** Every form is a single step, so nothing is asked twice. A failed send keeps what you typed. Source review.
4.1.1 Parsing	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Browser	**iOS app:** WCAG 2.2 removed this criterion as obsolete. It has no meaning for native iOS interfaces. **Website:** WCAG 2.2 removed this criterion, and W3C treats it as always satisfied for HTML5 content. It is kept here because WCAG 2.0, WCAG 2.1 and Revised Section 508 still include it. For reference, a browser check of every page variant found no duplicate ids and no label or ARIA reference pointing at a missing id. The pages were **not** run through an HTML validator, so HTML validity is not confirmed.

Criterion	Conformance Level	Verification	Remarks and Explanations
4.1.2 Name, Role, Value	iOS app: Supports Website: Supports	iOS app: Source, Automated, Person (iPhone) Website: Automated, Screen reader	**iOS app:** Controls expose name, role and state. The typing editor is named "Note", and VoiceOver reads it that way. The in-app browser shows its title as a heading only once a page has a title, so before a page loads, and offline, VoiceOver hears the back button and Done and no empty heading. A person confirmed both on an iPhone in version 1.7.3 on November 3, 2026. In version 1.7.2 the editor had a role but no name, so VoiceOver announced it only as "Text field" (found by reading the source and in a scripted VoiceOver walk in a simulator), and the in-app browser showed an empty heading until a page loaded (found by reading the source). The captioning control reads "Start captioning" or "Stop captioning", and adds the value "Unavailable" with a hint when speech recognition, or another window, prevents it. In a window that does not own a live session it reads "Captioning in another window". Error notices are buttons with the hint "Dismisses the error message". The live caption is marked as frequently updating. The multi-window and side-by-side History states have been checked by automated tests; not yet by a person with VoiceOver. **Website:** Controls are native elements: links, buttons, radio buttons in a fieldset, range sliders, disclosure rows and form fields, with names, roles and states set by the browser. Pause/Play buttons change their name with their state. Checked by an automated browser accessibility scan and a dump of the browser's accessibility tree. Required form fields carry a managed aria-invalid ("false" until the browser's own required check fails, then "true", and "false" again on the next edit), because they were being announced as invalid before the visitor had done anything (Orca with Firefox, and VoiceOver with Chrome). The survey, which checks its own answers, sets the same state on its rating buttons itself. The scripted screen-reader runs of October 30 and 31, 2026 (Orca 51 with Firefox 153 and with Chromium 156 on Linux, and VoiceOver (macOS 27.0.1) with Chrome 156 and with Safari 27.0.1) were used to check this state; the one case the page cannot fix is Firefox, which still announces an untouched required drop-down (the organization interest form's two) as "invalid entry" whatever aria-invalid says. Those runs did not reach the survey's rating buttons: their state was measured on a reduced test page with VoiceOver and Chrome, not on the survey itself. NVDA and JAWS were not tested. The sliders' percentage value text is set in the page, but how it is spoken has not been confirmed; the October 2026 controls have not been re-checked with VoiceOver.

Note: WCAG 2.2 removed 4.1.1 Parsing. It is kept above for readers using WCAG 2.0, WCAG 2.1 or Revised Section 508.

Table 2: Success Criteria, Level AA

Criterion	Conformance Level	Verification	Remarks and Explanations
1.2.4 Captions (Live)	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app produces live captions of speech around the user. It presents no live media of its own that needs captions. **Website:** The site presents no live media.
1.2.5 Audio Description (Prerecorded)	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app presents no prerecorded synchronized media. **Website:** The only recording has no audio and no narrated content; its content is also given in text (see 1.2.1).
1.3.4 Orientation	iOS app: Supports Website: Supports	iOS app: Visual Website: Browser	**iOS app:** All orientations work on iPhone and iPad. On the iPhone Duo the caption screen also follows the fold: held like a book it uses two columns, and on a table the captions stay on the upright half. Fold poses were checked with a simulated fold and visually; not yet on Duo hardware. **Website:** Pages work in portrait and landscape and are not locked to one. Browser check at phone and desktop sizes.
1.3.5 Identify Input Purpose	iOS app: Not Applicable Website: Supports	iOS app: Source Website: Source	**iOS app:** The app has no fields that collect personal information. The typing editor takes free text. **Website:** Email fields are marked as email, name fields as name, and the organization form's role and organization fields as job title and organization, so browsers and password managers can fill them. The optional app version, iOS version and device fields opt out because they are not about the person. Source review.

Criterion	Conformance Level	Verification	Remarks and Explanations
1.4.3 Contrast (Minimum)	iOS app: Supports Website: Supports	iOS app: Source, Calculated, Automated, Person (iPhone) Website: Automated, Calculated	**iOS app:** App text is black on white or white on black (21:1 idle, 13:1 or better while listening), and secondary text is at least 4.5:1 in both themes. The app's own accent color (Settings Done and link rows, Restore Default Size) is #0066CC in Light and #409CFF in Dark, at least 4.5:1 on the white, grouped and raised backgrounds the app uses; unit tests compute this from the color values, and a person confirmed on an iPhone that the accent shows. The History Share swipe action uses a darker blue (5.6:1). The History Delete swipe action uses a darker red (#C4161C) with a white label, 6.0:1, computed from the color values. On October 22, 2026 a person checked on an iPhone (development build) that Delete shows in the darker red and Share in blue. Three buttons draw their label on the accent fill: Try Again on the screen shown, in place of the idle prompt, when speech recognition is unavailable; the first-run permission button (Allow Microphone and Speech, or Allow Access at the accessibility text sizes); and the error sheet's primary button (Open Settings or Get Help). All three use the system's prominent button style with a label color that follows the fill: white on the Light accent (#0066CC), 5.57:1, and black on the Dark accent (#409CFF), 7.42:1, computed from the color values. UI tests measure each label from rendered pixels in simulators, in Light and in Dark and with the device and the app set to opposite appearances, and require 4.5:1. On November 3, 2026 a person checked all three on an iPhone in version 1.7.3, in Light and in Dark, including switching between Light and Dark from Control Center while each button was on screen. Version 1.7.2 drew these labels at 4.25:1 (Try Again in Light) and 2.83:1 (the other two in Dark); see the Revision History. **Website:** Text meets 4.5:1 (3:1 for large text) in both color schemes. The lowest ratios, computed from the design colors, are 4.83:1 (light) and 5.33:1 (dark) for hint text on a card, and 6.35:1 (light) and 16.11:1 (dark) for links. An axe-core scan passes on every page except the 404 page (scanned in the dark scheme at serious and critical impact only) in both schemes, and in the error and confirmation state of every form (the error message is dark red on a pale red box, 5.91:1, in both schemes). Text on pictures and drawn device screens, and the arrows and star credit that axe-core cannot measure, were computed separately (6.7:1 or better).

Criterion	Conformance Level	Verification	Remarks and Explanations
1.4.4 Resize Text	iOS app: Supports Website: Supports	iOS app: Source, Automated, Visual, Person (iPhone) Website: Browser	**iOS app:** Settings > Caption Size sets the live caption, from Shrink to Fit (default) or one Fixed Size, up to 120 pt on iPhone and 189 pt on iPad, well past 200% of standard text. Dynamic Type is supported for all interface text (the typing editor, Settings, History, first-run and permission screens). The live caption screen is deliberately always shown as large as the screen allows and is sized by its own Caption Size control (see 503.2). Exception: on the iPhone Duo in book pose a caption can go below the chosen size, never below 8 pt, only to keep a word from splitting across lines. One icon-only control (the keyboard button) is capped in the iPhone Duo's side column and offers the Large Content Viewer. The permission-screen icon and the first-run hint icon scale with text size, and the in-app browser title wraps instead of truncating. Automated tests at the largest accessibility text size cover the first-run, Settings, History detail and error screens, and a person checked the largest accessibility text sizes on an iPhone on October 22, 2026. **Typing mode** (version 1.7.3): while a window is in typing mode, it draws no notice over the editor. The notice shown while speech recognition is unavailable comes back when typing mode is left with Done, a short error notice closes when typing mode opens, and the card shown when another window holds the session is not drawn either. The editor ends above the round keyboard button when the editor is taller than it is wide (usually upright) and beside it when it is wider (usually sideways), so the button never covers typed text, and the editor's own text grows to about 207% of its default size at the largest setting (computed from the font metrics). On the captioning screen, the error notice and the speech-unavailable notice scroll inside at most half of their room when they are too tall for it, instead of being cut off; the card shown when another window holds the session does not scroll and has not been checked at the largest text sizes. **Speech-unavailable screen** (version 1.7.3): at the accessibility text sizes, its explanation and Try Again scroll when they do not fit, and end above the keyboard button, which still opens typing mode. A person checked these on an iPhone in version 1.7.3 on November 3, 2026: in typing mode, no notice over the editor, long lines clear of the keyboard button upright and sideways, and the text visibly larger at the largest size; on the speech-unavailable screen, the largest size upright and sideways. UI tests that measure frames in iPhone simulators cover the other text sizes and the smaller iPhones. In version 1.7.2, found with measurements and screenshots in iPhone simulators: from about 200% text size the notices sat on top of the editor and covered most or all of it (while speech recognition was unavailable, on a small iPhone held sideways, even at the default size), the keyboard button covered the ends of lines in landscape, the editor's text reached only about 170%, and the speech-unavailable screen did not scroll, so Try Again could end below the window or under the keyboard button. The side-by-side History view (iPad and iPhone Duo) has not been checked on a device at those sizes. **Website:** Content stays usable with the page zoomed to 200% and with the text size doubled at 320 px, on every page, with no loss and no sideways scrolling. The header menu stays operable and its button stays at least 24 by 24 px. Browser checks, Chromium only for the checks that run before every release. With the text size doubled at 320

Criterion	Conformance Level	Verification	Remarks and Explanations
			px, the bare web addresses on /privacy and /terms ran 93 to 157 px past the window in WebKit (Safari's engine, not Safari itself) until the site release this report describes; see 1.4.10. The text size is the browser's own setting, set before the page loads (Chromium and Firefox); WebKit cannot be driven that way and is tested with a root font-size rule, which shows wrapping and overflow but not the folded layout. The release checks use the real setting in Chromium and prove it with a media query that moves with it. With it, the October 31, 2026 verification found two failures, both fixed: at 200% text in a window 355 px wide or narrower, the home page's "Rather type it? Type it." card cut off its headline and paragraphs (its box hid them without any scrolling, so no earlier check noticed), and at 320 px the Caption Size demo's slider was 0 px wide (6 px at 360 px, 36 px at 390 px) while still focusable, because its two step buttons took 88 px each; they are now 44 px, and the slider keeps 54 px at 320 px. Open, not a failure: at 320 px with 200% text the slider's track gives a pointer 10 px of travel, and the step buttons and arrow keys do the same job.
1.4.5 Images of Text	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** All text is real text. **Website:** Text is real text. The only text in images is inside the app screenshots, the App Store badge and the logo. The hero's caption is live text. Source review.
1.4.10 Reflow	iOS app: Supports Website: Supports	iOS app: Automated, Visual Website: Browser	**iOS app:** Layouts adapt to window width (text size is rated under 1.4.4). At regular width History is a side-by-side view that collapses to one column when the window narrows; at compact width the list is shown alone. Nothing needs two-dimensional scrolling. The Duo's two-column caption is a layout for live text, not page content. Checked by automated tests and visually. **Website:** Every page reflows to one column at 320 px wide and at 400% zoom with no sideways scrolling. The Voices carousel on a phone scrolls inside its own box and is keyboard reachable, and reachable by touch and trackpad; a mouse with only a vertical wheel cannot scroll it. Browser checks of all eighteen page variants, Chromium only for the checks that run before every release; not checked on a phone. Run by us on demand in WebKit (Safari's engine, not Safari itself) and Firefox on October 31, 2026, the reflow checks found one failure: with the text size doubled at 320 px, the bare web addresses on /privacy and /terms ran 93 to 157 px past the window in WebKit, because hyphenation of the running text stopped them breaking. Links in running text are no longer hyphenated, which fixed it, and a test of the links' style now runs with the release checks, since the Chromium checks could not see the overflow itself. The October 31, 2026 verification ran 320 x 640 and 320 x 256 on all 19 route variants in Chromium, Firefox and WebKit: no horizontal scroll and no lost text.

Criterion	Conformance Level	Verification	Remarks and Explanations
1.4.11 Non-text Contrast	iOS app: Supports Website: Supports	iOS app: Source, Calculated Website: Calculated	**iOS app:** In History's side-by-side view the system's selection fill measures about 1.1 to 1.5:1 from screenshots, below 3:1. The selected row therefore also shows a checkmark in the theme's text color (at least 3:1 against the list, computed by a unit test), the detail title repeats the selection in text, and VoiceOver reports the row as selected. The error sheet's controls (the prominent button's fill, Done and the tinted icons) measure 3:1 or better in both themes, and the message card's border is stronger under Increase Contrast, which a person checked on an iPhone. Other controls are the platform's own, unmodified, and we have not measured their boundaries. Not viewed on a device: History's split view. **Website:** Form field borders are 4.47:1 or better (light) and 5.33:1 (dark); the blue that edges buttons, fills sliders and draws the focus ring is 3.01:1 or better in both schemes. The row of pills at the top of the Support pages (Overview, Getting started, FAQ, Troubleshooting, Contact us) has its resting border at 4.47:1 (light) and 5.74:1 (dark) against the page; an unselected pill is a white or raised fill on the page, about 1.08:1 apart, so the border is the only thing that marks it as a control, and until the site release this report describes it was 1.17:1 and 1.64:1. Switch options also have text labels at 4.5:1 or better, so no switch option depends on a boundary alone. In Chromium's emulation of forced colors (Windows High Contrast), the selected switch option is outlined and bold and a focused control shows a system-colored outline; this was checked on the home page's switches, sliders and step buttons, and for focus on six pages. Computed from the design colors; not viewed in a real Windows High Contrast session.
1.4.12 Text Spacing	iOS app: Not Applicable Website: Supports	iOS app: Source Website: Automated, Browser	**iOS app:** iOS has no user text-spacing setting; the app uses system text styles. **Website:** With line height 1.5, paragraph spacing 2x, letter spacing 0.12em and word spacing 0.16em applied from the start of the page load, before the page's own scripts run, and confirmed in force by reading the computed spacing, no page scrolls sideways or cuts off text, at 320 px. One named exception: the Caption Size demo's preview is a drawing of the app's caption screen and truncates with an ellipsis, as the app does; its sample sentence is its accessible name. The audit found and fixed the header menu opening off the left edge under this setting, and a test now opens it on every page under the override.
1.4.13 Content on Hover or Focus	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app shows no content on hover or focus. **Website:** Nothing appears only on hover or focus. There are no tooltips or hover menus; the header menu opens on click.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.4.5 Multiple Ways	iOS app: Not Applicable Website: Supports	iOS app: Source Website: Source	**iOS app:** The app is small; every screen is reached from the captioning screen's buttons. **Website:** Pages are reachable from the header or footer navigation (the support guides also from the support section's own navigation) and from links in page content. The survey, an optional feedback form and not a step in a process, is linked from both the home page and the support hub. Unsubscribe and newsletter confirmation are steps in a process reached from our emails. The site is small and has no search. Source review and a link check of every page.
2.4.6 Headings and Labels	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Screen titles, section headings and control labels are descriptive. The typing editor has no visible label; its accessible name is "Note" (see 3.3.2 and 4.1.2). **Website:** Headings and labels describe their topic or purpose, and the heading outline is one h1 per page with no skipped levels. Source review.
2.4.7 Focus Visible	iOS app: Supports Website: Supports	iOS app: Source Website: Keyboard, Browser	**iOS app:** Focus indicators (VoiceOver, and keyboard and switch focus) are drawn by the system for the app's controls. A person used Full Keyboard Access Tab navigation on an iPhone and it reached the app's controls, and a person checked Switch Control on a device; we did not specifically examine the focus outline on the full-screen captioning control. **Website:** Every focusable element shows a visible focus indicator. In the keyboard review, every focus stop on eleven pages changed the pixels around it, in the light and the dark scheme at desktop size (four of those pages also at 320 px); six pages were repeated in Chromium's forced-colors emulation, in the light scheme. The indicator is an outline, which forced-colors modes draw; that was read from the styles and seen in the emulation, not in a real Windows High Contrast session. The security check itself is Cloudflare's and was not measured. In Firefox the recording's video kept a Tab stop with no focus ring after the script removed its native controls (found October 31, 2026); the script now takes it out of the tab order, and without script the native bar is the control and stays focusable. In WebKit, in a window shorter than the open phone menu (320 x 170, a 1280 x 680 window at 400% zoom), tabbing off its last item closed the menu and left the next stop above the window, with no ring on screen; the page now scrolls that stop into view. A scripted walk of 5,844 stops in Chromium, Firefox and WebKit (WebKit with Option+Tab), in both schemes at 1280 and 320 px, compared a screenshot of each stop focused and blurred: every stop now shows a change.

Criterion	Conformance Level	Verification	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum)	iOS app: Supports Website: Supports	iOS app: Source, Automated, Person (iPhone) Website: Keyboard	**iOS app:** Things the app draws over other content include the bottom error notice (a button that closes when tapped), the notice shown when another window holds the session, the notice at the top of the screen while speech recognition is unavailable, and the round keyboard button in the bottom-trailing corner. Errors that need action open a sheet instead, and focus moves into it. In typing mode the editor has focus, and none of these notices is drawn over it (version 1.7.3): the notice shown while speech recognition is unavailable comes back when typing mode is left with Done, and a short error notice closes when typing mode opens. The editor ends above or beside the keyboard button, so the button never covers it. A person confirmed this on an iPhone in version 1.7.3 on November 3, 2026; UI tests that measure frames in iPhone simulators cover the smaller iPhones and the other text sizes. In version 1.7.2, found with measurements and screenshots in iPhone simulators, the notices stayed over the editor (on a small iPhone in landscape the speech recognition notice hid it completely, even at the default text size), and the keyboard button covered the trailing end of each visible line in landscape. See also 1.4.4. **Website:** The site has no sticky or fixed header, banner or cookie bar. The only fixed-position element is the skip link, which is the focused element itself. The organizations page's left text column is sticky on wide screens, beside the form and not over it. In the keyboard review no focused control was covered by another element.
2.5.7 Dragging Movements	iOS app: Supports Website: Supports	iOS app: Automated Website: Source, Browser	**iOS app:** Every drag or swipe has a single-pointer alternative that needs no dragging. Caption Size sliders: Smaller and Larger buttons (44 pt; dimmed at the ends and when locked by an organization). History Share and Delete: a long-press menu on the row (not announced on screen). Scrolling a long caption is the system scroll view, which we treat as exempt; that is our reading. VoiceOver adjustable actions are not counted as the alternative. Checked by automated tests; not yet by a person on a device. **Website:** Nothing needs a drag. Each Caption Size slider can be clicked on its track, moved with the arrow keys, or stepped with its Smaller and Larger buttons. Everything else on the site is a click, a tap or typing. Source review and browser checks.
2.5.8 Target Size (Minimum)	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** The app's controls are at least 44 by 44 pt, above the 24 by 24 pt requirement. In version 1.7.3 that includes the in-app browser's Done button (at least 44 by 44 pt in the source), which a person found easy to hit on an iPhone on November 3, 2026. In version 1.7.2 its target was its text, 41.7 by 20.3 pt, and it met this criterion through the spacing exception: no other control lies within 24 pt of it. **Website:** Measured on every page at 1280 and 320 px. Header links, buttons, switch options, slider handles and the App Store badge are 44 px or taller; footer links are 32 px. Every target under 24 px is a link inside a sentence or has clear space around it, including the survey's option labels (20 px high, 8 px apart). The header menu button is 36 px.

Criterion	Conformance Level	Verification	Remarks and Explanations
3.1.2 Language of Parts	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The interface is English only. Caption text follows the device's language and is not tagged with a language (see 3.1.1). **Website:** The content is English. The only non-English text found is the proper name of a Canadian privacy regulator.
3.2.3 Consistent Navigation	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Toolbar buttons keep the same place and order on the screens where they appear. **Website:** The header, footer and support navigation are the same, in the same order, on every page. Source review.
3.2.4 Consistent Identification	iOS app: Supports Website: Supports	iOS app: Source Website: Source	**iOS app:** Controls with the same function carry the same labels throughout the app. **Website:** Controls with the same function have the same name everywhere (for example the App Store link, the Pause/Play buttons, "Send Message"). Source review.
3.3.3 Error Suggestion	iOS app: Supports Website: Supports	iOS app: Source, Automated, Person (VoiceOver on an iPhone) Website: Source, Automated	**iOS app:** These are captioning errors, not form-input errors; we apply the criterion to them as the closest fit. Errors that need action open a sheet with a title, numbered "What to try" steps and, where there is one, a support code and a Get Help button; the permission message opens eyeHear's page in Settings. The microphone failure messages name the usual cause (a call or another app using the microphone) and the next step. The short notices give a next step too: "Captioning stopped unexpectedly. Please try again.", and the speech recognition notice, which names a network connection or a language download as the likely cause. Checked by source review and tests; on October 22, 2026 a person also checked the sheet with VoiceOver on an iPhone (see 2.4.3 and 4.1.3). **Website:** Messages say what to do next, in the site's own words: "Please select a rating before submitting."; "That email address doesn't look right. Please check it and try again."; "Please complete the security check, then try again."; "The security check didn't go through. Please complete it again."; and, for a fault on our side, "Something went wrong on our end. Please try again. If it keeps happening, email support@eyehear.app." Where the security check cannot be passed, every form says to email us instead. Source review and tests.
3.3.4 Error Prevention (Legal, Financial, Data)	iOS app: Supports Website: Supports	iOS app: Source, Automated, Person (iPhone) Website: Source	**iOS app:** There are no legal or financial transactions. The trash button in History asks for confirmation ("Delete All Captions?") before deleting every saved caption, and shortening Keep History in Settings asks too ("Delete Captions?"). Deleting a single conversation or caption, by swipe or from the long-press menu, also asks first ("Delete Conversation?" or "Delete Caption?", with Delete and Cancel), so every deletion is confirmed. A person checked this on an iPhone on October 22, 2026 (development build): tapping Delete asks, Cancel keeps the item, and the long-press menu and single captions confirm the same way; automated UI tests on an iPhone simulator also cover it. **Website:** The site takes no payments and makes no legal commitments. The one action that changes stored data, unsubscribing, needs an explicit confirm click (a mail scanner opening the link cannot do it), and a signup needs a confirm link in email. Source review.

Criterion	Conformance Level	Verification	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum)	iOS app: Not Applicable Website: Not Applicable	iOS app: Source Website: Source	**iOS app:** The app does not ask users to sign in or prove who they are. **Website:** The site has no sign-in or authentication. The forms' Cloudflare Turnstile security check is spam protection, not authentication, so this criterion does not apply; its intent is observed because every form that uses the check offers email as a way round it, and the unsubscribe and newsletter confirmation pages offer email too. See Third-party components.

Criterion	Conformance Level	Verification	Remarks and Explanations
4.1.3 Status Messages	iOS app: Supports Website: Supports	iOS app: Source, Person (iPhone) Website: Automated, Browser, Screen reader	**iOS app:** Captioning started and stopped, errors, a typing mode closed automatically, a typed note saved with New, a caption taken off the screen with New ("Ready for a new caption."), a refused second-window start, and deleting the conversation shown in History are spoken as queued VoiceOver announcements; with several windows, the window that owns the session speaks. The live caption is marked as frequently updating; on October 22, 2026 a person confirmed on an iPhone that VoiceOver and braille announce new caption words as they arrive. On an iPhone, a person heard the error sheet with VoiceOver on October 22, 2026: it is read title, then explanation, then steps, then buttons, and its buttons are announced as buttons. The multi-window and History announcements have not yet been heard by a person with VoiceOver. **Website:** Each form has one message area for errors, a region with role="alert" and aria-live="assertive" and no accessible name of its own, that is on the page before any message exists. An error is written into it and focus stays on the button that was pressed; focus is not also moved onto the message. On every form that shows the Turnstile security check, the message area sits above the check. While a request is out, each form also has a separate polite status region (role="status", hidden from view, in the page empty from the first paint) that says the same words as the button ("Sending…", "Submitting…" or "Subscribing…"; "Unsubscribing…" or "Confirming…" on the unsubscribe and newsletter confirmation pages) when focus is not on the form's own button, as after Return in a text field, and is emptied when the request ends; the error region is not used for it. When the button has focus, its own change of label is what is spoken, so the region stays empty and the wait is said once (Orca with Firefox and with Chromium, scripted runs against a local build, November 1, 2026). A confirmation (message sent, thanks, subscribed, unsubscribed) has no live region: the confirmation heading takes focus. Reduced motion makes the swap instant. These are facts about the page's structure, confirmed by automated scans and browser tests, which cannot hear anything. On October 30 and 31, 2026 the forms were also run with real screen readers in scripted, automated sessions that capture the speech (Orca 51 with Firefox 153 and with Chromium 156 on Linux, and VoiceOver (macOS 27.0.1) with Chrome 156 and with Safari 27.0.1; see Evaluation Methods Used). Before the fixes that went live on October 31, 2026, a form's error was silent in Orca with Firefox and read twice in VoiceOver with Chrome, an identical error submitted a second time was silent in Orca with Chromium and in VoiceOver with Chrome, and on the organization interest form VoiceOver with Chrome spoke the security check's own "Success!" alert beside the error, and in 2 of 4 runs instead of it. With the fixes, each error is spoken once in every combination a form was run in, every repeat is spoken, and VoiceOver with Chrome spoke only the error in 3 of 3 runs on the organization interest form (measured with the scroll that revealed the check removed; the message area now sits above the check, so that scroll stops short of it). When the server rejected a submission, the security check spoke its own "Success!" alert after the form's error in 4 of 4 runs with Orca and Firefox, so it could sound as if the message had gone through; the form now leaves the check alone after a

Criterion	Conformance Level	Verification	Remarks and Explanations
			rejection and renews it on the next send, and the error is the last thing spoken (4 of 4 with Orca and Firefox). On that next send, Orca with Chromium speaks the check's "Verifying" and "Success!" and then the error. Orca sometimes dropped an error that was written at the same moment as the submit button's label changed back; the label now changes first. The fixes for a rejected submission, for focus while a form sends and for the button label are confirmed with Orca and with VoiceOver in Chrome, not yet in Safari. In VoiceOver with Safari, a Return in a field holding only spaces made the field read again as invalid, and in 3 of 7 runs on the organization interest form the error was never spoken after it; when the focused field has just been marked invalid, the error is now written 300 milliseconds later, and it was heard in all 9 runs since. When the browser itself blocks a submit (an empty required field), Orca with Firefox and VoiceOver with Chrome speak the browser's own "Please fill out this field.", and Orca with Chromium says "invalid entry". One case is still open: in Firefox, an error on a second attempt can arrive in the same instant as the security check's own update when the server rejects within milliseconds, and Orca then drops it. That was seen only against a local server that rejected instantly. The polite status was checked by automated tests, which read the page's structure and wording; the screen-reader runs above were made before it was added and have not been repeated with it, so whether it is announced, and in what order with an error, is unconfirmed. Not tested: NVDA and JAWS on Windows, VoiceOver on iOS for the website, and VoiceOver on the newsletter signup and the survey.

Revised Section 508 Report

Revised Section 508 incorporates WCAG 2.0 Levels A and AA by reference. The WCAG 2.2 analysis above covers those criteria, so its levels carry over. For the iOS app, no WCAG criterion is rated below Supports, so none is a Revised Section 508 shortfall through WCAG. In Chapter 3, no iOS provision is rated below Supports. No website criterion is rated below Supports. The Revised Section 508 provisions below are rated for the iOS app and the website separately.

Chapter 3: Functional Performance Criteria

These rows rate whether a mode of operation exists for each group of users. Section E204.1 applies Chapter 3 only to the functions that Chapters 4 and 5 do not address, and E207.2 applies WCAG 2.0 Level A and AA to the app's user interface, so a defect in a single control is rated under the WCAG criterion that covers it (for example 1.4.3, 1.4.4 or 4.1.2), not here.

Criterion	Conformance Level	Remarks
302.1 Without Vision	iOS app: Supports Website: Supports	**iOS app:** The product's purpose is visual caption display, so its core output is not usable without vision. All controls are operable with VoiceOver, which a person has tested on an iPhone, including with the version this report rates. Version 1.7.2's two VoiceOver problems, the typing editor's missing name and the focus order on the captioning screen, are fixed in version 1.7.3 (see 4.1.2 and 2.4.3). On October 22, 2026 a person confirmed that VoiceOver and braille announce new caption words as they arrive (see 4.1.3). **Website:** Pages work with a screen reader: landmarks, one heading outline, named controls and text alternatives. A person has tested the site with VoiceOver in Safari; the controls added to the home page in October 2026 have not been re-checked that way. On October 30 and 31, 2026 the site's forms were also run with Orca and VoiceOver in scripted sessions (see 4.1.3); NVDA and JAWS were not tested.
302.2 With Limited Vision	iOS app: Supports Website: Supports	**iOS app:** Caption Size (up to 120 pt on iPhone, 189 pt on iPad), black-on-white and white-on-black themes, and Larger Text on the other screens (for typing mode and the speech-unavailable screen at large text sizes, see 1.4.4). The app's accent color meets 4.5:1 on the app's backgrounds in Light and Dark, and the History Share and Delete swipe-action labels are 5.6:1 and 6.0:1 (see 1.4.3). This row rates whether a mode of operation exists, and a defect in one control is rated under the WCAG criterion that covers it (see the introduction to this chapter). **Website:** Text meets 4.5:1 in both the light and the dark color scheme, and pages stay usable at 200% zoom and reflow to one column.
302.3 Without Perception of Color	iOS app: Supports Website: Supports	**iOS app:** No information is conveyed by color alone (see 1.4.1). **Website:** Color is never the only cue (see 1.4.1).
302.4 Without Hearing	iOS app: Supports Website: Supports	**iOS app:** This is the product's purpose: it turns speech into text. The app has no audio output and no audio-only information. **Website:** The site has no audio. Its only recording has no sound track and its content is also given in text.
302.5 With Limited Hearing	iOS app: Supports Website: Supports	**iOS app:** As 302.4. **Website:** As 302.4.
302.6 Without Speech	iOS app: Supports Website: Supports	**iOS app:** No speech is needed to operate the app. A typing mode lets a user type instead. **Website:** No speech is needed to use the site.

Criterion	Conformance Level	Remarks
302.7 With Limited Manipulation	iOS app: Supports Website: Supports	**iOS app:** Captioning has single-activation alternatives to press-and-hold: the captioning control (reached by VoiceOver, Voice Control and Full Keyboard Access, which a person checked on an iPhone), VoiceOver magic tap, and on iPad with a hardware keyboard, Command+L. Every other control is a standard button, slider or menu with a 44 pt target, including the in-app browser's Done button in version 1.7.3 (see 2.5.8). A person also checked Switch Control on an iPhone, but the iPad keyboard commands have not been tried on hardware. Press-and-hold still needs a sustained touch for people who use none of these. **Website:** Everything works from the keyboard with no timing and no gesture beyond a click or tap (see 2.1.1). Header links, buttons and the home page's controls are 44 px or taller; footer links (32 px), the header menu button (36 px) and links inside sentences are smaller, and each meets 2.5.8's 24 px minimum or its spacing or inline exception (see 2.5.8). Keyboard operation was tested in a browser; Switch Control and Voice Control have not been tested by a person on the site.
302.8 With Limited Reach and Strength	iOS app: Supports Website: Supports	**iOS app:** Pressing anywhere on the screen starts captioning, which needs no reach to a particular control. Holding needs sustained pressure; the alternatives are the single-activation paths described under 302.7. **Website:** Nothing needs sustained pressure, reach or a precise movement; sliders have step buttons.
302.9 With Limited Language, Cognitive, and Learning Abilities	iOS app: Supports Website: Supports	**iOS app:** A single-purpose interface with plain labels. Error messages name a next step (see 3.3.3). **Website:** Plain labels, one task per form, errors that say how to fix the problem (see 3.3.3), and nothing that times out.

Chapter 4: Hardware

Not applicable. eyeHear is software running on the user's existing Apple hardware, and the website is web content.

Chapter 5: Software

eyeHear is an application, not platform software. The 502 provisions that apply to platform software are rated Not Applicable; eyeHear relies on the platform's accessibility services, as 4.1.2 describes. Chapter 5 does not apply to the website, whose content is rated through the WCAG criteria above.

Provision	Conformance Level	Remarks
501.1 Scope	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Chapter 5 is applied to the app through the rows below and through the WCAG criteria above.
502.2.1 User Control of Accessibility Features	iOS app: Not Applicable Website: Not Applicable	**iOS app:** A platform provision; iOS provides this control.

Provision	Conformance Level	Remarks
502.2.2 No Disruption of Accessibility Features	iOS app: Supports Website: Not Applicable	**iOS app:** The app does not disable or override VoiceOver, Switch Control, Voice Control, Full Keyboard Access, Reduce Motion, Bold Text or other iOS accessibility features.
502.3.1 Object Information	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision. The app exposes name, role and state to iOS (see 4.1.2).
502.3.2 Modification of Object Information	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.3 Row, Column, and Headers	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision. The app has no data tables.
502.3.4 Values	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision. The app exposes slider and control values (see 4.1.2).
502.3.5 Modification of Values	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.6 Label Relationships	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.7 Hierarchical Relationships	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.8 Text	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision. The typing editor and caption are standard text.
502.3.9 Modification of Text	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.10 List of Actions	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.

Provision	Conformance Level	Remarks
502.3.11 Actions on Objects	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.12 Focus Cursor	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.13 Modification of Focus Cursor	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision.
502.3.14 Event Notification	iOS app: Not Applicable Website: Not Applicable	**iOS app:** Platform provision. The app posts VoiceOver announcements for status changes (see 4.1.3).
502.4 Platform Accessibility Features	iOS app: Not Applicable Website: Not Applicable	**iOS app:** A platform provision.
503.2 User Preferences	iOS app: Supports Website: Not Applicable	**iOS app:** The app follows the user's platform settings: Dynamic Type for all interface text, Bold Text (in the caption), Reduce Motion (the pulsing hint icon is switched off by it), Increase Contrast (the message card's border), and Light or Dark appearance (the color theme follows the device by default, or the user can pin Light or Dark). The live caption screen is deliberately always shown as large as the screen allows, with its own control, Settings > Caption Size, which goes well beyond 200% of standard text; this is a design choice for the caption display, not a failure to honor the preference. The app reads no Differentiate Without Color setting because no state relies on color alone (see 1.4.1). **Website:** Web applications are exempt from 503.2 by its own exception; a browser applies the user's text size, zoom and color settings to web content.
503.3 Alternative User Interfaces	iOS app: Not Applicable Website: Not Applicable	**iOS app:** The app is not assistive technology.
503.4.1 Caption Controls	iOS app: Not Applicable Website: Not Applicable	**iOS app:** The app plays no video with synchronized audio.
503.4.2 Audio Description Controls	iOS app: Not Applicable Website: Not Applicable	**iOS app:** The app plays no video with synchronized audio.

Provision	Conformance Level	Remarks
504.2 Content Creation or Editing	iOS app: Not Applicable Website: Not Applicable	**iOS app:** The app is a captioning aid, not an authoring tool. Typed notes are plain text.
504.2.1 Preservation of Information	iOS app: Not Applicable Website: Not Applicable	**iOS app:** As 504.2.
504.2.2 PDF Export	iOS app: Not Applicable Website: Not Applicable	**iOS app:** The app exports no PDF.
504.3 Prompts	iOS app: Not Applicable Website: Not Applicable	**iOS app:** As 504.2.
504.4 Templates	iOS app: Not Applicable Website: Not Applicable	**iOS app:** As 504.2.

Chapter 6: Support Documentation and Services

Provision	Conformance Level	Remarks
602.2 Accessibility and Compatibility Features	Supports	The Accessibility Statement lists the app's accessibility features, and the Getting Started guide on the website explains starting and stopping captioning with VoiceOver or Switch Control. Caption Size is described on the website's release page.
602.3 Electronic Support Documentation	Supports	Support documentation is on the website, rated above. This report is published at https://eyehear.app/accessibility, where the tagged PDF (with a document language, headings and table headers) can be downloaded.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	eyeHear has no non-electronic support documentation.
603.2 Information on Accessibility and Compatibility Features	Supports	Support provides this information through the Accessibility Statement, the support page and email at support@eyehear.app. This report is published at https://eyehear.app/accessibility, where the tagged PDF can be downloaded.
603.3 Accommodation of Communication Needs	Supports	Support is by email and a web form, both text; no phone call is needed. The Accessibility Statement and this report say how to request a specific accommodation.

Third-party components

Website. The website's support, accessibility, organization and survey forms and the newsletter signup use Cloudflare Turnstile, a security check (labeled "Security check" on the forms) that is not built by eyeHear. Its behavior and accessibility, including how it is named, focused and spoken by a screen reader and whether it ever shows an interactive challenge, are outside our control, and the check itself has **not** been evaluated with assistive technology. In the screen-reader runs of October 30 and 31, 2026 (see 4.1.3) VoiceOver with Chrome spoke the check's own "Success!" alert beside a form's error, and sometimes instead of it; every form that shows the check now puts its error message above the check, so the error's scroll stops short of it (with that scroll removed, VoiceOver with Chrome spoke only the error in 3 of 3 runs). After a server rejection the form leaves the check alone and renews it on the next send, so the error is the last thing spoken (4 of 4 runs with Orca and Firefox). In a keyboard review it took three Tab stops and released focus. It is not an authentication process, so WCAG 3.3.8 (Accessible Authentication) is rated **Not Applicable**; so that no one depends on it, every form that uses the check says, next to it, to email support@eyehear.app instead. Cloudflare's own accessibility documentation is the source for the check.

iOS app. The app uses Apple's system components (the split view in History, sheets, pickers, the share sheet and the keyboard) unmodified, and their accessibility behavior is Apple's.

Planned changes (not released; not reflected in any rating)

This section lists accessibility fixes under consideration for shortfalls rated above. Anything listed here may change and is not a commitment.

iOS app: None is listed. The fixes listed here in the November 1, 2026 revision shipped in version 1.7.3 (see the Revision History). No website shortfall is listed here.

Legal Disclaimer

This report is eyeHear, LLC's good-faith self-evaluation, current as of the Report Date and the Revision History, for the product versions named in Product Information. It is not a warranty, and no third party has audited or certified it. eyeHear is a communication aid and **not a substitute for a qualified human interpreter, CART provider, or other professional accommodation** (see the Terms of Use at https://eyehear.app/terms). Conformance describes the app's and the website's interfaces and controls, not the accuracy of the captions the app produces. This report does not amend the Terms of Use or any agreement and is not a commitment to future changes.

Revision History

- **November 4, 2026 (iOS typing mode, VoiceOver order and the in-app browser fixed, version 1.7.3).** Four iOS levels moved from Partially Supports back to Supports: 1.4.4 Resize Text, 2.4.3 Focus Order, 2.4.11 Focus Not Obscured (Minimum) and 4.1.2 Name, Role, Value. Version 1.7.3 draws no notice over the typing editor (the speech recognition unavailable notice comes back on Done, and a short error notice closes when typing mode opens); ends the editor above or beside the round keyboard button, so the button never covers typed text; lets the editor's text grow to about 207% at the largest text size, where 1.7.2 reached about 170% (computed from the font metrics); scrolls the error and speech-unavailable notices on the captioning screen when they are too tall for their room, and the speech-unavailable screen at the accessibility text sizes, with Try Again above the keyboard button; ends VoiceOver's order at the captioning screen's last control and reads the typing editor before the keyboard button; names the typing editor

"Note"; and in the in-app browser shows a title heading only once a page has a title and makes Done at least 44 by 44 pt. On November 3, 2026 a person checked these fixes on an iPhone in version 1.7.3: with VoiceOver, that it stops after the captioning screen's last control, that Done editing comes after the editor, that the editor is read as "Note" and that the in-app browser has no empty heading before a page loads; in typing mode, that no notice covers the editor, that long lines stay clear of the keyboard button upright and sideways, and that the text is visibly larger at the largest size; that the speech-unavailable screen keeps Try Again in reach at the largest size upright and sideways; and that the in-app browser's Done is easy to hit. The levels rose only after that check on a released version. The 207% figure, the notice scroll limit and Done's size are from the source and UI tests, and UI tests that measure frames in iPhone simulators cover the smaller iPhones and the other text sizes. No iOS WCAG criterion and no Revised Section 508 provision is now rated below Supports. Remarks changed: Evaluation Methods Used (iOS), Document Last Revised, 1.3.1, 1.4.4, 2.4.3, 2.4.6, 2.4.11, 2.5.8, 3.3.2, 4.1.2, 302.1, 302.7, the Revised Section 508 summary and Planned changes. No Website level changed.

- **November 4, 2026 (hands-on audit cadence).** eyeHear's own hands-on accessibility audit with VoiceOver, Voice Control, Full Keyboard Access and Switch Control on a device is now performed at least every six months, not at least quarterly (see Evaluation Methods Used). No conformance level changed. Items not yet verified by a person stay disclosed in this report until an audit covers them.
- **November 4, 2026 (iOS button label contrast fixed, version 1.7.3).** One iOS level moved from Partially Supports back to Supports: 1.4.3 Contrast (Minimum). The three buttons rated Partially Supports in the November 1, 2026 entry below now draw their labels in a color chosen to match the fill: white on the Light accent fill (#0066CC), 5.57:1, and black on the Dark accent fill (#409CFF), 7.42:1. Try Again on the screen shown when speech recognition is unavailable now uses the same prominent button style as the first-run permission button and the error sheet's primary button; in version 1.7.2 it used the bordered style at 4.25:1 in Light, and the other two were white on the Dark accent at 2.83:1. UI tests that sample rendered pixels in simulators require 4.5:1 for each label in Light and in Dark, also with the device and the app set to opposite appearances. On November 3, 2026 a person checked all three buttons on an iPhone in version 1.7.3, in Light and in Dark, including switching between Light and Dark from Control Center while each was on screen; the level rose only after that check on a released version. 1.4.3 is a WCAG 2.0 criterion, so it is no longer a Revised Section 508 shortfall through WCAG. Remarks changed: 1.4.3 (the three buttons are no longer a known shortfall, and the Verification column no longer excludes them from the person's check), 302.2 (the sentence naming the three buttons as exceptions is gone), Evaluation Methods Used (iOS), the Revised Section 508 summary, Planned changes (the label fix has shipped), the scope note and Product Information, which now describe version 1.7.3. No Website level and no Revised Section 508 provision changed; 1.4.4, 2.4.3, 2.4.11 and 4.1.2 remain Partially Supports. Also restated for version 1.7.3, with no level changed: 2.2.1 (the captioning screen opens blank and clears a finished caption after 5 minutes or more in the background), 2.4.3 (New moves VoiceOver focus to the captioning control), 3.3.2 (the two icon-only New buttons and their names) and 4.1.3 (the "Ready for a new caption." announcement).
- **November 1, 2026 (iOS button label contrast, version 1.7.2).** One iOS level moved from Supports to Partially Supports: 1.4.3 Contrast (Minimum). Three buttons fall short. The Try Again button on the screen shown, in place of the idle prompt, when speech recognition is unavailable uses the system's bordered button style, which draws the accent label (#0066CC) on a tinted fill of its own (#D1E3F6): 4.25:1 in Light, below the 4.5:1 that text of this size needs, and 5.35:1 in Dark, which passes. The first-run permission button (Allow Microphone and Speech, or Allow Access at the accessibility text sizes) and the error sheet's primary button (Open Settings or Get Help) use the system's prominent button style, which draws a white label on the accent fill: 5.57:1 in Light, but 2.83:1 in Dark (white on #409CFF), below even the 3:1 that large text needs; all three were measured on iOS 18.6 and on iOS 26.5, and the last two measured the same on both. They were found on October 31, 2026 by measuring rendered pixels in simulators; a person has not

yet checked them on an iPhone. The October 22, 2026 re-rating to Supports did not catch them: the tests that compute the accent's contrast compare it only with the page backgrounds, and no audit had rendered these screens. 1.4.3 is a WCAG 2.0 criterion, so it is also a Revised Section 508 shortfall through WCAG. Remarks changed: 1.4.3 (the three buttons are stated, Try Again is no longer listed among the accent uses that meet 4.5:1, and the Verification column says Automated instead of Visual), 302.2 (points to 1.4.3), Evaluation Methods Used (iOS), the Revised Section 508 summary and Planned changes. No Website level and no Revised Section 508 provision changed; the error sheet's controls still measure 3:1 or better against the screen (the primary button's fill is 4.99:1 in Light and 6.01:1 in Dark), so 1.4.11 is unchanged.

- **November 1, 2026 (iOS remarks restated against version 1.7.2).** No conformance level changed. (1) 1.4.4 Resize Text, already Partially Supports, has a second shortfall: at the accessibility text sizes the screen shown when speech recognition is unavailable was taller than the room it has and did not scroll (in an iPhone 16 simulator, Try Again ended 12.7 pt below the window in landscape at the third accessibility text size, and sat under the round keyboard button at the largest size in portrait). It was found with UI tests that measure the button's position; a person has not yet checked it on an iPhone. (2) 2.5.8 Target Size (Minimum) and 302.7 no longer say that every control is a 44 pt target: the in-app browser's Done button was its text, 41.7 by 20.3 pt, and meets 2.5.8 through the spacing exception. (3) 4.1.2 Name, Role, Value notes that the in-app browser showed an empty heading as its title until a page loaded, a VoiceOver stop that said nothing. (4) The introduction to Chapter 3 and 302.2 say that the functional performance rows rate whether a mode of operation exists, and that a defect in one control is rated under the WCAG criterion that covers it (E204.1). Planned changes lists the fixes, with no date. Remarks changed: Evaluation Methods Used (iOS), 1.4.4, 2.5.8, 4.1.2, 302.2, 302.7 and Planned changes.
- **November 1, 2026 (website forms, screen-reader testing of October 30 and 31).** The website's forms were run with real screen readers on October 30 and 31, 2026, in scripted, automated sessions that capture the speech: the support, accessibility report, organization interest, survey and newsletter signup forms, and the newsletter confirmation and unsubscribe pages. The combinations were Orca 51 with Firefox 153 and with Chromium 156 on Linux (every form), and VoiceOver (macOS 27.0.1) with Chrome 156 and with Safari 27.0.1 (all but the survey and the newsletter signup). Eight problems were found and fixed in the site, and the fixes went live on October 31, 2026. (1) The form error was silent in Orca with Firefox and read twice in VoiceOver with Chrome; it is now a role="alert", aria-live="assertive" region with no accessible name and is spoken once in every combination (4.1.3 and 3.3.1). (2) An identical error submitted twice was silent the second time in Orca with Chromium and VoiceOver with Chrome; every repeat is now spoken (4.1.3). (3) Untouched required fields were announced as invalid; they now carry a managed aria-invalid that is "false" until the browser's own required check fails (4.1.2 and 3.3.1). (4) On the organization interest form VoiceOver with Chrome spoke the Turnstile security check's "Success!" alert beside the error, and in 2 of 4 runs instead of it; every form that shows the check now puts its error above the check (4.1.3). (5) After the server rejected a submission, the security check spoke its own "Success!" alert after the form's error in 4 of 4 runs with Orca and Firefox; the form now leaves the check alone after a rejection and renews it on the next send, and the error is last (4 of 4; 4.1.3). (6) While a form was sending, its text fields were disabled, which moved focus off the field, so a keyboard or screen-reader user who pressed Return lost their place and pressing Return again did nothing; the fields are now read-only instead, so focus stays put (2.4.3, and 2.1.1 as experienced). (7) Orca sometimes dropped an error written at the same moment as the submit button's label changed back; the label now changes first (4.1.3). (8) In VoiceOver with Safari, a Return in a field holding only spaces made the field read again and the error was never spoken in 3 of 7 runs on the organization interest form; the error is now written 300 milliseconds later when the focused field has just been marked invalid, and it was heard in all 9 runs since (4.1.3). Fixes 5 to 7 are confirmed with Orca and with VoiceOver in Chrome, not yet in Safari. The same day, the support, accessibility report, organization interest and newsletter forms began to check for a field that holds only spaces, which the browser's required check lets through: each such field is marked aria-invalid="true" and has a message beside it,

"Please fill this in. Spaces alone don't count." (3.3.1). Still open and disclosed: Firefox announces an untouched required drop-down (the organization interest form's two) as "invalid entry", which is browser behavior; in Firefox an error on a second attempt can arrive in the same instant as the security check's own update when the server rejects within milliseconds, and Orca then drops it, seen only against a local server that rejected instantly (4.1.3); and Orca with Firefox does not say "invalid" for a field marked blank after the page loaded, though it reads the message beside it (3.3.1). Remarks changed: Product Information (deployed date, Notes, Evaluation Methods Used, Document Last Revised), the Verification column key, 2.1.1, 2.4.3, 3.3.1, 4.1.2, 4.1.3 and 302.1 (website), and the Turnstile paragraph under Third-party components. No conformance level changed. The earlier Supports ratings for these rows rested on the forms' structure and a keyboard walk through the pages, which had not been checked with a screen reader; until the fixes went live, the forms had the problems above, and the ratings now rest on what was heard and measured. NVDA and JAWS on Windows, and VoiceOver on iOS for the website, were not tested.

- **November 1, 2026 (website: focus on every control, status while sending, reflow in Safari's engine, pill borders; found and fixed October 31).** Found by scripted tests and by computing colors on October 31, 2026, not by a screen reader, and fixed in the site release this report describes; no conformance level changed. (1) Return submits a form from a radio button and a checkbox in Chromium, Firefox and WebKit, and from a drop-down in Chromium and WebKit. The survey's rating and recommend radio buttons, its use-case checkboxes and its drop-down, and the organization interest form's two required drop-downs, were disabled while the form sent, which moves focus off the control, so a keyboard user who pressed Return on one lost their place after any error that names no field; they are no longer disabled while a form sends (2.4.3, and 2.1.1 as experienced). (2) The "Send another" button on the support, accessibility report, survey and organization interest forms hid the confirmation that held focus, so focus fell to the page; it now moves focus to the form's heading (2.4.3). (3) Every form now also has a polite status region that says "Sending…", or the button's own words, while a request is out; it stays empty when the form's own button has focus, whose change of label is spoken instead; Orca with Firefox and with Chromium hears the wait once either way (scripted runs against a local build, November 1, 2026) (4.1.3). (4) On /privacy and /terms, at 320 px with the text size doubled, bare web addresses ran 93 to 157 px past the window in WebKit, Safari's engine, because hyphenation of the running text stopped them breaking; the Chromium checks could not see it. Links in running text are no longer hyphenated (1.4.10 and 1.4.4). (5) The row of pills at the top of the Support pages had a resting border of 1.17:1 (light) and 1.64:1 (dark) against the page, and that border is the only thing that marks an unselected pill as a control; it is now 4.47:1 and 5.74:1 (1.4.11). The key presses and the reflow checks were also run by us on demand in Firefox and WebKit; the checks that run before every release stay Chromium only. Remarks changed: Product Information (deployed date, Notes, Evaluation Methods Used, Document Last Revised), the Verification column key, 1.4.4, 1.4.10, 1.4.11, 2.1.1, 2.4.3, 3.2.2 and 4.1.3 (website). The screen-reader runs in the entry above were made before the polite status existed and have not been repeated with it. NVDA and JAWS on Windows, and VoiceOver on iOS for the website, were not tested.
- **November 1, 2026 (website verification against WCAG 2.1 Level A and AA, run October 31).** The website was verified on October 31, 2026 in Chromium, Firefox and WebKit (Safari's engine, not Safari itself) by script, by reading the source and by looking at screenshots, run by us on demand (see Evaluation Methods Used). No Website level moved: every row stays Supports or Not Applicable. Found and fixed: (1) 1.4.4: at the browser's real 200% text size in a window 355 px wide or narrower, the home page's "Rather type it? Type it." card cut off its headline and paragraphs; no earlier check noticed, because nothing scrolled. (2) 1.4.4 and 2.4.7: at 320 px with 200% text the Caption Size demo's slider was 0 px wide while still focusable (6 px at 360 px, 36 px at 390 px); the step buttons are now 44 px. (3) 2.4.7, Firefox only: the recording's video kept a Tab stop with no focus ring after the script removed its controls; the script now takes it out of the tab order. (4) 2.4.7, WebKit: in a window shorter than the open phone menu (320 x 170, a 1280 x 680 window at 400% zoom), tabbing off its last item left the next stop above the window; the page

now scrolls it into view. The release checks changed with the fixes: they set the browser's own text size (they had put a font-size rule on the page, which does not move media-query breakpoints), look for text that a box hides without any scrolling, and run axe at 390 px. Open, not a failure of a criterion: at 320 px with 200% text and the 1.4.12 spacing override together, the announcement bar's link ran 58 to 69 px past the window on the home page and What's new, and the Troubleshooting pill 29 to 30 px past it on the Support pages (WebKit also 26 px on /terms); the reviews carousel scrolls sideways inside its own box, which a mouse with only a vertical wheel cannot do; and the Caption Size slider's track gives a pointer 10 px of travel at 320 px with 200% text. Remarks changed: Product Information (date), Evaluation Methods Used, and 1.4.4, 1.4.10 and 2.4.7 (website). Still not done in that verification: any screen reader (the forms' screen-reader runs are in an entry above), Safari itself, a phone, and WebKit at a real text size.

- **October 31, 2026 (iOS typing mode and VoiceOver order, version 1.7.2).** Four iOS levels moved from Supports to Partially Supports. 2.4.3 Focus Order: on the captioning screen VoiceOver never reaches an end (past the last control it lands on a silent spot and starts again at the caption), and in typing mode it reads the keyboard button (named Done editing) before the editor. 4.1.2 Name, Role, Value: the typing editor has no name, so VoiceOver announces it only as "Text field". 1.4.4 Resize Text: in landscape with the on-screen keyboard open, the keyboard button covers the ends of the editor's lines, and from about 200% text size the notices that sit on top of the editor (the speech recognition unavailable notice, or an error notice left showing) cover most or all of it. 2.4.11 Focus Not Obscured (Minimum): those notices stay over the editor, which has focus; while speech recognition is unavailable, on a small iPhone in landscape the top notice hides the editor even at the default text size. These were found by reading the source, with measurements and screenshots in iPhone simulators, and in a scripted VoiceOver walk in a simulator; a person has not yet checked them on an iPhone. 1.4.4, 2.4.3 and 4.1.2 are WCAG 2.0 criteria, so each is also a Revised Section 508 shortfall through WCAG. Corrected remarks: 1.3.2 no longer says reading order follows the visual layout, and points to 2.4.3 for the order between controls; 2.4.11 no longer says the error notice is the only overlay or that the caption reserves room for it (only the iPhone Duo held like a book keeps the caption above it); 3.3.2 says the typing editor has no visible label and why the criterion is still met; 1.4.10 says text size is rated under 1.4.4; 1.3.1, 2.4.6, 302.1 and 302.2 refer to the rows above; the 1.4.4 Verification column now lists the person's check of the largest text sizes, and the 2.4.3 column says the person's check covered the error sheet only. No Website level changed.
- **October 22, 2026 (iOS re-scoped to version 1.7.2).** The iOS evaluation now covers version 1.7.2 (submitted to the App Store on October 23, 2026; 1.7.1 is the release on the App Store as of that date), not 1.7.1; website ratings are unchanged. Nine iOS levels moved from Partially Supports to Supports: 1.4.3 Contrast (Minimum) (the History Delete swipe action's label is now white on a darker red, #C4161C, 6.0:1, where it was about 3.6:1; Share is 5.6:1 and the accent color is at least 4.5:1 in Light and Dark); 3.3.4 Error Prevention (deleting one conversation or caption, by swipe or long-press menu, now asks first with Delete and Cancel; before, only Delete All and the Keep History change asked, checked by a person on an iPhone and by automated tests); 1.4.11 Non-text Contrast (the selected History row also shows a checkmark of at least 3:1, and the error sheet's controls measure 3:1 or better); 2.1.1 Keyboard (a keyboard and menu path on iPad including Command+L, a captioning control reached by Full Keyboard Access and Voice Control on an iPhone, and a person's check of VoiceOver, Voice Control and Full Keyboard Access); 2.2.1 Timing Adjustable (no error notice times out); 2.2.2 Pause, Stop, Hide (the first-run hint pulses twice and stops); 3.3.3 Error Suggestion (the microphone messages name the cause and next step); 302.7 With Limited Manipulation (same basis as 2.1.1); and 302.1 Without Vision (a person confirmed on October 22, 2026 that VoiceOver and braille announce new caption words as they arrive, which was the only open item). No iOS criterion or provision is now rated below Supports. 503.2 User Preferences also moved from Partially Supports to Supports: the app follows the platform settings for Dynamic Type, Bold Text (in the caption), Reduce Motion, Increase Contrast (the message card's border) and Light or Dark appearance, and reads no Differentiate Without Color setting because no state relies on color alone, and the live caption is intentionally

shown as large as the screen allows, with its own Caption Size control; this was true of released 1.7.1, so it is a rating change, not a product change. Still not checked on a device: the iPad hardware-keyboard commands and the side-by-side History view.

- **October 23, 2026 (accuracy pass).** Version 1.7.2 was released on the App Store on October 23, 2026, and the Product Information now says so. Remarks restated against the code and the October 21 audit; no conformance level changed. iOS: the 302.2 remark on the swipe-action labels, support in 3.2.6, the VoiceOver check recorded in 3.3.3, the user preferences the app reads in 503.2, the iPad menu-command test coverage in 2.1.1, and the claim of VoiceOver testing now says iPhone only. Website: remarks restated as the site stands after the October 22 remediation deploy; the scope of the automated scans and the audit's one-time checks are stated exactly; the in-app browser display is described. No Website level changed.
- **October 22, 2026:** edited for public release; no conformance level changed.
- **June 14, 2026 (full evaluation).** The first full evaluation of the iOS app and the website against WCAG 2.2 Level AA and Revised Section 508.

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