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| **Date:** | **September 15th, 2009** |
| **Name of Product:** | **Microsoft® My Phone** |
| **Contact for more Information:** | <http://myphone.microsoft.com/> |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Generally supported | My Phone mobile application generally supports it. |
| Section 1194.22 Web-based internet information and applications | Supported | Supported for Web interface. |
| Section 1194.23 Telecommunications Products | Not applicable | My Phone does not make use of the infrastructure as described in this section. |
| Section 1194.24 Video and Multi-media Products | Not applicable | My Phone is not a video or multimedia product and does not utilize these technologies. |
| Section 1194.25 Self-Contained, Closed Products | Supported | My Phone supports some of the items on this section. The others are not applicable. |
| Section 1194.26 Desktop and Portable Computers | Not applicable | My Phone is not a desktop or portable computer |
| Section 1194.31 Functional Performance Criteria | Level of Support Varies by Individual Requirement | My Phone web interface generally supports this section. For My Phone mobile application we are working with Windows® Phone to ensure consistency with the requirements of the platform for this area |
| Section 1194.41 (a) Information, Documentation and Support | Supported | My Phone product is no different than the platform it runs on and relies on the documentation for such platform |

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

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Supported |  |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Supported |  |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes. | Supported |  |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text. | Supported with minor exceptions | As Windows Mobile does not have a wide set of common controls, for My Phone mobile application we needed to build additional controls to satisfy the user experience and functionality of our product.  We are working with the Window® Phone team to add additional support for controls. |
| (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance. | Supported |  |
| (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes. | Supported |  |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported |  |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Not Applicable | For My Phone mobile application, this is not applicable. |
| (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported |  |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Not Applicable | We do not provide a mechanism to adjust color and contrast settings in the My Phone Web Portal nor in the mobile application. |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Not Applicable | My Phone doesn’t contain flashing or blinking elements. |
| (l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Not Applicable | My Phone mobile application doesn’t have electronic forms. |

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

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Supported | In the web interface, all significant non-text elements have a text equivalent. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Supported | Captioning is in place for multimedia contents and the user has total control on the player to start, stop and pause the presentation. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supported | On Web portal when we use color to UI we ensure the utilization of other attributes that are additional to it. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supported | On web interface, no documents are presented on the website.  The web interface works without css utilization. The navigation and content layout still is clear if no style sheet is used. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not applicable | No redundant text links. We don’t use HTML image maps. For our purposes, we use embedded components. i.e. Bing maps. |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not applicable | No client-side or server-side image maps. |
| (g) Row and column headers shall be identified for data tables. | Supported | On web application, data tables have column headers associated with them. |
| (h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers. | Not applicable | We don’t have multi logical levels. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Not Supported | On web application our iframes don’t have title, just an alternate link to be used by users with browsers that don’t support frames.  Not applicable on My Phone mobile application |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supported | None of the pages cause screen flicker. |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not applicable | Text-only version of the web portal is not provided. |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology. | Supported | The My Phone website can be read by Assistive Technology. In our website, we use AJAX and Silverlight and we expose the information to be read it with Assistive technology. |
| (m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l). | Not applicable | My Phone website does not use applets, plug-ins, or other applications. |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues. | Supported | The My Phone website can be completed using only Assistive Technology to access information and fields. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not applicable | No repetitive navigation links. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not applicable | No timed responses. |

**Section 1194.25 Self-Contained, Closed Products - Detail   
Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology. | Supported Not applicable | My Phone is not a Self-contained product. |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not applicable | No time response is required. |
| (c) Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | Supported | On website the user can use optional keyboard and mouse controls to input information.  We are consistent with the mechanism supported by the OS where our product is running. |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | Not applicable | No biometric forms are used. |
| (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime. | Not applicable | No auditory output is provided. |
| (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use. | Not applicable | No voice output is provided |
| (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Not applicable | No specific color coding is used to provide information, indicate an action or prompt a response. |
| (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided. | Not applicable | Our product doesn’t permit change or adjust the colors |
| (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Not applicable | No screen flickering happens. |
| (j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls. | Not applicable |  |
| (j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor. | Not applicable |  |
| (j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor. | Not applicable |  |
| (j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane. | Not applicable |  |

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

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided. | Not Supported | Our website works in conjunction with screen reader technologies.About Mobile application we are working with Windows® Phone to ensure consistency with the requirements of the platform for this area |
| (b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided. | Not Supported | Our website works in conjunction with screen reader technologies.About Mobile application we are working with Windows® Phone to ensure consistency with the requirements of the platform for this area |
| (c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided | Supported | Our website works in conjunction with screen reader technologies.. About Mobile application we are working with Windows® phone to ensure consistency with the requirements of the platform for this area |
| (d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided. | Not applicable | Audio information is not important for product usage. |
| (e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided. | Not applicable | Product does not depend on user speech. |
| (f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided. | Not applicable | Product does not require fine motor control or simultaneous actions. However, related to software for touch screen devices we are working with Windows® Phone to ensure consistency with the requirements of the platform for this area |

**Section 1194.41 Information, Documentation, and Support - Detail**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supported |  |
| Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Not Applicable | Our Product’s accessibility feature is no different than the platform it runs on (browser or OS) |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | Supported | The Microsoft Product Support Services Help Desk is familiar with such features as keyboard access and other options important to people with disabilities.  Microsoft offers a teletypewriter (TTY) service for customers who are hearing impaired. For assistance in the United States, contact Microsoft Technical Support on a TTY at 1-800-892-5234. This service is available Monday through Friday 6:00 A.M. to 6:00 P.M. PST.  For information on additional support services, visit the Microsoft Accessibility Web site at <http://www.microsoft.com/enable/> |

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