**EN 301 549 Accessibility Declaration of Conformance**

Date: 1 July 2016

Name of Product: Skype for Business (O365)

Description of Product: Skype for Business Pane in the O365 bar

Platform: Web

Website: [Microsoft Accessibility](https://www.microsoft.com/accessibility/)

Contact for more information: [Enterprise Disability Answer Desk](https://support.microsoft.com/en-us/accessibility/enterprise-answer-desk)

For assistance with this report or finding one for another product, please email us.

## Section 1 Scope

This [EN 301 549](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf) Product Accessibility Conformance [specifies the functional accessibility requirements](http://mandate376.standards.eu/standard/scope) applicable to Microsoft ICT products and services.

## Section 2 References

[EN 301 549 References](http://mandate376.standards.eu/standard/references)

## Section 3 Definitions and abbreviations

[EN 301 549 Definitions and abbreviations](http://mandate376.standards.eu/standard/definitions-and-abbreviations)

## Section 4 Functional Statements

[EN 301 549 Functional Statements](http://mandate376.standards.eu/standard/functional-statements)

[4.2.1 Usage without vision](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=22&functional_statements_submitted=true)

[4.2.2 Usage with limited vision](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=20&functional_statements_submitted=true)

[4.2.3 Usage without perception of colour](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=34&functional_statements_submitted=true)

[4.2.4 Usage without hearing](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=36&functional_statements_submitted=true)

[4.2.5 Usage with limited hearing](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=38&functional_statements_submitted=true)

[4.2.6 Usage without vocal capability](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=40&functional_statements_submitted=true)

[4.2.7 Usage with limited manipulation or strength](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=42&functional_statements_submitted=true)

[4.2.8 Usage with limited reach](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=44&functional_statements_submitted=true)

[4.2.9 Minimize photosensitive seizure triggers](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=46&functional_statements_submitted=true)

[4.2.10 Usage with limited cognition](http://mandate376.standards.eu/standard/technical-requirements?functional_statements=48&functional_statements_submitted=true)

4.2.11 [Privacy](http://www.etsi.org/deliver/etsi_en/301500_301599/301549/01.01.02_60/en_301549v010102p.pdf)

# Functional Accessibility Requirements

## Section 5 Generic Requirements

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 5.1.2.2 – 5.1.6.2 | Not Applicable (Closed Functionality) |  |
| 5.2 Activation of accessibility featuresWhere ICT has documented accessibility features, it shall be possible to activate those documented accessibility features that are required to meet a specific need without relying on a method that does not support that need. | Supported |  |
| 5.3 BiometricsWhere ICT uses biological characteristics, it shall not rely on the use of a particular biological characteristic as the only means of user identification or for control of ICT. | Not Applicable |  |
| 5.4 Preservation of accessibility information during conversionWhere ICT converts information or communication it shall preserve all documented non-proprietary information that is provided for accessibility, to the extent that such information can be contained in or supported by the destination format. | Not Applicable |  |
| 5.5.1 Means of operationWhere ICT has operable parts that require grasping, pinching, or twisting of the wrist to operate, an accessible alternative means of operation that does not require these actions shall be provided. | Not Applicable |  |
| 5.5.2 Operable parts discernibilityWhere ICT has operable parts, it shall provide a means to discern each operable part, without requiring vision and without performing the action associated with the operable part. | Not Applicable |  |
| 5.6.1 Tactile or auditory statusWhere ICT has a locking or toggle control and that control is visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be determined either through touch or sound without operating the control. | Not Applicable |  |
| 5.6.2 Visual statusWhen ICT has a locking or toggle control and the control is non-visually presented to the user, the ICT shall provide at least one mode of operation where the status of the control can be visually determined when the control is presented. | Not Applicable |  |
| 5.7 Key repeatWhere ICT with key repeat is provided and the key repeat cannot be turned off:a) the delay before the key repeat shall be adjustable to at least 2 seconds; andb) the key repeat rate shall be adjustable down to one character per 2 seconds. | Not Applicable |  |
| 5.8 Double-strike key acceptanceWhere a keyboard or keypad is provided, the delay after any keystroke, during which an additional key-press will not be accepted if it is identical to the previous keystroke, shall be adjustable up to at least 0,5 seconds. | Not Applicable |  |
| 5.9 Simultaneous user actionsWhere ICT uses simultaneous user actions for its operation, such ICT shall provide at least one mode of operation that does not require simultaneous user actions to operate the ICT. | Supported |  |

## Section 6 ICT with two-way voice communication

This section does not apply to Skype for Business (O365).

## Section 7 ICT with video capabilities

This section does not apply to Skype for Business (O365).

## Section 8 Hardware

This section does not apply to Skype for Business (O365).

## Section 9 Web

| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| --- | --- | --- |
| 9.2.1 Non-text contentWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.1.1 Non-text content:All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below:Controls, Input: If non-text content is a control or accepts user input, then it has a name that describes its purpose. Time-Based Media: If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content.Test: If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.Sensory: If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.CAPTCHA: If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of sensory perception are provided to accommodate different disabilities.Decoration, Formatting, Invisible: If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology. | Supported |  |
| 9.2.2 Audio-only and video-only (pre-recorded)Where ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.2.1 Audio-only and Video-only (Pre-recorded):Audio-only and video-only (pre-recorded)For pre-recorded audio-only and pre-recorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labelled as such:Pre-recorded Audio-only: An alternative for time-based media is provided that presents equivalent information for pre-recorded audio-only content.Pre-recorded Video-only: Either an alternative for time-based media or an audio track is provided that presents equivalent information for pre-recorded video-only content. | Not Applicable |  |
| 9.2.3 Captions (pre-recorded)Where ICT is a web page, it shall satisfy WCAG 2.0 success Criterion 1.2.2 Captions (Pre-recorded):Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable |  |
| 9.2.4 Audio description or media alternative (pre-recorded)Where ICT is a web page, it shall satisfy WCAG 2.0 success Criterion 1.2.3 Audio Description or Media Alternative (Pre-recorded):An alternative for time-based media or audio description of the pre-recorded video content is provided for synchronized media, except when the media is a media alternative for text and is clearly labeled as such. | Not Applicable |  |
| 9.2.5 Captions (live)Where ICT is a web page, it shall satisfy WCAG 2.0 success Criterion 1.2.4 Captions (Live):Captions are provided for all live audio content in synchronized media. | Not Applicable |  |
| 9.2.6 Audio description (pre-recorded)Where ICT is a web page, it shall satisfy WCAG 2.0 success Criterion 1.2.5 Audio Description (Pre-recorded):Audio description is provided for all pre-recorded video content in synchronized media. | Not Applicable |  |
| 9.2.7 Info and relationshipsWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.3.1 Info and Relationships:Info and relationships Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. | Supported |  |
| 9.2.8 Meaningful sequenceWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.3.2 Meaningful Sequence: When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. | Supported |  |
| 9.2.9 Sensory characteristicsWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.3.3 Sensory Characteristics:Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. | Supported |  |
| 9.2.10 Use of colourWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.4.1 Use of Color:Colour is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. | Supported |  |
| 9.2.11 Audio controlWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.4.2 Audio Control: If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. | Not Applicable |  |
| 9.2.12 Contrast (minimum)Where ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.4.3 Contrast (Minimum):The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:Large Text: Large-scale text and images of large-scale text have a contrast ratio of at least 3:1.Incidental: Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement .Logo types: Text that is part of a logo or brand name has no minimum contrast requirement. | Supported |  |
| 9.2.13 Resize textWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.4.4 Resize text: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality. | Supported |  |
| 9.2.14 Images of textWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 1.4.5 Images of Text:If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:Customizable: The image of text can be visually customized to the user’s requirements.Essential: A particular presentation of text is essential to the information being conveyed. | Supported |  |
| 9.2.15 KeyboardWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.1.1 Keyboard:All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user’s movement and not just the endpoints. | Supported with Exceptions | There is no keyboard shortcut to Accept/Ignore an incoming call. |
| 9.2.16 No keyboard trapWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.1.2 No Keyboard Trap:If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away. | Supported |  |
| 9.2.17 Timing adjustableWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.2.1 Timing Adjustable:For each time limit that is set by the content, at least one of the following is true: Turn off: The user is allowed to turn off the time limit before encountering it; or Adjust: The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; orExtend: The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, “press the space bar”), and the user is allowed to extend the time limit at least ten times; orReal-time Exception: The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; orEssential Exception: The time limit is essential and extending it would invalidate the activity; or20 Hour Exception: The time limit is longer than 20 hours. | Supported |  |
| 9.2.18 Pause, stop, hideWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.2.2 Pause, Stop, Hide:For moving, blinking, scrolling, or auto-updating information, all of the following are true:Moving, blinking, scrolling: For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; andAuto-updating: For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential. | Supported |  |
| 9.2.19 Three flashes or below thresholdWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.3.1 Three Flashes or Below Threshold:Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds. | Supported |  |
| 9.2.20 Bypass blocksWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.1 Bypass Blocks:A mechanism is available to bypass blocks of content that are repeated on multiple Web pages. | Supported |  |
| 9.2.21 Page titledWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.2 Page Titled:Web pages have titles that describe topic or purpose. | Supported |  |
| 9.2.22 Focus OrderWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.3 Focus Order:If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. | Supported |  |
| 9.2.23 Link purpose (in context)Where ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.4 Link Purpose (In Context):The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. | Supported |  |
| 9.2.24 Multiple waysWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.5 Multiple Ways.More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process. | Supported |  |
| 9.2.25 Headings and labelsWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.6 Headings and Labels:Headings and Labels Headings and labels describe topic or purpose. | Supported |  |
| 9.2.26 Focus visibleWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 2.4.7 Focus Visible:Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible. | Supported |  |
| 9.2.27 Language of pageWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.1.1 Language of Page:The default human language of each Web page can be programmatically determined. | Supported |  |
| 9.2.28 Language of partsWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.1.2 Language of Parts:The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text. | Supported |  |
| 9.2.29 On focusWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.2.1 On Focus:When any component receives focus, it does not initiate a change of context. | Supported |  |
| 9.2.30 On inputWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.2.2 On Input:Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behaviour before using the component. | Supported |  |
| 9.2.31 Consistent navigationWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.2.3 Consistent Navigation:Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user. | Supported |  |
| 9.2.32 Consistent identificationWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.2.4 Consistent Identification:Components that have the same functionality within a set of Web pages are identified consistently. | Supported |  |
| 9.2.33 Error identificationWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.3.1 Error Identification:If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. | Supported |  |
| 9.2.34 Labels or instructionsWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.3.2 Labels or Instructions:Labels or Instructions Labels or instructions are provided when content requires user input. | Supported |  |
| 9.2.35 Error suggestionWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.3.3 Error Suggestion:If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content. | Supported |  |
| 9.2.36 Error prevention (legal, financial, data)Where ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 3.3.4 Error Prevention (Legal, Financial, Data):For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true: Reversible: Submissions are reversible. Checked: Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. Confirmed: A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission. | Supported |  |
| 9.2.37 ParsingWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 4.1.1 Parsing:In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features | Supported |  |
| 9.2.38 Name, role, valueWhere ICT is a web page, it shall satisfy WCAG 2.0 Success Criterion 4.1.2 Name, Role, Value:For all user interface components(including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies | Supported |  |

## Section 10 Non-web documents

This section does not apply to Skype for Business (O365).

## Section 11 Software

This section does not apply to Skype for Business (O365).

## Section 12 Documentation and support services

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| --- | --- | --- |
| **Criteria** | **Supporting Features** | **Remarks and Explanations** |
| 12.1.1 Accessibility and compatibility featuresProduct documentation provided with the ICT whether provided separately or integrated within the ICT shall list and explain how to use the accessibility and compatibility features of the ICT. | Supported |  |
| 12.1.2 Accessible documentationProduct documentation provided with the ICT shall be made available in at least one of the following electronic formats:a) a Web format that conforms to clause 9, orb) a non-web format that conforms to clause 10. | Supported |  |
| 12.2.2 Information on accessibility and compatibility featuresICT support services shall provide information on the accessibility and compatibility features that are included in the product documentation. | Supported |  |
| 12.2.3 Effective communication ICT support services shall accommodate the communication needs of individuals with disabilities either directly or through a referral point. | Supported | [Disability Answer Desk](https://support.microsoft.com/en-us/answerdesk/accessibility) |
| 12.2.4 Accessible documentationDocumentation provided by support services shall be made available in at least one of the following electronic formats:a) a Web format that conforms to clause 9, orb) a non-web format that conforms to clause 10. | Supported |  |

## Section 13 ICT providing relay or emergency service access

This section does not apply to Skype for Business (O365).

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Please consult with Assistive Technology (AT) vendors for compatibility specifications of specific AT products.

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