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| **Date: 10/6/2009** |
| **Name of Product: Microsoft® LifeChat®** |
| **Contact for more Information:** [**http://www.microsoft.com/hardware**](http://www.microsoft.com/hardware) |

**Summary Table**

**Voluntary Product Accessibility Template**

| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| --- | --- | --- |
| Section 1194.21 Software Applications and Operating Systems | Supported |  |
| Section 1194.22 Web-based internet information and applications | Not Applicable |  |
| Section 1194.23 Telecommunications Products | Not Applicable |  |
| Section 1194.24 Video and Multi-media Products | Not Applicable |  |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable |  |
| Section 1194.26 Desktop and Portable Computers | Not Applicable |  |
| Section 1194.31 Functional Performance Criteria | Supported |  |
| Section 1194.41 (a) Information, Documentation and Support | Supported |  |

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

| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| --- | --- | --- |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Supported |  |
| (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 |  |
| (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. | Not Applicable |  |
| (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 |  |
| (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 |  |
| (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz. | Supported |  |
| (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 |  |

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

| **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. | Supported |  |
| (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. | Supported |  |
| (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 | Not Applicable |  |
| (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 |  |
| (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. |  |
| (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 |  |

**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. | Supported |  |
| 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.    **Support Services for Individuals who are Deaf or Hard-of-Hearing**  Through a teletypewriter (TTY) service, Microsoft provides people who are deaf or hard-of-hearing with complete access to Microsoft® product and customer support services.  **For technical assistance in the United States**, you can contact the Microsoft Technical Support on a TTY at 1-800-892-5234 between 6:00 AM and 6:00 PM Pacific time Monday-Friday, excluding holidays.  For information on additional support services, visit the Microsoft Accessibility Web site at <http://www.microsoft.com/enable/products/support.htm> |

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Revised 10/06/2009 Microsoft regularly updates its websites and provides new information about the accessibility of products as that information becomes available.