Date: October 14, 2010

Name of Product: Microsoft Lync Server 2010

Contact for more information: <http://www.microsoft.com/lync/default.aspx> or http://www.microsoft.com/enable

## Summary Table

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | Remarks and Explanations |
| --- | --- | --- |
| Section 1194.21 Software Applications and Operating Systems | Level of Support Varies by Individual Requirement | Please refer to the details section |
| Section 1194.22 Web-based internet information and applications | Level of Support Varies by Individual Requirement | Microsoft Lync Server launches any Web-based content through Internet Explorer |
| Section 1194.23 Telecommunications Products | Not Applicable | Telecommunications VPAT is covered in a separate VPAT |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Media components are covered in a separate VPAT |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Microsoft Lync Server 2010 is not a self-contained product |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Microsoft Lync Server 2010 is software as defined under section 1194.21 |
| Section 1194.31 Functional Performance Criteria | Level of Support Varies by Individual Requirement | Please refer to the details section 1194.21. |
| Section 1194.41 Information, Documentation and Support | Supported | Please refer to the details section. |

## Section 1194.21 Software Applications and Operating Systems - Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | 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 with Minor Exceptions | Microsoft Lync Server 2010 supports Microsoft Windows accessibility features including StickyKeys, FilterKeys, MouseKeys, SerialKeys, and ToggleKeys. These functions are available to all applications installed on Lync Server 2010.  Keyboard access is provided throughout Lync Server 2010. Keyboard shortcuts, shortcut keys, and menu commands are readily available in Lync Server 2010.  Help functionality includes easily accessible reference guides for keyboard accessibility.  For Microsoft Lync Server 2010 Response Group, an exception is when a list view contains columns. These are not accessible through tabbing. |
| (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 with Minor Exceptions | Lync Server 2010 supports the accessibility settings of the operating system.  Lync Server 2010 does not disrupt or disable any accessibility features of the operating system  A minor exception involves when a user changes the cursor's blink rate and width and then runs product setup. Setup dialog boxes may not show the cursor width that the user selects. However, the correct user specified blink rate is displayed. |
| (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 with Minor Exceptions | Lync Server 2010 provides well-defined on-screen indication of the current focus and tracking of same throughout Lync Server 2010.  The user can capture focus using tabbing. |
| (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 | Lync Server 2010 supports active accessibility programming interfaces. Labels are not always available for images in the Status Pane HTML. Lync Server 2010 supports MSAA for all user interface elements. |
| (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 | Lync Server 2010 utilizes standard and consistent images throughout Lync Server 2010. |
| (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 with Exceptions | Lync Server 2010 uses standard system functions to send textual information to the operating system in all cases.  Lync Server 2010 does not provide free cursor navigation within the web content. However, standard text navigation and selection are supported in the INPUT element of the TEXT, TEXTAREA, FILE, and PASSWORD types. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported | Lync Server 2010 maintains user selected contrast and color selections in all cases. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Supported | Lync Server 2010 does not use animation to display information to the user. |
| (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 with Minor Exceptions | Lync Server 2010, with few exceptions, does not use color to convey information. Lync Server 2010 applications that use color to convey information also use an alternate means to convey the same information. For instance, the focus pointer won’t change its shape from an arrow to a hand (if the link is not clickable on the setup screen) Color coding is used in Setup to indicate whether a setup step is disabled (gray) or available to be run (blue) |
| (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. | Supported | All settings for high contrast color schemes that make the screen easier to view for some users by heightening screen contrast with alternate color combinations will be supported as long as SilverLight accessibility supports it. |
| (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 | Lync Server 2010 does not use flashing or blinking objects or text in any application User Interface. |
| (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 | Lync Server 2010 does not use electronic forms. |

## Section 1194.22 Web-based Internet information and applications – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | 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 | Notes, images and status have a textual representation |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | No multimedia support. |
| (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 | Status has a textual representation |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supported with Minor Exceptions | All documents are readable without an associated style sheet.  For Lync Server 2010 Response Group, some texts are misaligned. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | No server side image 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 image maps. |
| (g) Row and column headers shall be identified for data tables. | Supported | For Lync Server 2010 all tables have a column header and names are the row header. |
| (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 | For Lync Server 2010 all tables have only one logical level of row or column headers. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Not Applicable | No frames |
| (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 | Pages do not cause 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. | Supported with Exceptions | Lync Server 2010 Response Group supports text-only page but information may be difficult to understand. For example, tables in the page will not be formatted correctly. |
| (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 | supported as long as SilverLight accessibility supports it |
| (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 | No applets, plug-ins or other applications are needed to interpret page content |
| (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. | Not Applicable | No forms in the product. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not Applicable | Click here to enter text. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Supported |  |

## Section 1194.23 Telecommunications Products – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | Remarks and Explanations |
| --- | --- | --- |
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable | This should be part of Microsoft Lync 2010 VPAT and Microsoft Lync Phone Edition 2010 VPAT.  For Lync Server 2010 Response Group, the only media interaction between a user and the product is through an IVR. An administrator can use TTY compliant audio files to configure the system |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols. | Not Applicable | Click here to enter text. |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs. | Not Applicable | Click here to enter text. |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required. | Not Applicable | For Lync Server 2010 Response Group, the time to answer cannot be configured but a warning message can be played. The user has three times 30 seconds to answer any IVR question |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays. | Not Applicable | For Lync Server 2010 Response Group, the interaction between a user and the product is always done through a client application. This client must complain to this requirement |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided. | Not Applicable | .Click here to enter text. |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use. | Not Applicable | .Click here to enter text. |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | Not Applicable | Click here to enter text. |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | Not Applicable | Click here to enter text. |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery. | Not Applicable | Click here to enter text. |
| (k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys. | Not Applicable | Click here to enter text. |
| (k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum. | Not Applicable | Click here to enter text. |
| (k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character. | Not Applicable | Click here to enter text. |
| (k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound. | Not Applicable | Click here to enter text. |

## Section 1194.24 Video and Multi-media Products – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | Remarks and Explanations |
| --- | --- | --- |
| a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. | Not Applicable | Click here to enter text. |
| (b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry. | Not Applicable | Click here to enter text. |
| (c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned. | Not Applicable | Click here to enter text. |
| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | Not Applicable | Click here to enter text. |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent. | Not Applicable | Click here to enter text. |

## Section 1194.25 Self-Contained, Closed Products – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | 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. | Not Applicable | Click here to enter text. |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | Click here to enter text. |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | Not Applicable | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |

## Section 1194.26 Desktop and Portable Computers – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | Remarks and Explanations |
| --- | --- | --- |
| (a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4). | Not Applicable | Click here to enter text. |
| (b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4). | Not Applicable | Click here to enter text. |
| (c) 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 | Click here to enter text. |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards | Not Applicable | Click here to enter text. |

## Section 1194.31 Functional Performance Criteria – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | 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 with Minor Exceptions | Lync Server 2010 supports technologies that make computer programs more accessible to people who use Assistive Technology. Lync Server 2010 supports the use of screen readers to access user interface information.  Lync Server 2010 supports the use of screen readers that use MSAA or the object model to access user interface information.  Commonly-used Assistive Technology may be used with these products. Users of AT should contact their AT vendor to assess the compatibility of their product with Microsoft products and to learn how to adjust their settings to optimize interoperability.  Minor exceptions noted in section 1194.21 and section 1194.22/23 for Lync Server 2010 Response Group. |
| (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 with Minor Exceptions | Lync Server 2010 supports the use of screen readers to access user interface information.  Minor exceptions noted in section 1194.21.  Users of Microsoft Windows operating systems can access Magnifier in the Accessibility Options. An assistive aid may also be used. |
| (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 | Lync Server 2010 does not require user hearing for access to any application functionality |
| (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 | Lync Server 2010 does not require user hearing for access to any application functionality.  Volume controls are available through the Windows operating system. In addition, a 3rd party Assistive Technology may be used |
| (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. | Supported | Lync Server 2010 applications do not require speech recognition. |
| (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. | Supported with Minor Exceptions | Lync Server 2010 supports operating system tools such as StickyKeys and FilterKeys as well as other Assistive Technologies. When the StickyKeys feature is on, the user can press a modifier key (SHIFT, CTRL, or ALT) and then another key in sequence rather than at the same time, to enter shifted (modified) characters and other key combinations. Pressing a modifier key once latches the key down until the user presses a non-modifier key or clicks a mouse button. Pressing a modifier key twice locks the key until the user presses the key a third time. Lync Server 2010 supports operating system tools such as StickyKeys and FilterKeys, as well as assistive technology that supports MSAA (minor exceptions noted in section 1194.21). |

## Section 1194.41 Information, Documentation and Support – Detail

## Voluntary Product Accessibility Template

| Criteria | Supporting Feature | Remarks and Explanations |
| --- | --- | --- |
| (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge | Supported | Lync Server 2010 documentation is provided in digital format for customers on the web for no-charge at Office Online-  <http://office.microsoft.com> |
| (b) 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 | Lync Server 2010 product documentation is available for free at the location discussed above. |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supported | Microsoft Customer Service and Support is familiar with such features as keyboard access and other options that are important to people with disabilities.  For technical assistance in the United States, customers can contact Microsoft Customer Service and Support on a text telephone at (800) 892-5234 between 6:00 A.M. and 6:00 P.M. Pacific Time, Monday through Friday, excluding holidays. In Canada, dial (866) 857-9850 between 6:00 A.M. and 6:00 P.M. Pacific Time, Monday through Friday, excluding holidays. Microsoft customer service and support are subject to the prices, terms, and conditions in place at the time the service is used.  In addition, the Microsoft Accessibility Web site (<http://www.microsoft.com/enable/>) provides information about assistive technology for improving the lives of people with disabilities. The information on the site benefits people with disabilities and their friends and family members, people in outreach organizations, educators, and advocates. |

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