Date: October 18, 2010

Name of Product: Microsoft Lync Web App

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](#_Section_1194.21_Software) | Level of Support Varies by Individual Requirement | Please refer to the attached VPAT. |
| [Section 1194.22 Web-based internet information and applications](#_Section_1194.22_Web-based) | Level of Support Varies by Individual Requirement | Please refer to the attached VPAT |
| [Section 1194.23 Telecommunications Products](#_Section_1194.23_Telecommunications) | Not Applicable | Lync web app doesn’t qualify to be called Telecommunication product |
| [Section 1194.24 Video and Multi-media Products](#_Section_1194.24_Video) | Not Applicable | Lync web app does not use multimedia. |
| [Section 1194.25 Self-Contained, Closed Products](#_Section_1194.25_Self-Contained,) | Not Applicable | Lync web app is not self contained or closed product |
| [Section 1194.26 Desktop and Portable Computers](#_Section_1194.26_Desktop) | Not Applicable | Lync web app is only software product and hence doesn’t qualify for 1194.26 |
| [Section 1194.31 Functional Performance Criteria](#_Section_1194.31_Functional) | Level of Support Varies by Individual Requirement | Please refer to the attached VPAT. |
| [Section 1194.41 Information, Documentation and Support](#_Section_1194.41_Information,) | Supported | Please refer to the attached VPAT. |

## 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 | Keyboard access is supported to navigate within the application on windows. |
| (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 web app is built using Silverlight. The functionality mentioned under 1194.21(b) is handled by Silverlight, there are some known limitations from Silverlight. Browser zoom is not supported.  High contrast and keyboard tabbing is not supported on Mac machines due to product limitations. |
| (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 | Current focus is always shown. |
| (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 | All images have tooltips which explain the meaning of the image. If an image is used for control, the action pertaining to that control is shown in the tooltip. The same content is also understood by the assistive technology. |
| (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 Web app uses standard and consistent bitmap images. |
| (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 | Lync web app provides textual information. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported with Exceptions | Lync web app supports contrast settings in windows.  High contrast mode is not supported on Mac |
| (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 with Minor Exceptions | Not much animation is used in the product. In some animations like downloading of Silverlight XAP, we do not provide a text equivalent. |
| (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 | Lync Web App has text options for color coding scenarios. Colored icons have text associated with them to make them discernible |
| (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 with Exceptions | The user is allowed to change from normal contrast to high contrast UI.  High contrast is not supported on Mac |
| (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 2010 web app does not have ANY blinking text or objects or other 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. | Supported | Lync web app supports assistive technology for completion of sign in into the application. |

## 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 | All graphical elements have text equivalent |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | Multimedia content is not accessible in the web client. |
| (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 | The client doesn’t have any color coded items which mean different. Also all the graphical elements have the text added in tooltips |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supported | Client doesn’t use any style sheets |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not Applicable | Click here to enter text. |
| (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 | Click here to enter text. |
| (g) Row and column headers shall be identified for data tables. | Supported | Client doesn’t have any tables. |
| (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 | Client doesn’t have any data tables |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Not Applicable | Client doesn’t have any 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 don’t have flickering |
| (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 | Client supports keyboard tabbing, high contrast, screen readers. Hence only text based page is not present. |
| (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. | Not Applicable | Scripting not used. The client is based on silverlight. |
| (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 |
| (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 | Lync web app supports assistive technology for completion of sign in into the application. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not Supported | The links in application are only present in the help page. The client doesn’t have an option to skip those 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 | There is no timed response need in the application. |

## 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 | Lync Web app doesn’t qualify for 1194.23 |
| (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 | Click here to enter text. |
| (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 | Click here to enter text. |
| (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 | Lync Web app doesn’t qualify for 1194.24 |
| (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 Exceptions | Screen reader support is provided for the functionality.  Similar to native client, the web client does NOT support screen readers for the content that is presented in the meeting. |
| (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 Exceptions | Zoom tools like windows magnifier as well as Zoom it are supported.  Browser zoom is not 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 | Client doesn’t support Voice |
| (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 | Client doesn’t support voice. |
| (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 | since the product is driven using a rich user-interface, user can operate it using menu controls.  Keyboard support is also present. |
| (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 Exceptions | Sticky keys and filter keys support is provided by the browser. If browser supports sticky keys and filter keys, the application will honor it. |

## 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 | Documentation for the 2010 Microsoft® Office system client programs and server programs is provided in digital format, both with the products and on the Microsoft® Office Online Web site ([http://office.microsoft.com](http://office.microsoft.com/)) at no additional charge.  The documentation on Office Online is most accessible when it is browsed by using Microsoft® Internet Explorer® 6.0 or later, Mozilla Firefox 1.5, Netscape Navigator 6.0 or later, and Safari on Mac.  Technical troubleshooting information is also available on the Microsoft Help and Support Web site ([http://support.microsoft.com](http://support.microsoft.com/)) at no additional charge.  Both Web sites provide mechanisms by which customers can provide feedback about the content, including suggestions for additional information that may help people with disabilities. |
| (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 | Documentation for the 2010 Microsoft Office system client programs and server programs includes information about the accessibility features and options that are available in the program, customization options for the program, and a list of keyboard shortcuts for using program features. This information is also available on the Office Online Web site (<http://office.microsoft.com>) and the Microsoft Accessibility Web site (<http://www.microsoft.com/enable/>) at no additional charge.  The Microsoft Accessibility Web site 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. |
| (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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