

Dell™ OptiPlex™ 960 Mini-Tower Series 508 Report



Dell Computers
110 Dell Way
Round Rock, Texas

Dell™ OptiPlex™ 960 Mini-Tower
Dell™ OptiPlex™ 960n Mini-Tower
Dell™ OptiPlex™ 960 Mini-Tower FLX
Dell™ OptiPlex™ 960 Mini-Tower FLX-HD

Section 508 Conformance Review

January 23, 2009

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Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **Dell™ OptiPlex™ 960 Mini-Tower Series** as of **January 23, 2009**.

Name of Product: Dell™ OptiPlex™ 960 Mini-Tower Series

The current version of the **Dell™ OptiPlex™ 960 Mini-Tower Series** was tested for conformance with Section 508 of the Rehabilitation Act, specifically, the Access Board's Technical Requirements. This product was tested as of **January 23, 2009** is only valid for the version and date it was tested.



Summary Table VPAT™ Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports	Supports via Microsoft XP or Vista Operating System See Section 1194.21 and the link below for details Microsoft VPATs
Section 1194.22 Web-based Internet Information and Applications	N/A	This product is a desktop computer, therefore not an internet application.
Section 1194.23 Telecommunications Products	Supports	See Section 1194.23 for details.
Section 1194.24 Video and Multi-media Products	N/A	This product is not a Video or Multi-media Product.
Section 1194.25 Self-Contained, Closed Products	N/A	This product is not a self-contained, closed product.
Section 1194.26 Desktop and Portable Computers	Supports	See Section 1194.26 for specific details.



Section 1194.31 Functional Performance Criteria	Supports	See Section 1194.31 for specific details
Section 1194.41 Information, Documentation and Support	Supports	See Section 1194.41 for specific details.

Section 1194.21 Software Applications and Operating Systems -- Detail

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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.	Supports	Supports via Microsoft XP or Vista Operating System Product functions are executable from a keyboard where the function itself or the result of performing a function can be discerned textually. Navigation of the application menus via the operating system from the keyboard, as well as, Microsoft accessibility features including StickyKeys, Filter Keys, and ToggleKeys are supported. For more information regarding the accessibility of Microsoft Operating Systems: Microsoft VPATs
(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	Supports	Supports via Microsoft XP or Vista Operating System Applications running on this product do 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. For more information regarding the accessibility



<p>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.</p>		<p>of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>This product supports a well-defined on-screen indication of the current focus that moves among interactive interface elements as the input focus changes.</p> <p>The focus is programmatically exposed so Assistive Technology can track focus and focus changes.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>Information about user interface elements is made available to Assistive Technology.</p> <p>Text equivalents for program element images are available for applications that adhere to standard Windows Application Programming Interfaces (APIs).</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(e) When bitmap images are used to identify</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p>



<p>controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>		<p>Bitmap images meanings (controls, status indicators, or other programmatic elements) are consistent throughout the application's performance.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>Textual information (text content, text input caret location, and text attributes) for displaying text are provided.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>User selected contrast and color selections and other individual display attributes set through Microsoft Windows are not superseded while running applications.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>User has the option of selecting a non-animated presentation mode.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>



<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>This product does not use color coding as the only means to convey information, indicating an action, prompting responses or distinguishing visual elements.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>This product permits a user to adjust color selections through Microsoft Windows which provides a range of contrast levels for applications that allow a user to adjust color and contrast settings.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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.</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>This product supports a software blink frequency of less than 2Hz or greater than 55Hz.</p> <p>The cursor blink rate can be adjusted by the user to less than 2Hz.</p> <p>For more information regarding the accessibility of Microsoft Operating Systems:</p> <p>Microsoft VPATs</p>
<p>(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</p>	<p>Supports</p>	<p>Supports via Microsoft XP or Vista Operating System</p> <p>Form information, field elements, and functionality for completion and submission of electronic forms are accessible with Assistive Technology.</p>



submission of the form, including all directions and cues.		For more information regarding the accessibility of Microsoft Operating Systems: Microsoft VPATs
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Section 1194.22 Web-based Internet information and applications -- Detail

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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).	N/A	This product is a desktop computer, therefore not an internet application.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	This product is a desktop computer, therefore not an internet application.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	N/A	This product is a desktop computer, therefore not an internet application.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A	This product is a desktop computer, therefore not an internet application.
(e) Redundant text links	N/A	This product is a desktop computer, therefore not



shall be provided for each active region of a server-side image map.		an internet application.
(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.	N/A	This product is a desktop computer, therefore not an internet application.
(g) Row and column headers shall be identified for data tables.	N/A	This product is a desktop computer, therefore not an internet application.
(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.	N/A	This product is a desktop computer, therefore not an internet application.
(i) Frames shall be titled with text that facilitates frame identification and navigation	N/A	This product is a desktop computer, therefore not an internet 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.	N/A	This product is a desktop computer, therefore not an internet application.
(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	N/A	This product is a desktop computer, therefore not an internet application.



<p>other way. The content of the text-only page shall be updated whenever the primary page changes.</p>		
<p>(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.</p>	<p>N/A</p>	<p>This product is a desktop computer, therefore not an internet application.</p>
<p>(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).</p>	<p>N/A</p>	<p>This product is a desktop computer, therefore not an internet application.</p>
<p>(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.</p>	<p>N/A</p>	<p>This product is a desktop computer, therefore not an internet application.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>N/A</p>	<p>This product is a desktop computer, therefore not an internet application.</p>



<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>N/A</p>	<p>This product is a desktop computer, therefore not an internet application.</p>
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Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

<p>Section 1194.23 Telecommunications Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>
<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(b)</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>



<p>Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>		
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>



<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>



<p>(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.</p>	<p>N/A</p>	<p>Not a Telecommunications Product or System</p>
<p>(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.</p>	<p>Supports</p>	<p>Tactile marks are present on the “F” and “J” keys on the keyboard. Controls, keys and latches are tactilely discernible on the desktop.</p>
<p>(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.</p>	<p>Supports</p>	<p>Controls, keys and latches may be triggered with one hand and do not require tight grasping, pinching or twisting of the wrist. Controls and keys may be activated using less than 5 pound of force (pressure).</p>



<p>(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.</p>	<p>Supports</p>	<p>Support provided via Microsoft XP and Vista Operating Systems.</p>
<p>(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.</p>	<p>Supports</p>	<p>Supported via Microsoft XP and Vista Operating Systems Accessibility Features. Provides audible feedback when toggling and locking keys are set.</p>

<p>Section 1194.24 Video and Multi-media Products – Detail</p> <p>VPAT™</p> <p>Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>
<p>(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,</p>	<p>N/A</p>	<p>This product is not a Video or Multi-media Product.</p> <p>Does not have analog television receiver or display circuitry.</p>



<p>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.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>N/A</p>	<p>This product is not a Video or Multi-media Product.</p> <p>Does not have tuner capabilities.</p>
<p>(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.</p>	<p>N/A</p>	<p>This product is not a Video or Multi-media Product.</p> <p>This product contains no user required multimedia presentations.</p>
<p>(d) All training and informational video and</p>	<p>N/A</p>	<p>This product is not a Video or Multi-media Product.</p>



<p>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.</p>		<p>This product contains no user required multimedia presentations.</p>
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>N/A</p>	<p>This product is not a Video or Multi-media Product. This product contains no user required multimedia presentations.</p>

Section 1194.25 Self-Contained, Closed Products – Detail

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Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note). Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note). Note: If this product will be used as part of a self-contained or closed product, please contact Dell</p>



required.		for additional information.
(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).	N/A	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
(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.	N/A	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
(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.	N/A	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
(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	N/A	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>



<p>automatically reset the volume to the default level after every use.</p>		
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(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</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>



<p>intended to be used in one location and which have operable controls.</p>		
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>
<p>(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.</p>	<p>N/A</p>	<p>This product is not a self-contained, closed product (See Note).</p> <p>Note: If this product will be used as part of a self-contained or closed product, please contact Dell for additional information.</p>

Section 1194.26 Desktop and Portable Computers – Detail



VPAT™ Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Supports	See 1194.23 (k1-4) for explanation.
(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).	Supports	Touch operated controls are used for pointing devices. Alternative forms of input are provided via the keyboard and the operating system, reference 1194.26(a) for details.
(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.	Supports	Password alternatives to the biometric security feature are available.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supports	Dell uses publicly available industry standard ports and connectors.

Section 1194.31 Functional Performance Criteria – Detail



VPAT™ 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.	Supports	<p>The product may be operated without vision. Information retrieval is supported by the operating system (Windows XP or Vista) when combined with assistive technology for example, screen reader (Jaws), screen magnification (MAGic) and speech recognition (Dragon Naturally Speaking) software.</p> <p>Industry standard ports and connectors allow hardware assistive technology to be connected.</p>
(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.	Supports	<p>The product may be operated without vision and does not require visual acuity greater than 20/70. Information retrieval is supported by the operating system (Windows XP or Vista) when combined with assistive technology for example, screen reader (Jaws), screen magnification (MAGic) and speech recognition (Dragon Naturally Speaking) software.</p> <p>Industry standard ports and connectors allow hardware assistive technology to be connected.</p>
(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	Supports	<p>Does not require user hearing to operate or for information retrieval. Industry standard ports and connectors allow for assistive technology to be used to enhance optional auditory information if the user desires.</p>
(d) Where audio information is important for the use of a product, at	Supports	<p>Does not require user hearing to operate or for information retrieval. Industry standard ports and connectors allow for assistive technology to be</p>



<p>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.</p>		<p>used to enhance optional auditory information if the user desires.</p>
<p>(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.</p>	<p>Supports</p>	<p>User speech is not required for operations.</p>
<p>(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.</p>	<p>Supports</p>	<p>Operation and information retrieval does not require fine motor control and simultaneous actions. The product can be operated with limited reach and strength. Reference 1194.26(a) and 1194.26(b) for details.</p>

Section 1194.41 Information, Documentation and Support – Detail

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<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>
<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</p>	<p>Supports</p>	<p>Alternative forms of access to descriptions and compatibility features in alternative formats are currently available http://support.dell.com or upon request, at no charge to the end user.</p>



<p>(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.</p>	<p>Supports</p>	<p>Alternative forms of access to descriptions and compatibility features in alternative formats are currently available via Dell Customer Support and Technical Support Services: http://support.dell.com or upon request at no additional charge.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports</p>	<p>Dell Provides support for Technical Support via Online Chat, Telephone and E-mail.</p> <p>TDD/TTY services are available for interface with Dell support personnel. TTY customers can call Dell toll free at 1-877-DELTTY (335-5889) and receive Sales, Technical Support and Customer Services directly from Dell.</p> <p>Alternative forms of access to documentation and customer service does allow for information to be given, conveyed, or read to individuals in need of more detailed information on product details.</p>