

The following Voluntary Product Accessibility information refers to the **Apple iPhone 4** (“iPhone”). For more information on the accessibility features of the iPhone and to learn more about iPhone features, visit <http://www.apple.com/iphone> and <http://www.apple.com/accessibility>

**Summary Table
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanation
Section 1194.21 Software applications and operating systems.	Not applicable	
Section 1194.22 Web-based intranet and internet information and applications.	Not applicable	
Section 1194.23 Telecommunications products.	Please refer to the attached VPAT	
Section 1194.24 Video and multimedia products.	Not applicable	
Section 1194.25 Self contained closed products.	Please refer to the attached VPAT	
Section 1194.26 Desktop and portable computers.	Not applicable	
Section 1194.31 Functional performance criteria.	Please refer to the attached VPAT	
Section 1194.41 Information, documentation, and support.	Please refer to the attached VPAT	

Subpart B -- Technical Standards

Section 1194.23 Telecommunications products.

Criteria	Supporting Features	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.	Supported with exception	iPhone supports TTY mode with the Apple iPhone TTY Adapter (sold separately). iPhone does not support intermixing speech and TTY.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supported	iPhone supports TTY mode with the Apple iPhone TTY Adapter (sold separately).
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supported	Users can playback and manage voicemail when in TTY mode using Visual Voice Mail on iPhone or by accessing the wireless operator’s voicemail system directly.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems	Supported	Users can browse voicemail messages, SMS and MMS* messages and email messages and in non-sequential order with no response time limit. Users

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.		can also access the wireless operator's voicemail system directly. * MMS not available in all areas
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supported with exception	iPhone supports audible caller ID using the built-in VoiceOver screen reader and can play distinctive ring-tones and text-tones per individual. iPhone's Voice Control features support voice commands for making phone calls and controlling music playback. VoiceOver is available in over 30 languages, and Voice Control is available in 24 languages. iPhone displays caller ID information visually even when used in TTY mode but caller ID information is not transmitted to a TTY device.
(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.	Supported	
(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 supported	
(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.	Supported	Under the United States Federal Communication Commission hearing aid compatibility guidelines, iPhone is rated T3 on GSM 2G bands (1900 and 850 MHz) and T4 on UMTS 3G bands (1900 and 850 MHz).
(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 Supported	Under the United States Federal Communication Commission hearing aid compatibility guidelines, iPhone is rated M2 on the GSM 2G 1900 MHz band, M3 on the GSM 2G 850 MHz band, and M4 on the UMTS 3G bands (1900 and 850 MHz). iPhone is compatible with ear loop devices and Bluetooth-enabled hearing aid solutions. For more information about iPhone accessibility features and solutions, see www.apple.com/accessibility
(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.	Supported with exception	iPhone supports wireless industry standards such as GSM/GPRS/EDGE, UMTS/HSDPA/HSUPA, Bluetooth 2.1 + EDR, including support for stereo Bluetooth (A2DP), and 802.11 b/g/n (Wi-Fi) for the transmission of voice and data. iPhone features a standard 3.5mm audio headphone jack. The dock connector is proprietary but is the same used in iPod and is licensed by Apple for use in third-party products. It is compatible with industry standard Universal Serial Bus (USB).

(k) Products which have mechanically operated controls or keys, shall comply with the following:		
(1) Controls and keys shall be tactilely discernible without activating the controls or keys.	Supported	
(2) Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.	Supported	
(3) 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 supported	
(4) The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supported	In silent mode, the user must touch the screen to hear audio confirmation after pressing the sleep/wake button.

Section 1194.25 Self-Contained, Closed Products.

Criteria	Supporting Features	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.	Supported with exception	iPhone includes a screen reader called VoiceOver than enables the iPhone to be used without seeing the screen. Also, VoiceOver can be controlled via key commands entered on a standard Bluetooth keyboard. iPhone also includes Voice Control, which provides for the use of voice commands to make phone calls and control music playback. VoiceOver is available in over 30 languages, and Voice Control is available in 24 languages. iPhone also includes support for mono audio output and closed captioning. TTY mode requires use of the Apple iPhone TTY adapter (sold separately).
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Section 1194.23 (k) (1) through (4).	Supported	The built-in VoiceOver screen reader provides audio and visual feedback for touchscreen controls. Also, VoiceOver can be controlled via key commands entered on a standard Bluetooth keyboard. iPhone's Voice Control features support voice commands for making phone calls and controlling music playback and is activated through the use of the Home button. iPhone supports more than 30 Bluetooth wireless braille displays (sold separately) and braille tables for more than 25 international languages. Some braille displays provide input buttons that can be used in addition to iPhone's on screen controls.
(d) When biometric forms of user identification or	Not applicable	

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.		
(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.	Supported	iPhone uses an industry standard 3.5mm audio headphone jack and supports interrupt, pause and restart for controlling audio output.
(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	
(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.	Supported	
(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.	Supported with exception	iPhone provides adjustable brightness and a setting to reverse video (white on black) but does not provide user-adjustable color selections.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	
(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	
(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	Not applicable	

the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(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	
(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	

Subpart C -- Functional Performance Criteria

Section 1194.31 Functional performance criteria.

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	iPhone includes a built-in screen reader called VoiceOver that enables iPhone to be used by those who are blind or visually impaired. Also, VoiceOver can be controlled via key commands entered on a standard Bluetooth keyboard. iPhone's Voice Control features support voice commands for making phone calls and controlling music playback. VoiceOver is available in over 30 languages, and Voice Control is available in 24 languages. For more information about iPhone accessibility features, see www.apple.com/accessibility iPhone supports more than 30 Bluetooth wireless braille displays (sold separately) and braille tables for more than 25 international languages. Some braille displays provide input buttons that can be used in addition to iPhone's on screen controls.
(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	iPhone includes a feature called Zoom, which can magnify the screen up to 500%. For more information about iPhone accessibility features, see www.apple.com/accessibility
(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	Supported with exception	iPhone supports TTY mode with the addition of an Apple iPhone TTY Adapter (sold separately). iPhone supports text messaging using SMS and MMS* and other third party web-based internet services or applications

<p>people who are deaf or hard of hearing shall be provided.</p>		<p>(sold separately) that support Internet Messaging services (IM) such as AIM, MobileMe, ICQ, Yahoo, Google Talk, and MSN.</p> <p>Users can choose vibration alerts instead of ring tones, and incoming calls and message alerts are displayed visually on the bright LCD touchscreen.</p> <p>Some users may be able to use the FaceTime video calling feature for sign language communications. FaceTime requires a Wi-Fi connection and also requires that both parties to the call have an iPhone 4 or other device capable of making a FaceTime video call.</p> <p>iPhone is compatible with ear loop devices and Bluetooth-enabled hearing aid solutions. For more information about iPhone accessibility features and solutions, see www.apple.com/accessibility</p> <p>Under the United States Federal Communication Commission hearing aid compatibility guidelines, iPhone is rated T3 on GSM 2G bands (1900 and 850 MHz) and T4 on UMTS 3G bands (1900 and 850 MHz). iPhone is rated M2 on the GSM 2G 1900 MHz band, M3 on the GSM 2G 850 MHz band, and M4 on the UMTS 3G bands (1900 and 850 MHz).</p> <p>* MMS not available in all areas.</p>
<p>(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.</p>	<p>Supported with exception</p>	<p>iPhone provides a gain that can be adjusted to over 20 dB. iPhone also includes a built-in speakerphone and earphones (earbuds).</p> <p>iPhone is compatible with ear loop devices and Bluetooth-enabled hearing aid solutions. For more information about iPhone accessibility features and solutions, see www.apple.com/accessibility</p> <p>Under the United States Federal Communication Commission hearing aid compatibility guidelines, iPhone is rated T3 on GSM 2G bands (1900 and 850 MHz) and T4 on UMTS 3G bands (1900 and 850 MHz). iPhone is rated M2 on the GSM 2G 1900 MHz band, M3 on the GSM 2G 850 MHz band, and M4 on the UMTS 3G bands (1900 and 850 MHz).</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>Supported</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>Supported with exception</p>	<p>Using the iPhone touchscreen requires the use of a bare finger or conductive device. Users with motor skills or other disabilities that prevent them from having direct skin contact with the touchscreen may require a conductive stylus. In some cases, using a stylus may result in erratic touchscreen behavior and may scratch or damage the touchscreen. Caution should be taken in choosing an appropriate stylus. For more information about iPhone</p>

		<p>accessibility features and solutions, see www.apple.com/accessibility</p> <p>Some Bluetooth wireless braille displays provide input buttons that can be used in addition to iPhone's on screen controls.</p>
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Subpart D -- Information, Documentation, and Support

Section 1194.41 Information, documentation, and support.

Criteria	Supporting Features	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	<p>Product documentation is accessible on iPhone in HTML via the web and can be read on-screen using the built-in screen reader VoiceOver.</p> <p>Product and support documentation are also available on the Web in an HTML and PDF format that is compatible with screen readers for the blind and visually impaired, can be displayed in large print using web browsers and software magnifiers for those with low vision at http://www.apple.com/support/ and can be printed using a personal computer and suitable printing device (sold separately).</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.	Supported	<p>Information about Apple product accessibility and compatibility features is available on the Web in an HTML format that is compatible with screen readers for the blind and visually impaired, including the built-in iPhone screen reader VoiceOver, can be displayed in large print using web browsers and software magnifiers for those with low vision at http://www.apple.com/accessibility and can be printed using a personal computer and suitable printing device (sold separately).</p>
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	E-mail, telephone, and support via the Web are available.