



## Voluntary Product Accessibility Template (VPAT)

BlackBerry Devices



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## 1 INTRODUCTION

This report evaluates BlackBerry® devices relative to disability access requirements of Section 508 of the 1998 US Workforce Reinvestment Act which amended the 1973 Rehabilitation Act (36CFR 1194). The Information Technology Industry Council (ITIC) Voluntary Product Accessibility Template (VPAT) is used to summarize the findings of this evaluation.

This report is pertinent against the following BlackBerry devices commercially available at the time of this report: BlackBerry 7100g, BlackBerry 7100i, BlackBerry 7100r, BlackBerry 7100t, BlackBerry 7100v, BlackBerry 7105t, BlackBerry 7130c, BlackBerry 7130e, BlackBerry 7130g, BlackBerry 7230, BlackBerry 7250, BlackBerry 7280, BlackBerry 7290, BlackBerry 7510, BlackBerry 7520, BlackBerry 7730, BlackBerry 7750, BlackBerry 7780, BlackBerry 8100, BlackBerry 8110, BlackBerry 8130, BlackBerry 8300, BlackBerry 8310, BlackBerry 8320, BlackBerry 8330, BlackBerry 8700c, BlackBerry 8700g, BlackBerry 8700r, BlackBerry 8703e, BlackBerry 8705g, BlackBerry 8707g, BlackBerry 8800, BlackBerry 8820, and BlackBerry 8830.

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### 1.1 Summary Table

Summary Table		
Criteria	Supporting Features	Remarks
Section 1194.21 – Software Applications and Operating Systems	Applies	All provisions apply with the exception of provisions (h) and (j).
Section 1194.22 – Web-based Internet Information and Applications	Not Applicable	
Section 1194.23 – Telecommunications Products	Applies	All provisions apply with the exception of provisions (c) and (d).
Section 1194.24 – Video and Multimedia Products	Not Applicable	
Section 1194.25 – Self-Contained, Closed Products	Not Applicable	
Section 1194.26 – Desktop and Portable Computers	Applies	Provisions (a), (b) and (d) apply.
Section 1194.31 – Functional Performance Criteria	Applies	All provisions apply
Section 1194.41 – Information, Documentation and Support	Applies	All provisions apply

## 2 ITIC VOLUNTARY PRODUCT ACCESSIBILITY TEMPLATE

Note: Provisions not applicable to BlackBerry devices are marked as “Not Applicable”.

### 2.1 Section 1194.21 - Software Applications and Operating Systems

<b>Section 1194.21 Software Applications and Operating Systems</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks</b>
(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	Core product functions, as outlined in user documentation, can be executed from BlackBerry device keyboard.
(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	BlackBerry core applications do not disrupt features of other applications.
(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	On-screen interactive elements, including buttons and menus, provide a well-defined indication of focus to the user.
(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 Exceptions	Images used as application icons on BlackBerry home screens are conveyed graphically with associated label information available in text.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall	Supported	The use of bitmap images, and their meaning, are used consistently throughout BlackBerry core applications and interfaces.

be consistent throughout an application's performance.		
(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.	Not Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	Applications do not override user-defined display attributes.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supported	BlackBerry devices do not convey information by color alone.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	BlackBerry devices do not use flashing or blinking elements with a frequency greater than 2Hz and lower than 55Hz.
(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 with Exceptions	Clear directions and cues are provided to users for all functionality required for completion and submission of electronic forms.

## 2.2 Section 1194.22 – Web-based Internet Information and Applications

Not Applicable

## 2.3 Section 1194.23 – Telecommunications Products

<b>Section 1194.23 Telecommunications Products</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks</b>
(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	BlackBerry 7130c, 7130e, 7100i, 7100r, 7100v, 7230, 7250, 7280, 7290, 7750, 7510, 7520, 8100, 8700c, 8700r, 8703e, 8705g, 8800, 8820 and 8830 provide a standard 2.5mm audio connection point for external TTY devices.  BlackBerry 8110, 8130, 8300, 8310 and 8320 devices provide a standard 3.5 mm audio connection point for external TTY devices.  For those TTY devices that require a 2.5 mm connection point, a BlackBerry TTY adapter is provided upon request without additional cost.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supported	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(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	
(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 Supported	
(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	Incremental volume control options are available for voice telecommunication signals.

<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>Supported with Exceptions</p>	<p>Users can adjust the receive volume and reset the volume to the default level as needed.</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>Supported with Exceptions</p>	<p>Wireless devices rated T3 or T4 meet FCC requirements and are likely to be more usable with a hearing device's telecoil than wireless devices that are not rated.</p> <p>BlackBerry 7250, 8703e, 8330 and 8830 are rated T4.</p> <p>BlackBerry 7130e, 7230, 8130, 8310, 8320 and 8705g are rated T3.</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>Supported with Exceptions</p>	<p>Wireless devices rated M3 or M4 meet FCC requirements and are likely to generate less interference to hearing devices than wireless devices that are not rated.</p> <p>BlackBerry 7250, 8703e, 8330 and 8830 are rated M4.</p> <p>BlackBerry 7130e, 7230, 8130, 8310, 8320 and 8705g are rated M3.</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>Supported</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>Supported</p>	<p>QWERTY keyboard Keys are tactilely discernible and the Controls are discernible by their position on the keyboard.</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>Supported</p>	<p>BlackBerry devices are designed for efficient text entry with one or two hands, and as such, Controls and Keys are operable with one hand. Non-slip surfaces found on BlackBerry devices minimize the amount of force required to hold the device.</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.	Supported	BlackBerry handheld software supports automatic capitalization for keys when held down, and key repeat is available for SPACE and BACKSPACE keys with associated Key Rate options of “Slow” or “Fast”.
(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.	Supported	The status of all available locking or toggle controls or keys are visually discernible.

## 2.4 Section 1194.24 – Video and Multimedia Products

Not Applicable

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

Not applicable.



## 2.6 Section 1194.26 – Desktop and Portable Computers

<b>Section 1194.26 Desktop and Portable Computers</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Supported	Mechanically operated controls and keys on BlackBerry devices support the provisions in <a href="#">§1194.23 (k) (1) – (4)</a> .
(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).	Supported	Touch-operated controls and input methods on BlackBerry devices support the provisions in <a href="#">§1194.23 (k) (1) – (4)</a> .
(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	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	Supported	Connection ports on BlackBerry devices, including Micro-USB and audio connection jacks, comply with publicly available industry standards.

## 2.7 Section 1194.31 – Functional Performance Criteria

<b>Section 1194.31 Functional Performance Criteria</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks</b>
(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	Speaker-Independent Voice Activated Dialing and system status information (available on BlackBerry 8100, 8110, 8130, 8300, 8310, 8320, 8800, 8820 and 8830 devices) provide a mode of voice-activated operation and information retrieval that does not require user vision.
(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	BlackBerry devices include user-defined options and settings that support a mode of operation that does not require visual acuity greater than 20/70. The options and settings include scalable font sizes (up to 14 points), customizable font style (Plain, <b>Bold</b> and Extra Bold), customizable font families, text anti-aliasing, Speaker-Independent Voice Activated Dialing (see §1194.31 (a)), high resolution color displays, adjustable brightness settings, and support for 3 <sup>rd</sup> Party software applications that provide additional voice-activated functionality.
(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	BlackBerry devices provide support for push email, text messaging, Instant Messenger applications, connectivity to external TTY devices (See <a href="#">§1194.23</a> ), 3 <sup>rd</sup> Party IP Relay applications and other 3 <sup>rd</sup> Party applications that provide additional functionality for users with hearing impairments.
(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.	Supported	Enhanced audio is supported on BlackBerry devices through 3 <sup>rd</sup> party assistive hearing devices, including neckloops, silhouettes, cellular amplifiers, stereo headsets and other Assistive Technology that provide enhanced audio functionality.
(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	BlackBerry devices provide support for push email, text messaging, Instant Messenger applications, connectivity to external TTY devices (See <a href="#">§1194.23</a> ), 3 <sup>rd</sup> Party IP Relay applications and other 3 <sup>rd</sup> Party applications that provide additional functionality for users with speech impairments.

<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 Exceptions</p>	<p>BlackBerry devices, when used in conjunction with appropriate Assistive Technology (i.e – external Bluetooth Keyboard), provide a mode of operation that minimizes the degree of fine motor control and reach required to operate a mobile device.</p>
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## 2.8 Section 1194.41 - Information, Documentation and Support

<p align="center"><b>Section 1194.41 Information, Documentation and Support</b></p>		
<p><b>Criteria</b></p>	<p><b>Supporting Features</b></p>	<p><b>Remarks</b></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>Supported</p>	<p>Alternative documentation formats (large print, accessible HTML or Braille) will be provided upon request at no additional charge. Send request(s) to the BlackBerry Customer Contact Center as outlined in §1194.41 (c).</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>Supported</p>	<p>A description of accessibility and compatibility features will be provided via alternate methods (email, phone or TTY) or via alternate documentation formats (large print, accessible HTML or Braille) upon request at no additional charge. Send request(s) to the BlackBerry Customer Contact Center as outlined in §1194.41 (c).</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supported</p>	<p>First level support services are provided through the end-users' Wireless Carriers. Customers with BlackBerry Technical Support Service contracts can access the BlackBerry Customer Contact Center via email (help@blackberry.com), phone (877-255-2377) and TTY (866-428-9818 or 519-746-7244). Specific requests for alternative documentation formats or accessibility feature descriptions can be sent directly to the BlackBerry Customer Contact Center.</p>