Date:	June 28th , 2010
Name of Product:	Nuance – Dragon NaturallySpeaking 11
Contact for more Information:	http://nuance.com/help/contact/ or http://nuance.com/company/accessibility/

Summary Table
Voluntary Product Accessibility Template
Overview

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported. Please refer to the attached VPAT.	Please refer to the attached VPAT.
Section 1194.22 Web-based internet information and applications		Dragon NaturallySpeaking 11 is not considered a web-based internet information and applications product.
Section 1194.23 Telecommunications Products		Dragon NaturallySpeaking 11 is not considered a telecommunications product according to the definition in Section 1194.23.
Section 1194.24 Video and Multi-media Products		Dragon NaturallySpeaking 11 does not use multimedia except as covered in section 1194.21.
Section 1194.25 Self-Contained, Closed Products		Dragon NaturallySpeaking 11 is not a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and Portable Computers		Dragon NaturallySpeaking 11 is software as defined under section 1194.21.
Section 1194.31 Functional Performance Criteria	Supported. Please refer to the attached VPAT.	Please refer to the attached VPAT.
Section 1194.41 (a) Information, Documentation and Support	Supported. Please refer to the attached VPAT.	Please refer to the attached VPAT.

Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility		
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.	1.) All control features of Dragon NaturallySpeaking 11 are Compliant. 2.) Dragon Tutorial is Compliant	Dragon NaturallySpeaking 11 follows standard conventions for navigating around the user interface from the keyboard. All menu items (Tabs, Radio Buttons, selection fields, etc.) are accessible via keyboard function and reader software.
(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.	The software supports the active accessibility features of Microsoft ® - Windows® 2000 (SP4 or higher) - Windows® XP (SP2 or higher) 32-bit Home and Pro - Windows® Vista (and Vista SP1) 32-bit (all 4 editions) - Windows Server 2000 - Windows Server 2003 - Windows 7	All accessibility features are maintained in state after product Installation.
(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	Focus and descriptive are tracked by assistive technology
(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	Image elements are tagged programmatically

(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	All Images have consistency.
(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	No unique schemes noted.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	User selected contrast settings not affected.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	
(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	Dragon NaturallySpeaking 11 makes use of icons, graphics, status indicators, and other visuals to give feedback to the user and to indicate what actions can be taken. Color coding is not relied upon as the sole means of communicating concepts in the user interface or documentation.
(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.	N/A	
(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	No blinking objects or text used
(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.	N/A	

Section 1194.31 Functional Performance Criteria - Detail Voluntary Product Accessibility		
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	Commonly-used Assistive Technology (AT) may be used with Dragon NaturallySpeaking 11. Support has been verified for the following Screen Readers: - JAWS 9.0 - Window-Eyes 7.2
(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	User interface information is available to users with low vision via options to display information at larger dots per inch or greater font sizes via the operating system video controls.
(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	Dragon NaturallySpeaking 11 does not require user hearing for access to any functionality. In all instances where Dragon NaturallySpeaking 11 provides an audio cue, it provides a visual cue as well.
(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	Dragon NaturallySpeaking 11 provides support for a number of off-the-shelf headphones and speaker devices.
(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.	N/A	
(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	

Section 1194.41 Information, Documentation and Support - Detail Voluntary Product Accessibility		
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	Online User Guide is compliant

Documentation for Dragon NaturallySpeaking 11 is provided in digital format, both with the product and on the Nuance® Web site: http://support.nuance.com/usersguides/default.asp at no additional charge.

The documentation on the Nuance web site 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 Nuance Help and Support Web site http://support.nuance.com/.

The Nuance web site provides 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 | Dragon NaturallySpeaking 11 documentation 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 Nuance Web site http://support.nuance.com/usersguides/ |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities. | Supported | Nuance Customer Service and Support is familiar with such features as keyboard access and other options that are important to people with disabilities.

For technical assistance in the United States, customers can contact Nuance Customer Service and Support via http://support.nuance.com/

http://support.nuance.com/phone/default.asp

Or by phone at 407-241-1827 between 9:00 A.M. and 8:00 P.M. Eastern Time, Monday through Friday, excluding holidays. Nuance customer service and support are subject to the prices, terms, and conditions in place at the time the service is used. |