VPAT™ for Apple iTunes 12 for OS X

The following Voluntary Product Accessibility information refers to the **Apple iTunes 12 for OS X**. For more information on the accessibility features of this product and to learn more about this product's features, visit www.apple.com/itunes and www.apple.com/accessibility

VPAT™

Voluntary Product Accessibility Template

Summary Table

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	**Please refer to the attached VPAT**	**Please refer to the attached VPAT**
Section 1194.22 Web-based Internet Information and Applications	**Please refer to the attached VPAT**	**Please refer to the attached VPAT**
Section 1194.23 Telecommunications Products	**Not Applicable**	**Not Applicable**
Section 1194.24 Video and Multi-media Products	**Not Applicable**	**Not Applicable**
Section 1194.25 Self-Contained, Closed Products	**Not Applicable**	**Not Applicable**
Section 1194.26 Desktop and Portable Computers	**Not Applicable**	**Not Applicable**
Section 1194.31 Functional Performance Criteria	**Please refer to the attached VPAT**	**Please refer to the attached VPAT**
Section 1194.41 Information, Documentation and Support	**Please refer to the attached VPAT**	**Please refer to the attached VPAT**

Section 1194.21 Software Applications and Operating Systems – Detail

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.	Supported	iTunes is accessible to keyboard-only users. iTunes features are accessible to the blind and visually impaired using VoiceOver, including playing of media, making playlists, burning or importing CDs, modifying iTunes' settings, and using the iTunes Store.
(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	
(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	
(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.	Partially Supported	iTunes is compatible with assistive technology through the AX API in OS X. iTunes Store is accessible using the VoiceOver screen reader and other Universal Access technologies in OS X. Some iTunes Store pages may not have alternate descriptions of GUI elements but these may be updated from time to time, independently of the iTunes 12 software application.

(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	
(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	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Partially Supported	Some content in the iTunes Store and the Visualizer feature do not have an alternative, non-graphical representation.
(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	
(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	
(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	iTunes has the ability to play video content, some of which may contain flashing or blinking content. The iTunes software itself does not use flashing or blinking 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	

Section 1194.22 Web-based Internet information and applications – Detail

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).	Partially supported	Most elements have been described according to W3C accessibility specifications.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supported	iTunes supports synchronized playback of captioned video movies, TV shows and podcasts, where available. iTunes also supports descriptive alternate audio tracks where available.
(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	iTunes and the iTunes Store do not rely on color as the only way to convey information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	iTunes and the iTunes Store do not use server-side image maps.
(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	
(g) Row and column headers shall be identified for data tables.	Supported	
(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.	Supported	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	iTunes Store does not use 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	iTunes has the ability to play video content, some of which may contain flashing or blinking content. The iTunes software itself does not use flashing or blinking elements.
(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	
(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.	Supported	
(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	iTunes does not use or require applets, plug-ins or other applications.
(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	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	When upgrading iPod or iPhone software, iTunes will alert the customer when the software upgrade was successful. iTunes will automatically dismiss the dialog within 25 seconds or when the device restart is complete. The customer is not required to take action.

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.

Section 1194.31 Functional Performance Criteria – Detail

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	iTunes is compatible with the VoiceOver screen reader, magnification, and custom-display alterations. See 1194.21(a) and (d).
(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	iTunes is compatible with the VoiceOver screen reader, zoom magnification, custom display alterations, and third-party magnifiers. See 1194.21(a) and (d), and 1194.31(a). iTunes also supports system settings for increasing font size for improved readability.
(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	iTunes supports the display of captioned video content, and does not rely on audible alerts.
(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	iTunes supports the display of captioned video content, and does not rely on audible alerts.
(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	
(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	iTunes can be controlled using a keyboard or keyboard replacement, and works with OS X Sticky Keys and Slow Keys utilities, as well as Switch Control.

Section 1194.41 Information, Documentation and Support – Detail

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	Product documentation is provided as online help in accessible HTML format.
(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	Information about product accessibility and compatibility is available at: www.apple.com/accessibility
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Email support and discussion groups are available at: www.apple.com/accessibility