

Palm Accessibility Program - Tungsten E2

Summary Table Voluntary Product Accessibility Template			
Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
Section 1194.21 Software Applications and Operating Systems	Applicable	Refer to table	
Section 1194.22 Web-based internet information and applications	Not Applicable	This section is only applicable when information regarding the use of Palm products (such as the handbook) is available on the Palm.com website. When it is posted on the Palm.com external website, Palm will conform to applicable sections of Section 1194.22 to the maximum extent possible.	Not Applicable
Section 1194.23 Telecommunications Products	Not Applicable	Not Applicable	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable	Handhelds by Palm do not contain display circuitry that receives images from broadcast, cable, videotape or dvd signals. Handhelds by Palm that are capable of multimedia presentations have media that is downloaded into the units internal memory (RAM) or a secure digital media card and the applications to run these capabilities are provided by third party developers.	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Applicable	Refer to table	Refer to table
Section 1194.26 Desktop and Portable Computers	Applicable	Refer to table	Refer to table
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Section 1194.41 Information, Documentation and Support	Applicable	Refer to table	Applicable

**Section 1194.23 Telecommunications Products - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5. 4) Conformance
(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.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	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	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	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 Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(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.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(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 Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(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.	Not Applicable	Not Applicable	Not Applicable
(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 Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(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.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable
(k) Products which have mechanically operated controls or keys, shall comply with the following:	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request).	Not Applicable

(k1)Controls and keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request	Not Applicable
(k2)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.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request .	Not Applicable
(k3)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 Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request	Not Applicable
(k4)The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	Not Applicable (The only handheld by Palm that is applicable to this section is the Treo SmartPhone product line and the For specific conformance data, please send an email request .	Not Applicable

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
(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.	Applicable-The Tungsten E2 is compatible with an accessory keyboard.	The Tungsten E2 automatically detects the accessory keyboard. The data that is entered into the Tungsten E2 is discerned textually from the input of the accessory keyboard. The product functions and applications of the Tungsten E2 are executable from the built in navigator button and/or from menus that can be accessed from visual and text information.	Yes-In Conformance
(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.	Applicable	Palm, Inc. Standard applications and operating systems built into Palm handhelds do not interfere with accessibility features identified under the Palm Accessibility Program. The Palm Accessibility Program is located at www.Palm.com	Yes-In Conformance
(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	Applicable-All handhelds by Palm have a user adjustable focus area. This focus area is adjustable by using either stylus to move the data, writing in shortcut keystrokes, using the up and down keys or using a built in navigator button. The Tungsten E2 contains a "5-Way Navigator" button that enables users with limited dexterity or limited use of one or both hands to select and display records, enter data or open and close applications.	All handhelds by Palm have a user adjustable focus area. This focus area is adjustable by using either stylus to move the data, writing in shortcut keystrokes, using the up and down keys or using a built in navigator button. The Tungsten E2 has a "Navigator" button that enables users with limited dexterity or limited use of one or both hands to select and display records, enter data or open and close applications. Palm handheld devices that are compatible with attached accessory keyboards and that have an adjustable navigator button can make data entry and access to the handhelds simpler and more efficient. The T/E 2 has a multi directional navigator button that can be utilized to track and focus changes.	Yes-In Conformance
(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.	Applicable	Applicable-All images that are represented in the Tungsten E2 also are identified by text. This information conveys the applications identity, operation and state of the element. This is a standard in the Palm OS. The user is able to alter the identity of these items, specifically assign images to operating elements and customize applications and font size. Customization of user buttons can be enabled in the preferences application, under buttons. TUNGSTEN E2 as well as other Palm handhelds and smartphones also permit users to adjust the font size of each application. To adjust the font size in an application with this tool, open the application and then select the menu option. This option will allow users to adjust the font size from regular to small, small bold, large and large bold. The TUNGSTEN E2 also contains a revised user interface graphics that permit users to more readily access and input data. This is also a key feature of the PalmSource operating system Graffiti II application. The TUNGSTEN E2 as well as other Palm handhelds may allow for a wider range of style and font size adjustability through third party applications.	Yes-In Conformance.
(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	Not Applicable	Not Applicable	Not Applicable

(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.	Applicable	Textual information is a standard characteristic of all Palm handhelds with built in PalmSource Operating Systems (O.S). These systems contain text content, text input caret location and text attributes that allow users to understand, input and relay information.	Yes-In Conformance
(g)Applications shall not override user selected contrast and color selections and other individual display attributes	Applicable	Applications included in Tungsten E2 are not designed to override color selections or individual display attributes.	Yes-In Conformance.
(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	Tungsten E2 does not support animation.	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	Applicable-Color coding is not the sole means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Applicable-Color coding is a key component of the Palm Tungsten E2 handheld, but it is not the sole means of conveying information to handheld users. Information that is necessary to convey an action, prompt a response or distinguish a visual element are not dependent on the color capabilities of any Palm handheld or smartphone. Palm handheld and smartphone users are also able to alter the identity of these items, specifically assign images to operating elements and customize applications and font size through built in tools.	Yes-In Conformance.
(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.	Applicable	Tungsten E2 permits the user to adjust color under the "Preferences" menu, subsection "Color Schemes". Tungsten E2, like most color Palm handhelds also permits users to adjust the contrast of the unit. This tool is found in the preferences menu and/or the Graffiti 2 writing area. In the Graffiti 2 writing area there is a small brightness (contrast) adjustment icon that once pressed can be adjusted higher or lower based on the user preference. These adjustments permit users with visual impairments to customize the screen to meet their needs for color changes and/or contrast (brightness).	Yes-In Conformance.
(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.	Applicable	The screen flicker rate of the Tungsten E2 is 52 – 68Hz. Typically the Tungsten E2 has a flicker rate below 55Hz.	Yes - In Conformance to the maximum extent possible without a fundamental design change to the product.
(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.	Applicable	The Tungsten E2, the forms and the applications within the handheld, permits individuals using Assistive Technology to access information, field elements and functions that are required for completion and submission applicable form. This includes all directions and cues. All Palm electronic forms are able to be used with compatible assistive technology. Palm handhelds that contain a "navigation button" allow users with limited hand coordination, range of motion and dexterity to access information and toggle between records using the navigator button. For the Tungsten E2, the navigator button can also be used to adjust the contrast (brightness) of the screen under the Preferences Menu.	Yes - In Conformance.

**Section 1194.25 Self-Contained, Closed Products - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
(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.	Applicable	The Tungsten E2 does not require end users to attach assistive technology to utilize built in accessibility characteristics.	Yes -In Conformance.
(b)When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Applicable	The Tungsten E2 does not require a timed response to indicate that more time is required. AllPalm handhelds do not require timed responses to complete a task.	Yes -In Conformance.
(c)Where a product utilizes touch screens or contact-sensitive controls, an input method shall be provided that complies with U1194.23 (k) (1) through (4).	Applicable-The Tungsten E2 Palm handheld conforms to 1194.23, (k)(1),(2),(3/NA),(4) to the maximum extent possible.	All handhelds by Palm meet this standard to the maximum extent possible. The TUNGSTEN E2 provides a "Navigator" button that enables users with limited dexterity or with the use of only one hand to select and display records on the handheld and to open and close applications.	Yes -In Conformance
(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.	Not Applicable	Biometric forms are not used in any Palm handheld.	Not Applicable
(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.	Applicable	Software added onto the Tungsten E2 as well as other Palm handhelds and smartphones permit users to interrupt, pause and restart audio features at any time. Audio output is provided in the Tungsten E2 via the 2.5mm output jack on the top of the unit. The Tungsten E2 uses an industry standard 2.5mm stereo headset and/or speaker. This headset is sold separately from the handheld and can be used with built in audio applications.	Yes -In Conformance.
(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	Deliverable voice output is only applicable to stand alone kiosks.	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.	Applicable	Color coding is not used as the sole means of conveying information toPalm handheld users. Pictographs as well as text are used to convey information about our devices and its application as well as indicating an action, prompting a response or distinguishing a visual element. The users are able to customize pictographs as well as text that convey information about the devices applications and functions. These can be customized to meet the users needs via the preferences menu, buttons options. They indicate actions to take, prompt a response when necessary and are a distinguishing element.	Yes -In Conformance.
(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.	Applicable	Tungsten E2 permits the user to adjust color under the "Preferences" menu, subsection "Color Schemes". Tungsten E2, like most color Palm handhelds also permits users to adjust the contrast of the unit. This tool is found in the preferences menu and/or the Graffiti 2 writing area. In the Graffiti 2 writing area there is a small brightness (contrast) adjustment icon that once pressed can be adjusted higher or lower based on the user preference. These adjustments permit users with visual impairments to customize the screen to meet their needs for color changes and/or contrast (brightness).	Yes -In Conformance.
(i)Products shall be designed to avoid causing the screen to flicker with a frequency greater	Applicable	The screen flicker rate of the Tungsten E2 is 52 – 68Hz. Typically t he Tungsten E2 has a flicker rate	Yes - In Conformance to the

than 2 Hz and lower than 55 Hz.		below 55Hz.	maximum extent possible without a fundamental design change to the product
(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	Not Applicable	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 the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable	Not Applicable	Not Applicable
(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	Not Applicable	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	Not Applicable	Not Applicable

**Section 1194.26 Desktop and Portable Computers - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
(a) All mechanically operated controls and keys shall comply with U1194.23 (k) (1) through (4).	Applicable	The Tungsten E2 complies to 1194.23(k)(1), (2), (4). Compliance with section 1194.23 (k)(3) would cause a fundamental alteration of the product.	Yes-In conformance to the maximum extent possible without causing a fundamental alteration of the product.
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with sections 1194.23 (k) (1) through (4).	Applicable	The Tungsten E2 complies with the following applicable sections: 1194.23 (k)(1), (2), (NA), (4). Compliance with section 1194.23 (k)(3) would cause a fundamental alteration of the product.	Yes-In conformance to the maximum extent possible without causing a fundamental alteration of the product.
(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	Not Applicable	Not Applicable
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	Applicable	All Palm handheld expansion slots, ports and connectors comply with publicly available standards.	Yes-In Conformance.

**Section 1194.31 Functional Performance Criteria - Detail
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
(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.	Conformance to this criteria will cause a "fundamental alteration of our products" and is exempt according to Subpart E, section 1194.3 (e) of the Rehabilitation Act of 1973, Section 508.	For future product development, Palm is working on the ability to provide the compatibility, software support and technology that may allow third parties or ourselves to develop an application or device that can be used to assist persons who are blind or visually impaired with using our devices. Palm PDA products may be utilized with assistive technology via third party software and/or hardware to retrieve information for persons with visual impairments. The Treo smartphone product line is compatible with TTY devices.	Yes-In conformance to the maximum extent possible without causing a fundamental alteration of the product.
(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.	Conformance to this criteria will cause a "fundamental alteration of our products" and is exempt according to Subpart E, section 1194.3 (e) of the Rehabilitation Act of 1973, Section 508.	For future product development, Palm is working on the ability to provide the compatibility, software support and technology that may allow third parties or ourselves to develop an application or device that can be used to assist persons who are blind or visually impaired with using our devices. Palm PDA products may be utilized with assistive technology via third party software and/or hardware to retrieve information for persons with visual impairments. The Treo smartphone product line is compatible with TTY devices.	Yes-In conformance to the maximum extent possible without causing a fundamental alteration of the product.
(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.	Applicable	The Tungsten E2 does not require the use of hearing to operate. The Tungsten E2 is a visual and organizational product it does not require the use of user hearing to function. It can communicate to its' user both graphically (via customizable pictographs) or via text. The Tungsten E2 can be connected to an accessory headset device, speaker and/or a microphone jack. This allows users to playback audio and or video files via third party applications. The Tungsten E2, when utilized with its built in Bluetooth and a compatible cellular device is also capable of emulating TTY characteristics through its' SMS function.	Yes-In Conformance
(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.	Applicable	The Tungsten E2 contains the following enhanced auditory tools: Audible output can be raised or lowered, alarm sounds, confirmation beeps, alert vibration or LED lighting and tones can be manually adjusted to provide enhanced auditory assistance and/or alarming. Palm products meet this requirement to the maximum extent possible. Audio information designed for informational use, have the ability to be adapted. For example, audible output can be raised or lowered, alarm sounds, confirmation beeps, alert vibration or LED lighting and tones can be manually adjusted to provide enhanced auditory assistance and/or alarming. The Tungsten E2 has a standard 2.5mm stereo headset jack built into the unit. Third party software is available that allows handheld by Palm with audio capabilities to retrieve information specific to the users needs.	Yes-In Conformance
(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.	Applicable	The Tungsten E2 does not require speech input for information retrieval. The use of speech for operation and information retrieval is not required to operate handhelds by Palm.	Yes-In Conformance
(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.	Applicable	Handhelds by Palm are adaptable and compatible with devices designed by Palm and third parties providers. These devices may require fine motor skills or simultaneous actions in order to operate the unit. Handhelds by Palm can be used by persons with limited reach and strength. The Tungsten E2 contains a "5-Way Navigator" button that when combined with the stylus, attached accessory keyboard or an additional input device can be used to ease the use of the product or enable one handed use. The navigator button allows for one handed use and limited fine motor control.	Yes-In Conformance

**Section 1194.41 Information, Documentation and Support
Voluntary Product Accessibility Template**

Criteria	Supporting Features	Remarks and explanations	Tungsten E2 (O.S. 5.4) Conformance
(a) Product support documentation provided to end-users shall be made available in alternative formats upon request, at no additional charge.	Alternative format documentation can be requested at no charge via email .	All handhelds by Palm	Yes-In Conformance
(b) End users shall have access to a description of the accessibility and compatibility features of the products in alternate formats or alternate methods upon request, at no charge.	A description of accessibility and compatibility features of Palm products is available at no charge by request .	All handhelds by Palm	Yes-In Conformance
(c) Support services for products shall accommodate the communication needs of end users with disabilities.	Solutions available. Please contact Palm with direct support questions.	All handhelds by Palm	No-Not In Conformance