HP Accessibility

Making products, information and services
easier to access and simpler to use.

HP recognizes the need for easier access to technology and information, and is committed to improving your experience with products, information and services that are easier to access and simpler to use for everyone—including people with disabilities and age-related limitations.

When it comes to accessibility, you're getting more than a product from HP—you're getting a commitment. We understand that accessibility involves more than the delivery of products that are easy to use. One out of three households globally has a family member with a disability. Addressing the comfort and usability of technology for the more than 500 million people worldwide with special needs requires a deeper understanding:

- It involves recognizing the many complex challenges people with disabilities and age-related limitations face every day.

- It involves understanding and anticipating changing accessibility needs.

- It involves collaboration in the development of standards for accessible information and technology.

- It involves supporting a global citizenship effort and committing to the improvement of lives on a personal and professional level.

At HP, we recognize that the way you access technology or information can change quickly from unforeseen circumstances or gradually as you age. One certainty is that the need for accessible technology and information will grow substantially in the future as the percentage of workers over the age of 45 increases and age-related limitations become more pervasive. To this end, we are continually working to address current accessibility issues and anticipate future needs.

- Enhance your own productivity and that of your workers with help from HP. With a changing workforce, government and business customers will require new accessibility solutions for a growing and diverse workforce. Fortunately, HP has product features and partner programs that enable workers to engage productively within their work environment as their needs change.

- Rest assured that your HP purchase is a lasting investment. We design our products so that they are flexible, meeting your needs now and adapting to your future needs as you age or circumstances change.

Engaging with technology is becoming easier than ever for people with disabilities and age-related limitations. We're continually improving the ease-of-use and accessibility of all our products, including HP desktop, notebook and tablet PCs, handheld devices, workstations, printers, scanners, and multifunction devices.
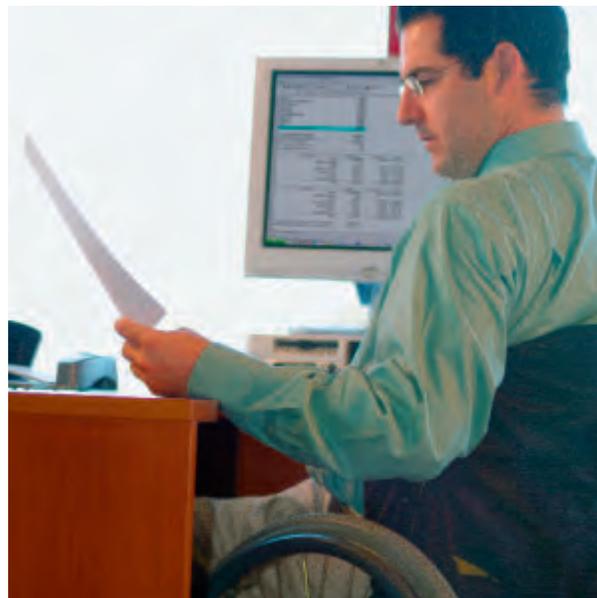
HP Desktop PCs: equipped with light-touch keyboards and high-contrast screens

HP Desktop PCs support all Microsoft® Windows® accessibility features, including special keystrokes compatible with assistive technology devices and applications, keyboard navigation, and color and contrast settings.

Buttons and other mechanical controls are tactilely sensitive and do not require excessive force to operate, and most keyboards have illuminated function keys.

Text and icon labels have higher contrast to support low-vision accessibility. On-screen adjustment settings on the monitors do not disrupt or disable accessibility features of other applications.

HP desktop PCs are compatible with leading third-party assistive technology.

HP Notebook PCs: featuring single-handed operation functions

HP Notebook PCs have the same Microsoft Windows accessibility features as the HP Desktop PCs, including special keystrokes compatible with assistive technology devices and applications, keyboard navigation, and color and contrast settings. Mechanical controls are tactilely sensitive and do not require excessive force to operate. The enhanced design includes single-handed operation for persons with limited mobility and manual dexterity. HP notebook PCs are compatible with leading third-party assistive technology.

HP Monitors: compatible with user's customized settings

The HP LP3065 display has a 30-inch diagonal wide-aspect screen to support low-vision accessibility. The HP Monitors Application software does not affect user adjusted contrast, brightness or selected color set-up. On-Screen Display (OSD) functions do not interfere with Microsoft Windows accessibility features. Power switches and OSD buttons are designed for single-handed operation and light actuation force. Product documentation is available in formats that support screen readers, or can be Braille embossed.

HP LaserJet Printers: controls designed and positioned for optimal convenience

The buttons on HP LaserJet Printers are tactilely discernible for individuals with limited dexterity. Colored buttons have associated text or icon labels for individuals with limited ability to discern color. Other operable controls such as doors, covers, latches and paper guides incorporate accessible design features. LCD displays incorporate backlighting to improve low-vision accessibility. On/Off buttons are located in the front or at the side, within reach of wheelchair users. Some models support optional Printer Status and Alerts software, which presents printer alerts and job status to the host PC, that is accessible by individuals who are blind and using screen reader assistive technology.

HP Inkjet Printers: Bluetooth connectivity for minimal user interaction

Command buttons on the HP Inkjet Printers are large, well spaced, tactilely discernable, and have associated icon labels. Other mechanical controls such as doors, covers and paper trays do not require excessive force to operate.

Some models have a control panel with concave buttons for easier mouth stick operation and paper width and length adjusters designed to accommodate one-finger operation in both directions.

Front input and output trays are designed for easy access by wheelchair users.

Some models incorporate Bluetooth® wireless connectivity, infrared ports and optional two-sided printing accessories that reduce the need for mechanical user interaction and improve accessibility for users with limited dexterity.

The printer driver and toolbox software are keyboard-accessible and support screen reader assistive technology.

Some models have a backlit LCD for better visibility and separate LED light positions to assist individuals with visual limitations.

HP Photosmart Printers: enhanced displays with easy-access card readers

HP Photosmart Printers are equipped with memory card readers for direct photo printing from digital camera memory cards. Buttons are tactilely discernible and have associated icon labels.

Other operational controls such as doors, covers and paper trays do not require excessive force to operate. Memory card readers and other controls are positioned for access by wheelchair users.

Some models incorporate infrared ports and optional two-sided printing accessories that reduce the need for mechanical user interaction and improve accessibility for users with limited dexterity.

HP Scanners: with LCD Reader software for customized functionality

HP Scanners have LCD Reader software that displays the contents of the scanner's LCD as it changes. This enables PC accessibility tools to help the user read what is being displayed on the LCD.

The Button Disable Utility allows users to disable buttons to prevent them from being accidentally pushed, activating functions the user didn't intend.

Tactile marks and separation between buttons make it easier to identify buttons by touch. The cover and other operable controls do not require excessive force to operate and are operable with one hand.

The LCD display uses a font size that supports users with low vision.

New software, including Smart Document Scanning Software, increases compatibility with assistive technologies.

HP Multifunction and All-in-One Devices: highly versatile and accessible

Multipurpose devices feature buttons that are tactilely discernible and have associated text or icon labels. Other mechanical controls, such as doors, covers and paper trays, do not require excessive force to operate.

Some models have front mounted digital camera memory card readers that allow for ease of access and operation. The control panel on some models is designed at an angle to improve accessibility for wheelchair users.

The LCD display on newer models incorporates backlighting that supports low vision accessibility.

Some models support optional Printer Status and Alerts software, which presents printer alerts and job status to the host PC, that is accessible by individuals who are blind and using screen reader assistive technology.

HP Handhelds: easy-to-use controls and accessories

HP Handheld products support Pocket PC accessibility features.
Buttons and controls are tactilely discernible. The power button is differentiated by position. Buttons have associated icon labels printed in high contrast that improves accessibility for low- vision users. Optional keyboards provide an alternative to touch screen input.

Assistive Technology Vendors

HP collaborates with assistive technology vendors, assisting them with development of their solutions on HP technology. Examples of these solutions include:

- **Ai Squared** (US): ZoomText screen reader for desktop and notebook PCs
- **Code Factory** (Spain): Mobile Speak Pocket; screen reader for HP iPAQ Pocket PCs
- **Dolphin Computer Access** (UK): Hal screen reader, Pocket Hal screen reader for HP iPAQ Pocket PC, SuperNova screen reader and magnifier, products for people with visual impairments
- **DynaVox Technologies** (US): Palmtop2G™; HP iPAQ-based augmentative and alternative communication device (AAC)
- **EnableMart**™ (US): All-Access Workstation; to people with a wide range of abilities and needs
- **Freedom Scientific**® Inc. (US): JAWS® screen reader, MAGic® screen magnifier, for individuals who are deaf and blind
- **GW Micro** (US): Window-Eyes screen reader
- **HiSoftware** (US): AccMonitor™ manages corporate and regulatory standards for Web site content and quality
- **HumanWare**™ (Canada): Maestro Pocket PC and Trekker™ GPS orientation system for people who are blind
- **Keybowl**®, Inc. (US): orbiTouch; keyless ergonomic keyboard
- **Kurzweil Educational Systems** (US): Kurzweil 1000/3000 scanning solutions for people with visual impairments and learning disabilities
- **Madentec Limited** (Canada): Tracker® head-pointing devices
- Matias™ Corporation (Canada): Half Keyboard™ and 508 Keyboard; compact and full-size keyboards that enable one-handed touch typing
- **One Write Company** (US): Cyrano Communicator; an HP iPAQ-based augmentative communication device designed to aid individuals with speech-impairments to communicate.
- **Peacock Communications, Inc.** (US): COMMplements™; HP iPAQ-based communication devices that can provide text and image data in a variety of settings for those with hearing loss or vision loss.
- **Turning Point Therapy & Technology** (US): Keyguards; reduce frustration and increase speed by increasing accuracy of typing when limited by fine motor accuracy or muscle fatigue.
- **ViewPlus**® **Technologies** (US): Emprint™, a haptic color Braille printer that combines HP color Inkjet printing and Tiger® Pro Ink Attachment, transforms the ViewPlus Pro to an embossing Braille printer.

Visit www.hp.com/accessibility for a full list of assistive technology vendors.

*Listings on this page do not imply endorsement by HP. HP assumes no responsibility for information or contacts resulting from your use of this information.

Frequently asked questions

Q. What is the HP commitment to accessibility?
A. HP is committed to improving the accessibility of our products, services, and information to our customers, partners, and employees with disabilities and age-related impairments.

Q. Is the HP website accessible?
A. HP.com uses a standard, enterprise-wide approach to web accessibility, incorporating accessibility guidelines into web development projects. HP Web Standards are comprised of the US government standards: Section 508 of the Rehabilitation Act, and industry standards: World Wide Web Consortium (W3C) Web Content Accessibility Guidelines (WCAG 1.0) priority levels 1 and 2.

Q. How is HP customer service accessible?
A. HP customer service and technical support representatives are trained to better serve customers with disabilities and age-related impairments. Customers using TTY can access the HP Communication Assistant Team Monday through Friday, 6 a.m. to 3 p.m. Pacific Time (excluding holidays), by dialing 1-877-656-7058 in the U.S. To reach the Communication Assistant Team by voice, call 1-888-259-5707 or contact HP on the web at www.hp.com/accessibility

Q. What HP products are accessible?
A. For more information on HP product accessibility features, visit the HP Accessibility Program website at: www.hp.com/accessibility.

Q. What assistive technologies are compatible with HP products?
A. HP products are tested for compatibility with industry-leading assistive technology (AT) products. Additionally, HP works with industry leaders in assistive technology vendors develop solutions for people with disabilities or age-related limitations. You can find a list of specific AT products tested with HP products and examples of how our customers are using HP products with assistive technologies at www.hp.com/accessibility.

Q. Do HP accessibility efforts extend worldwide?

A. Accessibility to information technology for persons with disabilities and the elderly is a worldwide opportunity. Many countries across Europe and Asia, and around the world, are adopting requirements for accessible information and technology. HP recognizes the global need for accessibility. As a result we support accessible products, services, programs, and information worldwide. HP was a founding member of Business & Disability: A European Network, focusing on accessibility, eAccessibility, and employment.
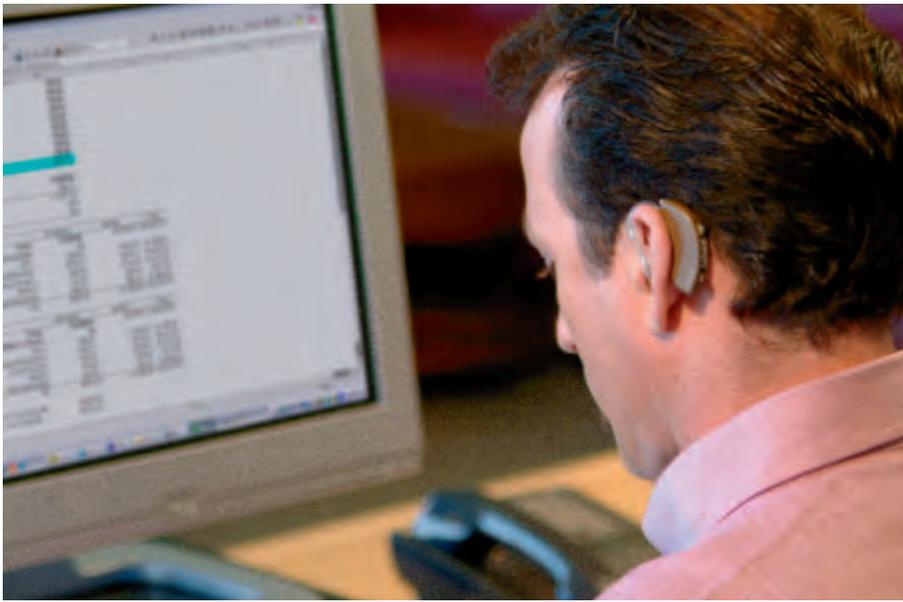
Other support information

Alternate formats

This brochure is available in alternate formats that can be read by a screen reader at www.hp.com/accessibility.

General accessibility information

For more information about HP's commitment to accessibility, product features, and resources about technology accessibility, visit www.hp.com/accessibility.

Government customers can also find more information about the HP accessibility program at www.government.hp.com/accessibility.asp.

HP Customer Support

HP Customer Support has a dedicated line to assist customers with inquiries regarding product accessibility: 1-888-259-5707. Customers using TTY can access HP Customer Support Monday through Friday, 6 a.m. to 3 p.m. Pacific Time (excluding holidays) at 1-877-656-7058.

Web accessibility

HP has integrated Web accessibility standards into the hp.com website. In 2003 and 2004, HP was recognized as a leader in Web accessibility when it received "Non-visual Accessibility Web Application Certification" from the National Federation of the Blind (NFB), the nation's largest consumer and advocacy membership organization of blind persons. More information can be found at: www.hp.com/hpinfo/abouthp/accessibility/webaccessibility.

Product accessibility database (VPATs)

HP documents the accessibility features of our products using the Voluntary Product Accessibility Template (VPAT). The VPAT is an industry standard template used to report how HP products conform to Section 508 (US) Accessibility Standards. Government customers can search online for VPATs and accessibility information on HP products at www.hp.com/accessibility.
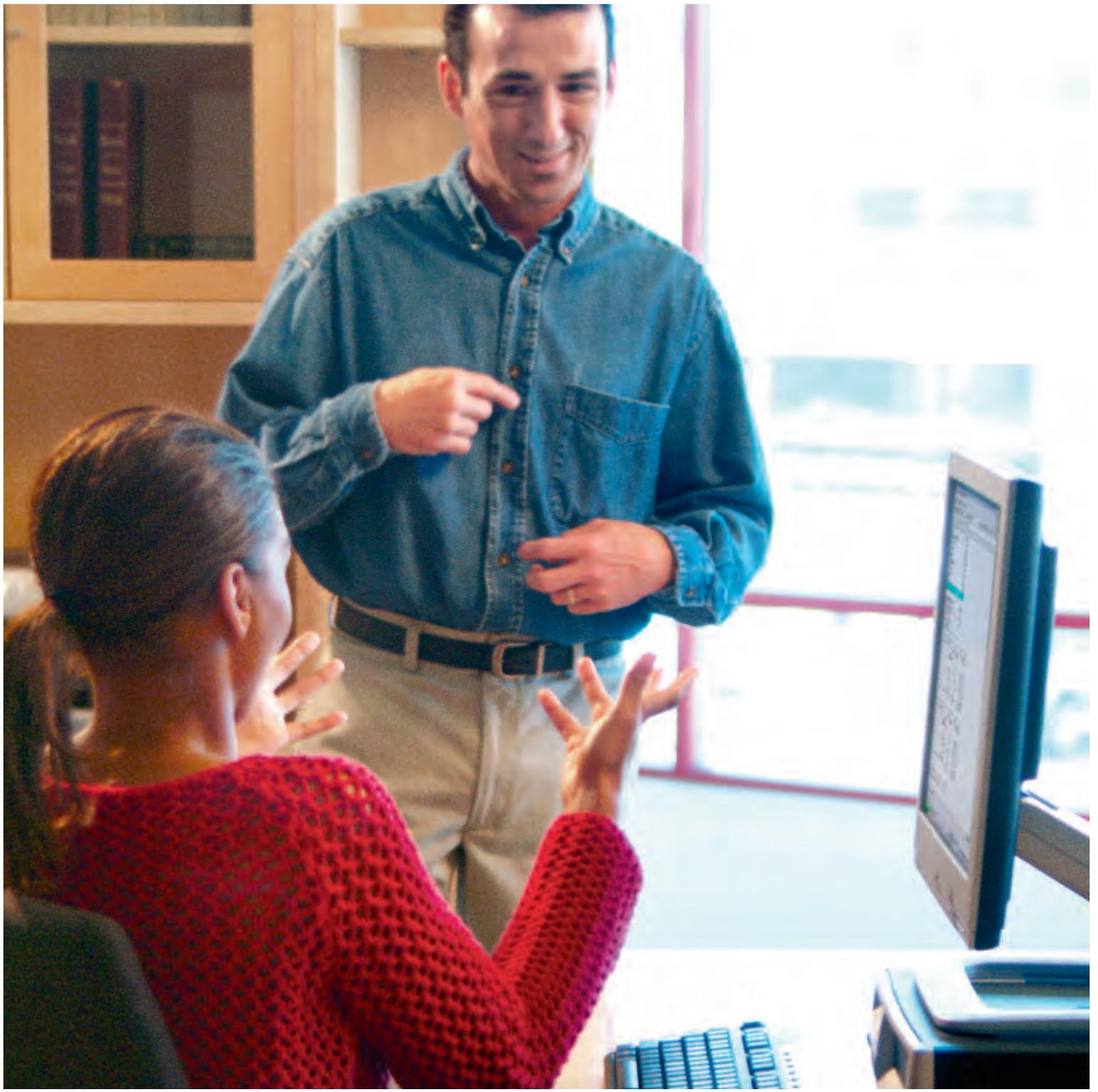
To learn more, visit www.hp.com/accessibility