![Microsoft]

Microsoft American Sign Language (ASL) Support FAQ

How much does the videophone cost and can I get one?
People who are deaf or hard of hearing can work with companies such as Sorenson or Purple to apply for a device free of charge. You can visit Sorenson or Purple for more information.

What happens when I call this number from a non-videophone device such as Skype or FaceTime?
Your call will be routed to a video relay service (VRS) through the provider, Sorenson. The VRS service will have an interpreter relay your questions to the ASL agent at Microsoft and then the VRS interpreter will relay our agent's answers back to you.

What is the market size of ASL video calls?
There were 125 million video-assisted ASL minutes used last year.

What types of questions do customers with hearing impairments contact us about?
Customers with hearing impairments call us with a variety of technical questions on Windows and/or Office. They may call regarding a video that does not have captioning, for example.

What other companies offer this kind of support?
At this time we are aware of ASL support being offered by the Federal Communications Commission (FCC) and Verizon.

Does the videophone connection allow remote access to the customer's computer directly?
When needed, our ASL agents can connect to a customer's computer through the LogMeIn software that Microsoft currently uses. This connection needs to be made through a PC and cannot be achieved through the videophone device itself.

Do these agents support other lines of business/support channels?
No, not at this time.

Are there plans to support other global sign languages?
While there is nothing in the planning stages at this time, the Disability Answer Desk is always looking to expand as appropriate.

I want to promote this. What can I do?
For now, you can share this information with family and friends who can benefit from the service. The Disability Answer Desk team is working on a PR announcement soon, please contact us and we'll see how you can assist.

Do you have an overview of the ASL support offering and why we are doing it?
You can review a video regarding the ASL support option here.

Disability Answer Desk General FAQ

What is the Disability Answer Desk?
The Disability Answer Desk is a service focused on supporting customers with disabilities and answering questions regarding accessibility and assistive technologies such as screen readers, magnifiers and speech recognition software. The Disability Answer Desk Agents are trained in both Windows and Office, along with special training in many of the assistive technologies that our customers use.

How can I connect with the Disability Answer Desk?
The Disability Answer Desk is currently available in English and American Sign Language. English support is available via phone and chat in 11 countries. The American Sign Language (ASL) option is available in US hours during the initial pilot phase. Contact information, including ASL Videophone number, for the Disability Answer Desk, can be found on the Disability Answer Desk Contact Us page.

How much does it cost?
Currently the Disability Answer Desk service is free of charge to customers with disabilities or those needing assistance with questions about the accessibility of Microsoft Office and Windows.

What products do these agents specialize in?
The Disability Answer Desk and ASL Agents specialize in Microsoft Windows and Office, from Windows Vista to Windows 7 and Office 2007 to Office 2013. They can also assist with web browsing on the Windows platform.

Are there plans to expand to other languages?
We are always listening to customer needs and feedback as to how we can improve our service. For example, we expanded from 4 countries to 11 since July 2014. In addition, the recent addition of American Sign Language to our service, shows that the Disability Answer Desk is a growing and expanding service.

How can I provide feedback about my experience with the Disability Answer Desk?
After closure of an issue with us, you can take part in our survey process to provide feedback about the service and your experience.

How can I provide feedback about the accessibility of Microsoft Products?
You can provide feedback any time by using our online feedback form.