

# Poly Accessibility Conformance Report

## VPAT® Version 2.4, Revised Section 508 and WCAG Editions

**Name of product:** Sync 10

**Version(s):** Rev A

**Publish date(s):** 03/2023

**Product description:** Sync 10 is a USB speakerphone for 1-2 people intended for the flexible worker. The primary use case for this solution is for telephony grade calls and music.

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**Notes:**

**Evaluation methods used:** Tested product and consulted with product management and engineering on functionality.

### Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

The terms used in the conformance level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product. If the criterion does not apply, explain why. If an accessible alternative is used, describe it.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.x Level AAA.

## Web Content Accessibility Guidelines (WCAG 2.x)

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 6 – 602.3 Electronic Support Documentation

**Note:** When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

### Table 1: Success Criteria, Level A

**Notes:** Product is hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Alt-text or adjacent text for most images. Electronic Docs: Alt-text or adjacent text for most images.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs:
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: No audio in documentation.
<a href="#">2.1.1 Keyboard</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: The search element in the header can only be exited using a mouse to click the Close button or by navigating to the corporate logo to go back to the home page.</p> <p>Electronic Docs:</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No time limits to accessing content.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos.</p> <p>Electronic Docs: No dynamic content in documentation.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No dynamic content in documentation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Web pages don't require multipoint gestures.</p> <p>Electronic Docs: Electronic content doesn't require multipoint gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Some web pages include a programmatic name for labeled elements.</p> <p>Electronic Docs: Electronic docs don't have programmable elements that require labels.</p>
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Web pages don't require motion to use.</p> <p>Electronic Docs: Electronic content doesn't require motion to use.</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p> <p>Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Electronic Docs:</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Not Applicable	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Electronic docs use standard controls.

**Table 2: Success Criteria, Level AA**

**Notes:** Product is hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Web content doesn't include live or streaming content.</p> <p>Electronic Docs: Electronic documentation doesn't provide live or streaming content.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only and do not have an audio description available.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs: Electronic documentation not in HTML format.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color contrast ratio requirements (images may be contingent on product UI itself being compliant).</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.4.5 Images of Text</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. Setup sheets also contain images of localized text, but the English equivalents are live text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Partially Supports	Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option. Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs:
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs) – Does not apply to non-web docs		
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs:
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	Electronic Docs: Supports	Electronic Docs:
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No legal, financial, or data transactions in documentation.</p>
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Website doesn't provide status messages.</p> <p>Electronic Docs: Electronic documentation not in HTML format.</p>

**Table 3: Success Criteria, Level AAA**

**Notes:** Not evaluated. Level AAA does not apply.

# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

### Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Provides audio indication and LED indication when the various buttons are pressed to indicate status, but operational buttons don't provide any tactile feedback.
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Not applicable	Product is a speakerphone where the primary function requires some hearing.
302.5 With Limited Hearing	Supports	Provide audio indication and LED indication when the various buttons are pressed to indicate status.
302.6 Without Speech	Supports	Users can use the speakerphone without the microphone as an audio listening device.
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: [Hardware](#)

### Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Product is not a closed functionality system.

Criteria	Conformance Level	Remarks and Explanations
402.2.2 Transactional Outputs	Not Applicable	Product is not a closed functionality system.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Product is not a closed functionality system.
402.2.4 User Control	Not Applicable	Product is not a closed functionality system.
402.2.5 Braille Instructions	Not Applicable	Product is not a closed functionality system.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Product is not a closed functionality system.
402.3.2 Non-private Listening	Not Applicable	Product is not a closed functionality system.
402.4 Characters on Display Screens	Not Applicable	Product is not a closed functionality system.
402.5 Characters on Variable Message Signs	Not Applicable	Product is not a closed functionality system.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not part of the design (no ID or biometric control).
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Industry standard connections or converters are provided.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
407.3.1 Tactilely Discernible	Does Not Support	The buttons on Sync 10 are all touch sensor buttons, and they have no bumps or bars to orient the user to the control locations.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no keypad).
407.3.3 Numeric Keys	Not Applicable	Not part of the design (no keypad).
407.4 Key Repeat	Not Applicable	Not part of the design (no keypad).
407.5 Timed Response	Not Applicable	Not part of the design (no critical timing).
407.6 Operation	Supports	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Headset is not stationary
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Headset is not stationary
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Headset is not stationary
407.8.2 Side Reach	Not Applicable	Headset is not stationary
407.8.2.1 Unobstructed Side Reach	Not Applicable	Headset is not stationary
407.8.2.2 Obstructed Side Reach	Not Applicable	Headset is not stationary
407.8.3 Forward Reach	Not Applicable	Headset is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Headset is not stationary
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not part of the design (no screen).
408.3 Flashing	Supports	

Criteria	Conformance Level	Remarks and Explanations
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not applicable	Not part of the design
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	Not part of the design
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not applicable	Not part of the design
412.3.2 Wireline Handsets	Not applicable	Not part of the design
412.4 Digital Encoding of Speech	Not applicable	Not part of the design
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Not Applicable	Not part of the design (No ID).
412.7 Video Communication	Not Applicable	Not part of the design (No video).
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not part of the design (TTY).
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not part of the design (TTY).
412.8.3 Signal Compatibility	Not Applicable	Not part of the design (TTY).



Criteria	Conformance Level	Remarks and Explanations
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not part of the design (No TTY or messaging systems).
<a href="#"><u>413 Closed Caption Processing Technologies</u></a>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not part of the design (no screen).
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not part of the design (no screen).
<a href="#"><u>414 Audio Description Processing Technologies</u></a>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not part of the design (no tuner).
414.1.2 Other ICT	Not Applicable	Not part of the design (no audio description).
<a href="#"><u>415 User Controls for Captions and Audio Descriptions</u></a>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not part of the design (no caption control).
415.1.2 Audio Description Controls	Not Applicable	Not part of the design (no audio description).

## Chapter 5: [Software](#)

**Notes:** Product is hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

## Chapter 6: [Support Documentation and Services](#)

**Notes:**

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<a href="#"><u>602 Support Documentation</u></a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially supports	Product documentation may not be Section 508 fully conformant. Information on accessible features can be provided upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially supports	Most product documentation is available in a screen reader format. Other formats may be made available on request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Self-support site and corporate website implements AudioEye, a third-party AT option. Poly provides information on the required topics upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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