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Date: 8/24/2017

Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of **Polycom RealAccess Analytics** against the criteria described in Section 508 of the United States Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). The template format is intended to permit easy evaluation of conformance to Section 508

Name of Product: Polycom RealAccess Analytics

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Note: This document describes normal operational functionality. It does not include maintenance and troubleshooting procedures.

SUMMARY TABLE

VOLUNTARY PRODUCT ACCESSIBILITY SUMMARY

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Section 1194.25 Self-Contained, Closed Products	Not applicable	
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Section 1194.21 Software Applications and Operating Systems

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	All functions are accessible and executables using tab and arrow keys
(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	Polycom RealAccess Analytics interacts with Polycom DMA and Polycom RPRM. Restful API are public and very well documented by Polycom for both RPRM and DMA products and is available to the product developer.
(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.	Supports with Exceptions	UI tabs are highlighted when selected. The focus is not available to assistive technologies.
(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.	Supports with Exceptions	Screen reader of similar assistive technology is not supported except where tooltips are provided.
(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	All controls are identified by text
(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.	Not Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	User selected color and contrasts settings are not affected
(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	Animation is limited to progress bars where service portals shows the corresponding static text.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a	Supported	All information, even when presented graphically are also

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response, or distinguishing a visual element.		presented by a text.
(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.	Not applicable	Service Portal does not include color setting adjustment. This is a function of the devices being used to access the portal.
(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.	Not applicable	Flashing or Blinking text or objects are not used.
(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.	Not applicable	Screen reader or any such application is not supported

Section 1194.22 Web-based Internet information and applications

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).	Not applicable	Almost all elements are text elements
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	No multimedia presentations with Service Portal Console
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not applicable	All information is conveyed in text. Color and contrast of the web page are high contrast and cannot be changed.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Supported	Only screen magnification is retained – all other settings are defined by Service Portal.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	
(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	Column headers are clearly identified for data tables.
(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.	Not applicable	Data tables with two or more logical levels for row or column are not used
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	Frames are not used
(j) Pages shall be designed to avoid causing the screen	Not applicable	Flashing or blinking text or objects

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to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		are not used
(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	Pages are text only
(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.	Not 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	No plug-in are required
(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.	Not Supported	Very limited use of forms within Service Portal.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not applicable	There is not "skip" navigation mechanism on user portal.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	Timed Responses are not used

**Section 1194.23 Telecommunications Products
RealAccess Analytics is not a telecommunication product**

**Section 1194.24 Video and Multi-media Products
RealAccess Analytics is not a Video and Multi-media Products**

**Section 1194.25 Self-Contained, Closed Products
RealAccess Analytics is not a Self-Contained, Closed Products**

**Section 1194.26 Desktop and Portable Computers
RealAccess Analytics is not Desktop and Portable Computers**

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be	Not supported	

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provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.		
(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 by equivalent facilitation	The user portal is accessed via the user's computer and can be used with screen magnifier and other assistive technology present on the computer.
(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	The user portal does not require user hearing
(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.	Not applicable	Audio information is not important for user of the user portal.
(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	Service portal does not require the use of speech.
(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 with Exceptions	Service Portal allows use of Tab and Key navigation as an alternative to using a mouse.

Section 1194.41 Information, documentation, and support.

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.	Supports	Product documentation will be made available in a screen readable format. Other formats may be made available on request. Contact accessibility@polycom.com
(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.	Supports	Product documentation will be made available in a screen readable format. Other formats may be made available on request. Contact accessibility@polycom.com
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is primarily provided by audio, email (text) or video.

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