Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: Poly Trio 8500 IP Conference Phone and Poly Trio 8800 IP Conference Phone.

Version(s): Revision G

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Product description: The Poly Trio 8500 Conference Phone is equipped with enhanced Polycom HD Voice™ capability, 14-foot microphone range, and patented Polycom NoiseBlock™ technology, which makes it perfect for small and midsized rooms.

The Poly Trio 8800 Conference Phone is a super-smart conference phone has a great sense of space. With its 6 m/20 ft of pickup, legendary voice quality and NoiseBlock technology, it makes sure the flow of ideas is uninterrupted. Meetings are launched in seconds with a single touch. And video conferencing and content sharing can be easily added, ensuring future-proof flexibility. Wi-Fi, USB and Bluetooth are built in-so feel free to BYOD.

Contact information (email): cvaa.vpat.support@poly.com

Notes: For the accessibility of the integrated software, see the appropriate UCS VPAT report used for the Trio Phones

Evaluation methods used: *This document uses the accessibility criteria described in the Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018.*

We performed user validation through traditional human factors testing on the preceding product model Polycom Trio 8500 and Polycom Trio 8800 and obtained positive user feedback. Although we're leveraging these human factors testing for the Polycom Trio 8500 product and Polycom Trio 8800, this testing didn't specifically include participants with disabilities. This is because the Polycom Trio 8500 and Polycom Trio 8800 product were developed before the official merger of Plantronics and Polycom (July 2018), which is the trigger point for the CVAA deliverable for products such as the Polycom Trio 8500 and Polycom Trio 8800. We're taking steps to improve our test subject pool and include people with disabilities in our user validation testing for this product. However, the ongoing Covid-19 pandemic has presented significant challenges to locate and adequately test this target audience due to safety concerns. In addition, company policy requires that our employees refrain from meeting in-person for any activity unless deemed critical, and with safety precautions met. We're continuing to work safely and creatively within Covid-19 restrictions to address the CVAA requirement

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018	(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.

Accessibility Summary Table

Section	Criteria	Reviewed	Applicable	Supported
Chapter 3: Functional Performance Criteria				
301	General	Yes	Yes	Partially
302	Functional Performance Criteria	Yes	Yes	Partially
Chapter 4: Hardware				
401	General	Yes	Yes	
402	Closed Functionality	Yes	No	
403	Biometrics	Yes	No	

Section	Criteria	Reviewed	Applicable	Supported
404	Preservation of Accessibility Information	Yes	Yes	Yes
405	Privacy	Yes	Yes	Yes
406	Standard Connections	Yes	Yes	Yes
407	Operable Parts	Yes	Yes	Partially
408	Display Screens	Yes	Yes	Yes
409	Status Indicators	Yes	Yes	Partially
410	Color Coding	Yes	Yes	Partially
411	Audible Signals	Yes	Yes	Partially
412	ICT with Two-Way Voice Communication	Yes	Yes	Partially
413	Closed Caption Processing Technologies	Yes	No	
414	Audio Description Technologies	Yes	No	
415	User Control for Captions and Audio Descriptions	Yes	No	
Chapter 5: Software				
501	General	Yes	No	
502	Interoperability with Assistive Technology	Yes	No	
503	Applications	Yes	No	
504	Authoring Tools	Yes	No	
Chapter 6: Support Documentation and Services				
601	General	Yes	Yes	Yes
602	Support Documentation	Yes	Yes	Yes
603	Support Services	Yes	Yes	Yes
User Experience / User Design				
Were Poly's User eXperience (UX) or Industrial Design (ID) teams consulted during the specification and development of this product or product upgrade? Yes or No in the Reviewed column only. If you answer "No", you must include the justifications on why it wasn't reviewed. UX must consult with people with disabilities to understand their needs and improve accessibility for our products in accordance with CVAA requirements.	No		

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
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Does not Supports	Web: Alt-text or adjacent text for most images. Electronic Docs: No alt-text or adjacent text for images.
1.2.1 Audio-only and Video-only (Prerecorded) (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: Videos on corporate website are decorative only. Electronic Docs: Electronic Docs: No audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No video content on documentation.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Support	Web: Videos on corporate website are decorative only. Electronic Docs: No video content on documentation.
1.3.1 Info and Relationships (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:
1.3.2 Meaningful Sequence (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:
1.3.3 Sensory Characteristics (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:
1.4.1 Use of Color (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:

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports	Web: No auto-played audio on web pages. Electronic Docs:
2.1.1 Keyboard (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: 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: Written documentation fully supports. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.
2.1.2 No Keyboard Trap (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: 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. Electronic Docs: Written documentation fully supports. For video documentation, users can launch the audio for videos using the keyboard, but the video player only launches the full BrightCove player when the user clicks on the thumbnail using a mouse.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Website doesn't provide content that natively involves keyboard shortcuts. Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.
2.2.1 Timing Adjustable (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:

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Supports	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs:
2.3.1 Three Flashes or Below Threshold (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:
2.4.1 Bypass Blocks (Level A) 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:
2.4.2 Page Titled (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: Most web pages include a title Electronic Docs:
2.4.3 Focus Order (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:

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (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:
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.
3.1.1 Language of Page (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:
3.2.1 On Focus (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: 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. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (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:
3.3.1 Error Identification (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:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.
4.1.1 Parsing (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:
4.1.2 Name, Role, Value (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: 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
1.2.4 Captions (Live) (Level AA) 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: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Not applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: Videos on corporate website are decorative only.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields.
1.4.3 Contrast (Minimum) (Level AA) 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: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color

Criteria	Conformance Level	Remarks and Explanations
		contrast ratio requirements (images may be contingent on product UI itself being compliant). Video documentation captions are white text on a black background overlay.
1.4.4 Resize text (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:
1.4.5 Images of Text (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: Some page elements are images of text instead of live text. 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. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to:	Web: Does Not Support Electronic Docs: Does Not Support	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.
2.4.5 Multiple Ways (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:
2.4.6 Headings and Labels (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:
2.4.7 Focus Visible (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:
3.1.2 Language of Parts (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.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
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		
3.2.4 Consistent Identification (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:
3.3.3 Error Suggestion (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:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation doesn't provide status messages.

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: [Any notes that apply to this conformance level]

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Trio 8500 and Trio 8800 can be used as an audio speakerphone accessory adhering to the USB human interface device class (USB HID class) specification when connected to a personal computer (PC) running a communications application, like the Microsoft Skype for Business desktop client, that been tested for screen reader compatibilities. Trio provides an audible indication of incoming calls, although audible caller ID is not provided. Exception: navigating menus for advanced controls and administrative functions is not conducive for blind users. (However standard call functionality is). The product can also be operated and controlled using an optional (user supplied) external physical keyboard and mouse via its USB Type A port.
302.2 With Limited Vision	Supports	Information can be provided via audio communication. Supported: • Trio 8500 and Trio 8800 provide an audible indication of incoming calls, although audible caller ID is not provided. • 5" high-resolution color screen with adjustable brightness. • Acoustic feedback for touch interactions including 'keyboard clicks', volume up/down and mute/un-mute. • Status indicators for system status (including in call, mute, unmute) are clearly visible from any viewing angle (360 degree).

Criteria	Conformance Level	Remarks and Explanations
		• Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible.
302.3 Without Perception of Color	Partially Supports	All colored icons on keys are supported by universally recognized symbols. Number and Volume controls are provided in high contrast white on black background. Display contrast can be adjusted over a wide range. The mute button will show up as red when it is muted and when the device is turned on or is in a connected call, the mute button will show up as green, however there are no audio prompts to differentiate the colors.
302.4 Without Hearing	Supports	The system can be operated without the need for hearing. When in a video call, deaf users may communicate visually, in real time (i.e. via sign language). Closed captioning may also be received within video calls when embedded in the receiving video stream. Information can also be communicated via text through use of content/data sharing functions or via Instant Messaging (IM) through an attached PC for those who require it. Visual feedback and indications of user interactions. Visual alerts are displayed on an integrated 5" high-resolution LCD screen or on an external customer supplied monitor using one of the following Polycom accessories with HDMI interface: the Polycom Trio Visual+ accessory or, the Polycom Trio VisualPro accessory, or the Polycom RealPresence Group Series 310/500 (GS 31/500) operating in 'Trio Pairing' mode as an accessory.
302.5 With Limited Hearing	Supports	As a loud speaking conference phone Trio 8500 offers more than 20dB of receive gain. This may be enhanced further by connection of external amplification via Bluetooth or LAN. An optional external loudspeaker system may be used when connected via the HDMI or Aux Audio

Criteria	Conformance Level	Remarks and Explanations
		port of the optional Polycom Trio Visual+, Trio VisualPro or GS 310/500 (in 'Trio Pairing' mode) accessory.
302.6 Without Speech	Supports	The device can be controlled and operated without the use of speech and offers video, closed captioning and use of IM as described above.
302.7 With Limited Manipulation	Supports	Physical operation does not require fine motor control or simultaneous actions. Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible.
302.8 With Limited Reach and Strength	Supports	Trio 8500 is portable and can be moved to a position where limited reach will not be a restriction The product features a 5" high-resolution, capacitive touch display based control user interface as well as dedicated volume control touch buttons (volume up/down and mute) requires minimal strength to operate. The product can also be operated and controlled using an optional (user supplied) external physical keyboard and mouse.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Operation is intuitive using industry standard symbols and text.

Chapter 4: Hardware

Notes: [Any notes that apply to this conformance level]
For information on this section, view the following US Access Board webinar: https://www.accessibilityonline.org/cioc-508/archives/110614

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
402.2.1 Information Displayed On-Screen	Not applicable	These are not closed functionality systems.
402.2.2 Transactional Outputs	Not applicable	These are not closed functionality systems.
402.2.3 Speech Delivery Type and Coordination	Not applicable	These are not closed functionality systems.
402.2.4 User Control	Not applicable	These are not closed functionality systems.
402.2.5 Braille Instructions	Not applicable	These are not closed functionality systems.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not applicable	These are not closed functionality systems.
402.3.2 Non-private Listening	Not applicable	These are not closed functionality systems.
402.4 Characters on Display Screens	Not applicable	These are not closed functionality systems.
402.5 Characters on Variable Message Signs	Not applicable	These are not closed functionality systems.
403 Biometrics	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).
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	Trio 8500 and Trio 8800 use industry-standard codes, translation protocols, or formats.
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	Trio 8500 and Trio 8800 are Video Conference Phones
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Trio 8500 and Trio 8800 use standard LAN connections and protocols. Additionally their Bluetooth, USB and WLAN interfaces use standard protocols and profiles.
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Keys and controls are designed to visually contrast from the background. Characters are high contrast white on black or black on white.

Criteria	Conformance Level	Remarks and Explanations
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Trio 8500 and Trio 8800 offer a touch screen which does not offer tactile discernability. Trio can be controlled by the user from a keypad and mouse connected from a personal computer (PC) or directly to Trio.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Supports	
407.4 Key Repeat	Not Applicable	No keyboard in product.
407.5 Timed Response	Not Supported	Trio 8500 and Trio 8800 provide a long period before timing out. However it does not alert the user before reverting to the home screen.
407.6 Operation	Supports	Trio 8500 and Trio 8800 can be easily operated using one hand and/or limited force.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Trio is a Video Conference phone
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Product is not stationary
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not stationary
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not stationary
407.8.2 Side Reach	Not Applicable	Product is not stationary
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not stationary
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not stationary
407.8.3 Forward Reach	Not Applicable	Product is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Trio 8500 and Trio 8800 are portable products and may be moved to enable improved viewing.

Criteria	Conformance Level	Remarks and Explanations
408.3 Flashing	Supports	Flashing meets recognized safe rates for the frequency of flashing
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	Status indicators are discernable visually, and by sound.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	All color coded items are supported by text and use of industry standard icons.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Partially Supports	Audible signals or cues are not used as the only means of conveying information and actions are supported by visual indication.
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Supports	Trio is a handsfree conference phone. Gain exceeds 20dB and may be further enhanced. – see 302.5.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Supports	
412.3.2 Wireline Handsets	Not Applicable	Not a handset product
412.4 Digital Encoding of Speech	Supports	Support wideband speech.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Partially Supports	Caller ID is provided on a visual display, but not audibly.
412.7 Video Communication	Supports	When used with the optional Trio Visual+, Trio VisualPro or GS 310/500 (in 'Trio Pairing' mode), the video quality of the Trio systems is

Criteria	Conformance Level	Remarks and Explanations
		sufficient to support communication using sign language.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	Trio 8500 and Trio 8800 may be used in conjunction with an Analogue Terminal Adaptor (ATA) to permit connection of TTY alongside with the Trio 8500/ Trio 8800 based connection. The ATA may be connected to a separate network port (not included on Trio 8500) to access the network and establish its own connection independent of the Trio system. When used with the optional Trio Visual+, Trio VisualPro or GS 310/500 (in 'Trio Pairing' mode) for video communication, closed captioning may be received when embedded in the receiving video stream. Information can also be communicated via text through use of content/data sharing functions or via Instant Messaging (IM) through an attached PC.
412.8.2 Voice and Hearing Carry Over	Supports	Microphone can be turned on and off.
412.8.3 Signal Compatibility	Supports	Trio 8500 and Trio 8800 will not interfere with the operation of TTY connected via ATA. ICT supports all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Trio 8500 and Trio 8800 are compatible with caller identifications (ID) systems but is not a caller ID or IVR system.
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	When used with the optional Trio Visual+, Trio VisualPro or GS 310/500 (in 'Trio Pairing' mode) for video communication, closed captioning may be received and displayed when embedded in the receiving video stream.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Does not support

Criteria	Conformance Level	Remarks and Explanations
414 Audio Description Processing Technologies	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).
415 User Controls for Captions and Audio Descriptions	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: [Any notes that apply to this conformance level]

Legacy Polycom products and Poly products hosted on the Poly Online Support Center (the Polycom Support site) or at the Polycom Documentation Library (PDL).

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	_Poly Trio Solution User Guide_, _Polycom Trio Solution with Skype for Business User Guide_, and _Poly Trio 8500 Setup Sheet_ and _Poly Trio 8800 Setup Sheet_ contain sections specific to accessibility information for users with disabilities.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made

Criteria	Conformance Level	Remarks and Explanations
		available on request. Contact accessibility@poly.com.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Poly provides information on the required topics upon request. Contact accessibility@poly.com.
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 accessibility@poly.com.

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