

# Poly Accessibility Conformance Report

## VPAT<sup>®</sup> Version 2.4, Revised Section 508 and WCAG Editions

**Name of product:** Poly TC8/TC10 Touch Controller software

**Version(s):** POLYOS 3.13.0 or above

**Publish date(s):** October 2022

**Product description:** Software for 8"/10" touch control for use with a Poly video endpoint (codec)

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

This product is a peripheral device for a larger video conferencing hardware system with several options for control, therefore this product provides an alternative interface for users with mobility or cognitive disabilities.

This product is one of several options to control a Poly video conferencing system:

- Bluetooth remote control provides tactile buttons for operating video conferencing system.
- Poly Touch Controller products provide touchscreen controls for operating video conferencing system.
- User-provided touch display provides alternative option for Poly Touch Controller touch interface.
- User-provided mouse provides control for operating video conferencing system.
- User-provided keyboard provides control for operating video conferencing system.
- System web interface for the video conferencing system provides control for basic video call features. The product is a closed functionality system. Users cannot attach assistive technology to the device and there is no user agent available in the software.

If running a third-party application on the Poly Touch Controller hardware, only camera controls, environmental controls, and Device Mode are available on the device. Other functionality may be available on the Poly Touch Controller that users and administrators can also do via a regular web browser.

## Evaluation methods used:

Product manager, development engineering, and user design engineering manually tested software and hardware functionality with consultation of internal accessibility team. Color contrast checker was used to verify color contrast. Poly DQE and Product Manager (with input from technical and accessibility teams) reviewed the product hardware and provided manual and automatic testing where appropriate and achievable. We're taking steps to improve our test subject pool and include people with disabilities in our user validation testing for this product. However, because development of this product was done during the Covid-19 pandemic, it has presented significant challenges to locate and adequately test this target audience due to safety concerns. In addition, company policy required that our employees refrained from meeting in-person for any activity unless deemed critical, and with safety precautions met. These restrictions have eased, but there are still lingering concerns about in-person testing activities. 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<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 5 – 501.1 Scope, 504.2 Content Creation or Editing

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

“Web” applies to corporate website, whereas “Software” applies to embedded software or system web interface, as applicable.

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: Supports Software: Does Not Support	Web: Alt-text or adjacent text for most images. Electronic Docs: Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</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 Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio-only or video-only content. Software: No audio-only or video-only content.
<a href="#">1.2.2 Captions (Prerecorded)</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: Supports Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Software: No audio-only or video-only content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: Revised Section 508	Web: Not Applicable Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.
<a href="#">1.3.1 Info and Relationships</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 Software: Partially Supports	Web: Electronic Docs: Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.
<a href="#">1.3.2 Meaningful Sequence</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 Software: Supports	Web: Electronic Docs: Software:
<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 Software: Supports	Web: Electronic Docs: Software:
<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 Software: 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: Software:
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Supports Software: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: Product does have a speaker, but it's used only for ultrasonic device control.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<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: Partially Supports Software: Does Not Support	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 HTML publishing site provides status/toaster messages that can't be accessed or dismissed using a keyboard. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions. Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and alternative control options exist for this criterion.
<a href="#">2.1.2 No Keyboard Trap</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 Software: Not Applicable	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. Software: Product is not designed to allow for keyboard control of the software.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Website doesn't provide content that natively involves keyboard shortcuts. Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts. Software: Product is not designed to allow for keyboard control of the software.

Criteria	Conformance Level	Remarks and Explanations
<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: Supports</p> <p>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.</p> <p>Software: This product is a touchscreen interface for video conferencing hardware systems. All configuration that requires time limits is controlled by the video conferencing software instead of this product.</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: Supports</p> <p>Software: Supports</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: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.</p> <p>Software: The loading screen and software update screens show in-progress animations. These activities are considered essential, since interaction can't occur with these screens for all users, and not indicating progress could confuse users or cause them to think that content was frozen or broken.</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: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Product is non-web software.</p>

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		
<a href="#">2.4.2 Page Titled</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 Software: Partially Supports	Web: Most web pages include a title Electronic Docs: Software: Most screens have titles.
<a href="#">2.4.3 Focus Order</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 Software: Not Applicable	Web: Electronic Docs: Software: Product is not designed to allow for keyboard control of the software.
<a href="#">2.4.4 Link Purpose (In Context)</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 Software: Not Applicable	Web: Electronic Docs: Software: There are no links in the product user interface.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software: Controller menu for Device Mode page requires a swipe gesture from the right of the product screen. You can only control these features in Device Mode from the menu.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Software: Supports	Software:
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Does Not Support	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software: Orientation is locked in landscape, no motion actuation.
<a href="#">3.1.1 Language of Page</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 Software: Supports	Web: Electronic Docs: Software:
<a href="#">3.2.1 On Focus</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 Software: Not Applicable	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: Software: Product is not designed to allow for keyboard control of the software.
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:



Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<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 Software: Supports	Web: Electronic Docs: Software:
<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: Partially Supports Software: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.
<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 Software: Supports	Web: Electronic Docs: Software:
<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: Supports Software: Does Not Support	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.

## Table 2: Success Criteria, Level AA

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

“Web” applies to corporate website, whereas “Software” applies to embedded software or system web interface, as applicable.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: 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>Software: Product 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: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p> <p>Software: 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 videos have an audio description available.</p> <p>Software: Product doesn't enable creation of prerecorded media. Users may use the product to share prerecorded content created by a third-party product.</p>
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Product software runs solely on the controller device, which is used only in specific conferencing environments. This product works only in one orientation. Therefore, the software orientation is restricted to landscape view to accommodate the hardware design.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs:</p> <p>Software: The product doesn't have input fields directly in the software. Any information this criterion applies to is handled by the parent video conferencing system user interface.</p>

Criteria	Conformance Level	Remarks and Explanations
<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: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Supports</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Some HTML elements on other pages below color contrast ratio requirements.</p> <p>Electronic Docs: For written documentation, visited footer links below color contrast ratio requirements. Text and images meet color contrast ratio requirements where the product UI does, but images may be contingent on product UI itself being compliant.</p> <p>Video documentation captions are white text on a black background overlay.</p> <p>Software:</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>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Does Not Support</p>	<p>Web:</p> <p>Electronic Docs: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, the layout changes, but the site retains functionality.</p> <p>Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.</p>
<p><a href="#">1.4.5 Images of Text</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: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Some page elements are images of text instead of live text.</p> <p>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.</p> <p>Software:</p>
<p><a href="#">1.4.10 Reflow</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>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.11 Non-text Contrast</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>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 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: Supports</p> <p>Software: Not Applicable</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed.</p> <p>Electronic Docs:</p> <p>Software: Product software doesn't contain markup.</p>
<p><a href="#">1.4.13 Content on Hover or Focus</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: Does Not Support</p> <p>Software: Not Applicable</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Software: Product software doesn't contain hover or focus content.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</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>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Product is non-web software.</p>
<p><a href="#">2.4.6 Headings and Labels</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>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.7 Focus Visible</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: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.</p> <p>Electronic Docs:</p> <p>Software: Product is not designed to allow for keyboard control of the software.</p>
<p><a href="#">3.1.2 Language of Parts</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: Supports</p> <p>Software: Supports</p>	<p>Web: Web content only in English</p> <p>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information.</p> <p>Software:</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</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>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Product is non-web software.</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</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>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Product is non-web software.</p>
<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>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (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 Software: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: No legal, financial, or data transactions in product.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Partially Supports Software: Does Not Support	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use role=alert for all messages, even if they are status messages and not true alerts. Software: Product is a closed functionality system with no user agents. This product is one of several controller options for a video conferencing system, and this criterion is addressed through the primary system that can use assistive technologies.

### 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	This device is a touch screen controller for a video conferencing system, and it has no audible or tactile controls. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.2 With Limited Vision	Partially Supports	Product has adjustable back light settings, but there is no magnification of the UI available. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.3 Without Perception of Color	Supports	Software icons contain additional visual information to provide status information. Hardware LEDs (where they exist) supplement the software status information.
302.4 Without Hearing	Supports	User interface provides visual feedback of the state of the system and displays a popup when a call comes in. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.5 With Limited Hearing	Supports	User interface provides visual feedback of the state of the system and displays a popup when a call comes in. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.6 Without Speech	Supports	No speech is required to use the product.
302.7 With Limited Manipulation	Supports	This product provides an alternative control interface for the connected video conferencing system for people with disabilities that cause limited manipulation issues. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.8 With Limited Reach and Strength	Supports	Product isn't stationary and can be mounted or displayed in various configurations. Touch controls require minimal strength to operate. The overall video conferencing system can be set to auto-answer point-to-point calls.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	User interface provides visual feedback of the state of the system and displays a popup when a call comes in. The icons and short text assist

Criteria	Conformance Level	Remarks and Explanations
		with limited language, cognitive, and learning disabilities. The overall video conferencing system can be set to auto-answer point-to-point calls.

## Chapter 4: [Hardware](#)

**Notes:** Product is software only. For hardware functionality of other integrated components, see the appropriate product accessibility conformance report.

## Chapter 5: [Software](#)

**Notes:**

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.2.2 No Disruption of Accessibility Features	Not Applicable	Product is a closed functionality system that must conform to section 402.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.2 Modification of Object Information	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.3 Row, Column, and Headers	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.4 Values	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.5 Modification of Values	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.6 Label Relationships	Not Applicable	Product is a closed functionality system that must conform to section 402.



Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.8 Text	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.9 Modification of Text	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.10 List of Actions	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.11 Actions on Objects	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.12 Focus Cursor	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.13 Modification of Focus Cursor	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.3.14 Event Notification	Not Applicable	Product is a closed functionality system that must conform to section 402.
502.4 Platform Accessibility Features	Not Applicable	Product is a closed functionality system that must conform to section 402.
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	Product does not have user agent capability because it's a closed functionality system.
503.3 Alternative User Interfaces	Not Applicable	At this time, no alternative interfaces have been incorporated into any products.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Not part of the design. Thumbnails of video or content that display on the device are for diagnostic purposes only.
503.4.2 Audio Description Controls	Not Applicable	Not part of the design. Thumbnails of video or content that display on the device are for diagnostic purposes only.

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>504 Authoring Tools</u></a>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Product is not an authoring tool.
504.3 Prompts	Not Applicable	Product is not an authoring tool.
504.4 Templates	Not Applicable	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	Supports	The <i>Poly TC8 User Guide</i> and <i>Poly TC10 User Guide</i> contain information on features that pertain to accessibility.
602.3 Electronic Support Documentation	See <a href="#"><u>WCAG 2.x</u></a> 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 available on request. Contact <a href="mailto:accessibility@poly.com"><u>accessibility@poly.com</u></a> .
<a href="#"><u>603 Support Services</u></a>	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 <a href="mailto:accessibility@poly.com"><u>accessibility@poly.com</u></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

Criteria	Conformance Level	Remarks and Explanations
		<p>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>.</p>

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