Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: Poly TC10 (10-inch touch controller)

Version(s): Rev A or above

Publish date(s): October 2022

Product description: 10-inch touch control for use with a Poly video endpoint (codec)

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

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
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.

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: Supports	Web: Alt-text or adjacent text for most images. Electronic Docs:
[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: 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: Not Applicable Electronic Docs: Supports	Web: Videos on corporate website are decorative only. Electronic Docs:
[1.2.3 Audio Description or Media Alternative (Prerecorded)](#) (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Does Not Support	Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
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:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Supports	Web: No auto-played audio on web pages. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support 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 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.
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 involves single-character 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: 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.

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: 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.
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)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
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: Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs:
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)	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.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs:
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	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.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Electronic Docs:

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: Does Not Support	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available.
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: Supports	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs:
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508	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.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Some HTML elements on other pages below color contrast ratio requirements. 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. 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: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, the layout changes, but the site retains functionality.
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: 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.

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs:
[1.4.13 Content on Hover or Focus](#) (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	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. 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)	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.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
3.2.3 Consistent Navigation (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:
3.2.4 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:	Web: Does Not Support Electronic Docs: Partially Supports	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		that use role=alert for all messages, even if they are status messages and not true alerts.

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	Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color. Software provides additional visual indicators of status such as incoming calls, mute status, or room availability that display on the user interface.
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.

Criteria	Conformance Level	Remarks and Explanations
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 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:

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	Does Not Support	This device is a touch screen controller for a video conferencing system, and it has no audible or tactile controls.
402.2.2 Transactional Outputs	Not Applicable	Product does not conduct transactions.
402.2.3 Speech Delivery Type and Coordination	Does Not Support	No speech output available from the device. The product speaker is used only for ultrasonic pairing in certain situations.
402.2.4 User Control	Does Not Support	No speech output available from the device.
402.2.5 Braille Instructions	Does Not Support	No speech output or braille instructions available from the device.
402.3 Volume		Heading cell – no response required
402.3.1 Private Listening	Not Applicable	No audio output available from the device. The product speaker is used only for ultrasonic pairing in certain situations.
402.3.2 Non-private Listening	Not Applicable	No audio output available from the device. The product speaker is used only for ultrasonic pairing in certain situations.
402.4 Characters on Display Screens	Partially Supports	Font is white on a dark background and is a sans serif font, but some text is only 1/8 inch tall.
402.5 Characters on Variable Message Signs	Not Applicable	Product is not a variable message sign.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Product does not contain biometrics.
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	

Criteria	Conformance Level	Remarks and Explanations
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Does Not Support	This device is a touch screen controller for a video conferencing system, and it has no tactile controls.
407.3.2 Alphabetic Keys	Not Applicable	Product does not contain a hardware keyboard.
407.3.3 Numeric Keys	Not Applicable	Product does not contain a hardware keypad.
407.4 Key Repeat	Not Applicable	Product does not contain a hardware keyboard.
407.5 Timed Response	Not Applicable	Product does not include timed responses, however, functionality it controls on the video conferencing system may have timed responses.
407.6 Operation	Supports	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
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 required to be mounted.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not required to be mounted.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not required to be mounted.
407.8.2 Side Reach	Not Applicable	Product is not required to be mounted.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not required to be mounted.
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not required to be mounted.
407.8.3 Forward Reach	Not Applicable	Product is not required to be mounted.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not required to be mounted.
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not required to be mounted.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not required to be mounted.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not required to be mounted.
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Product is not required to be mounted.
408.3 Flashing	Supports	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Does Not Support	There are no audible or haptic indicators for product status information.
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color. Software provides additional visual indicators of status such as incoming calls, mute status, or room availability that display on the user interface.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	There are no audible indicators in the product.
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	Not part of the design.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not part of the design.
412.3 Interference Reduction and Magnetic Coupling	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.

Criteria	Conformance Level	Remarks and Explanations
412.4 Digital Encoding of Speech	Not Applicable	Not part of the design.
412.5 Real-Time Text Functionality	Not Applicable	Not part of the design.
412.6 Caller ID	Not Applicable	Not part of the design.
412.7 Video Communication	Not Applicable	Not part of the design.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not part of the design.
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not part of the design.
412.8.3 Signal Compatibility	Not Applicable	Not part of the design.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not part of the design.
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	Not part of the design. Thumbnails of video or content that display on the device are for diagnostic purposes only.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not part of the design. Thumbnails of video or content that display on the device are for diagnostic purposes only.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Product is not a digital television tuner.
414.1.2 Other ICT	Not Applicable	Not part of the design. Thumbnails of video or content that display on the device are for diagnostic purposes only.
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. Thumbnails of video or content that display on the device are for diagnostic purposes only.
415.1.2 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.

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
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	The *Poly TC10 User Guide* contains information on features that pertain to accessibility.
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 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.

Legal Disclaimer: