Poly Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Poly RealPresence Touch for RealPresence Group Series codecs

Product Description: The RealPresence Touch is an accessory to the Polycom RealPresence Group Series codecs. It is a 10.1", WXGA, capacitive touch controller which is 'paired' over the local IP network to the codec it is controlling. It has two angles of operation, either 30° or 65°. It can be powered via POE or via an external POE power adapter.

The RealPresence Touch is designed to be moved about the table that it is installed on. The limitation of this movement is based upon the installation and the cable used to provide communications and power to the unit.

The product has a web interface that is designed only for the system administrator used during installation, updates and while assisting in trouble shooting of the product when necessary. There are no user intended uses for the product via the web interface.

The administration documentation for this product is included with the Administration Guide of the RealPresence Group Series, whereas the user documentation which is the Quick Tips guide follows Poly's technical documentation guidelines which includes 508 standards. All the documentation is available on the Poly Support website.

Poly UX (User eXperience) teams designs Poly products for a broad worldwide user base. While the design is not based on the requirements herein, they are considered by the Poly UX teams when designing the Poly UIs.

Poly video products support 16 different languages.

The RealPresence Group Series system can be configured to interface with an Outlook calendar allowing for a single button push to dial calls from the RealPresence Touch. This simplifies the dialing process. Additionally the system can be configured with a number of 'smart' technologies for audio and cameras that reduce or could eliminate the need for a user to interface with the system during a video conference.

Date: January 3, 2020

Contact information: accessibility@plantronics.com or: accessibility@poly.com

Notes:

Evaluation Methods Used: Usage of the product, examination of the products UI.

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, at _http://www.w3.org/TR/2008/REC-WCAG20-20081211/_	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on 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.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- 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 2.0 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:

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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
1.3.1 Info and Relationships (Level A) Also applies to:	Web: NA	Web: See product description

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: NA Software: NA Authoring Tool: NA	Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description. Audio feedback is from the paired system. Please refer to the responses for the RealPresence Group Series. Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508	Web: NA Electronic Docs: NA	Web: See product description Electronic Docs: See product description

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: NA Authoring Tool: NA	Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially supported. Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description, use of graphics limits the need for printed text. Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.

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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.

Table 2: Success Criteria, Level AA

Notes:

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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: Brightness control is available via the menus on the RealPresence Touch Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: Does not support. Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: The text font is set by the software and is not modifiable. Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508	Web: NA Electronic Docs: Support	Web: See product description Electronic Docs: See product description

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supported Authoring Tool: NA	Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially supported. Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially Supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: non-web software Electronic Docs: non-web software Software: non-web software Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.

Criteria	Conformance Level	Remarks and Explanations
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: non-web software Electronic Docs: non-web software Software: non-web software Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: Support Software: Partially supported Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description is designed to negate errors. Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product description Electronic Docs: See product description Software: See product description Authoring Tool: This is a UI and is not modifiable by the customer's users or administrators.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Web: NA	Web: The product does not have a user web user

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply		interface
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.4.8 Location (Level AAA)	Web: NA	Web: The product does not have a user web user

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply		interface
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The product does not have a user web user interface

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

302 Functional Performance Criteria

#	Criteria	Conformance Level	Remarks and Explanations
302.1	**Without Vision.**		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially supported	Can be controlled by the system's IR remote.
302.2	**With Limited Vision.**		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Does not support	
302.3	**Without Perception of Color.**		
	Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supported	The UI makes use of graphics and high contrast that would allow users without perception of color to use the touch interface.
302.4	**Without Hearing.**		
	Where an audible mode of	NA	

	operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.		
302.5	**With Limited Hearing.**		
	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	NA	
302.6	**Without Speech.**		
	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	NA	
302.7	**With Limited Manipulation.**		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Does not support	Could use other options with the system for control of the system.
302.8	**With Limited Reach and Strength.**		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supported	The RealPresence Touch is not attached to a surface and is movable within the limits of the LAN cable used to connect it to the network.

302.9	With Limited Language, Cognitive, and Learning Abilities.		
	ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supported	See product description.

Chapter 4: Hardware

Notes:

401 General

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

402 Closed Functionality

#	Criteria	Conformance Level	Remarks and Explanations
402.1 General.			
	ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.	Supported	See product description.
402.2 Speech-Output Enabled.			
	ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.	NA	Does not provide speech output. See RealPresence Group Series for alternate operation.

EXCEPTIONS:		
1. Variable message signs conforming to 402.5 shall not be required to be speech-output enabled.		
2. Speech output shall not be required where ICT display screens only provide status indicators and those indicators conform to 409.		
3. Where speech output cannot be supported due to constraints in available memory or processor capability, ICT shall be permitted to conform to 409 in lieu of 402.2.		
4. Audible tones shall be permitted instead of speech output where the content of user input is not displayed as entered for security purposes, including, but not limited to, asterisks representing personal identification numbers.		
5. Speech output shall not be required for: the machine location; date and time of transaction; customer account number; and the machine identifier or label.		
6. Speech output shall not be required for advertisements and other similar information unless they convey information that can be used for the transaction being conducted.		
402.2.1 Information Displayed On-Screen.		
Speech output shall be provided	NA	Does not provide speech output. See RealPresence Group Series for

for all information displayed on-screen.		alternate operation.
402.2.2 Transactional Outputs.		
Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	NA	Does not provide speech output. See RealPresence Group Series for alternate operation.
402.2.3 Speech Delivery Type and Coordination.		
Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	NA	Does not provide speech output. See RealPresence Group Series for alternate operation.
402.2.4 User Control.		
Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	NA	Does not provide speech output. See RealPresence Group Series for alternate operation.
402.2.5 Braille Instructions.		
Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191,	NA	Does not provide speech output. See RealPresence Group Series for alternate operation.

Appendix D, Section 703.3.1. **EXCEPTION**: Devices for personal use shall not be required to conform to 402.2.5.		
402.3 Volume.		
ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3. **EXCEPTION**: ICT conforming to 412.2 shall not be required to conform to 402.3.	NA	Does not provide sound output. See RealPresence Group Series for alternate operation.
402.3.1 Private Listening.		
Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	NA	See RealPresence Group Series for alternate operation.
402.3.2 Non-private Listening.		
Where ICT provides non-private listening, incremental volume	NA	See RealPresence Group Series for alternate operation.

control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.		

402.4 Characters on Display Screens.

At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	NA	

402.5 Characters on Variable Message Signs.

Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	NA	

403 Biometrics

#	Criteria	Conformance Level	Remarks and Explanations
	403.1 General.		
	Where provided, biometrics shall not be the only means for user	NA	

identification or control. **EXCEPTION**: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.	

404 Preservation of Information Provided for Accessibility

#	Criteria	Conformance Level	Remarks and Explanations
404.1 General.			
	ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	NA	

405 Privacy

#	Criteria	Conformance Level	Remarks and Explanations
405.1 General.			
	The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is	NA	

#	Criteria	Conformance Level	Remarks and Explanations
	enabled, the screen shall not blank automatically.		

406 Standard Connections

#	Criteria	Conformance Level	Remarks and Explanations
406.1 General.			
	Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Supports	System is an Ethernet connected device and supports that industry standard.

407 Operable Parts

#	Criteria	Conformance Level	Remarks and Explanations
407.1 General.			
	Where provided, operable parts used in the normal operation of ICT shall conform to 407.	NA	See product description
407.2 Contrast			
	Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	NA	See product description

407.3 Input Controls

At least one input control conforming to 407.3 shall be provided for each function. **EXCEPTION:** Devices for personal use with input controls that are audibly discernable without activation and operable by touch shall not be required to conform to 407.3.	Partially supported	

407.3.1 Tactilely Discernable

Input controls shall be operable by touch and tactilely discernible without activation. 407.3.2	Supported	See product description.

407.3.2 Alphabetic Keys

Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys.	Does not support	Is a touch screen, thus not tactilely distinct from the other keys.

407.3.3 Numeric Keys

Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to	Does not support	Is a touch screen, thus not tactilely distinct from the other keys.

ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).		
407.4 Key Repeat		
Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	NA	

407.5 Timed Response		
Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	NA	
407.6 Operation		
At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Supported	See product description.
407.7 Tickets, Fare Cards, and Keycards.		
Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	NA	

407.8 Reach Height and Depth.		
At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type.	NA	See product description.
407.8.1 Vertical Reference Plane.		
Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	NA	See product description.
407.8.1.1 Vertical Plane for Side Reach.		
Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	NA	See product description.
407.8.1.2 Vertical Plane for Forward Reach.		
Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	NA	See product description.
407.8.2 Side Reach.		
Operable parts of ICT providing a	NA	See product description.

side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.		
407.8.2.1 Unobstructed Side Reach		
Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	NA	See product description.
407.8.2.2 Obstructed Side Reach		
Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm)	NA	See product description.

high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.		
Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	NA	See product description.
Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.	NA	See product description.
Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	NA	See product description.

The height of the operable part shall conform to Table 407.8.3.2.1.	NA	See product description.
Link to table …	NA	See product description.
Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions. **EXCEPTIONS:** 1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT. 2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.	NA	See product description.

408 Display Screens

#	Criteria	Conformance Level	Remarks and Explanations
408.1 General.			
	Where provided, display screens shall conform to 408.	NA	The RealPresence Touch does not use 'display' screens. See the specifications for the RealPresence Group Series for options.
408.2 Visibility			
	Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	NA	The RealPresence Touch does not use 'display' screens. See the specifications for the RealPresence Group Series for options.
408.3 Flashing			
	Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. **EXCEPTION:** Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.	NA A	The RealPresence Touch does not use 'display' screens. See the specifications Group Series for options.

409 Status Indicators

#	Criteria	Conformance Level	Remarks and Explanations
409.1 General			
	Where provided, status indicators shall be discernible visually and by touch or sound.	Does not support.	

410 Color Coding

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	See product description.

411 Audible Signals

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	NA	

412 ICT with Two-Way Voice Communication

#	Criteria	Conformance Level	Remarks and Explanations
412.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	NA	See product description.
412.2 **Volume Gain**			
	ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.	NA	See product description.
412.2.1 **Volume Gain for Wireline Telephones.**			
	Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	NA	See product description.
412.2.2 **Volume Gain for Non-Wireline Telephones.**			
	A method for increasing volume shall be provided for non-wireline ICT.	NA	See product description.
412.3 **Interference Reduction and Magnetic Coupling.**			
	Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.	NA	See product description.
412.3.1 Wireless Handsets.			
	ICT in the form of wireless handsets	NA	See product description.

shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1).		
412.3.2 Wireline Handsets.		
ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	NA	See product description.
412.4 Digital Encoding of Speech		
ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	NA	See product description.
412.5 Real-Time Text Functionality.		
Reserved – Note that FCC have NOPR for RTT for Wireline IP products. Link	NA	See product description.
412.6 Caller ID.		
Where provided, caller identification and similar telecommunications functions shall be visible and audible.	NA	See product description.
412.7 Video Communication.		
Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	NA	See product description.

413 Closed Caption Processing Technologies

#	Criteria	Conformance Level	Remarks and Explanations
413.1 General.			
	Where ICT displays or processes video with synchronized audio, ICT shall provide closed caption processing technology that conforms to 413.1.1 or 413.1.2.	NA	See product description.
413.1.1 Decoding and Display of Closed Captions.			
	Players and displays shall decode closed caption data and support display of captions.	NA	See product description.
413.1.2 **Pass-Through of Closed Caption Data.**			
	Cabling and ancillary equipment shall pass through caption data.	NA	See product description.

414 Audio Description Processing Technologies.

#	Criteria	Conformance Level	Remarks and Explanations
414.1 General.			
	Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.	NA	See product description.
414.1.1 Digital Television Tuners.			
	Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	NA	See product description.

#	Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT.			
	ICT other than digital television tuners shall provide audio description processing.	NA	See product description.

415 User Controls for Captions and Audio Descriptions.

#	Criteria	Conformance Level	Remarks and Explanations
415.1 General			
	Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1. EXCEPTION: Devices for personal use shall not be required to conform to 415.1 provided that captions and audio descriptions can be enabled through system-wide platform settings.	NA	See product description.
415.1.1 Caption Controls			
	Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	NA	See product description.
415.1.2 Audio Description Controls			
	Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	NA	See product description.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA		
The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines. **EXCEPTION:** Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1). **Note** Where the requirements in Chapter 5 does not address one or more functions of telecommunications or customer premises equipment, the functions not addressed shall conform to the Functional Performance Criteria specified in Chapter 3.	See WCAG 2.0 section	See information in WCAG section

502 Interoperability with Assistive Technology

#	Criteria	Conformance Level	Remarks and Explanations
502.1 General.			
	Software shall interoperate with assistive technology and shall conform to 502. **EXCEPTION:** ICT conforming to 402 shall not be required to conform to 502.	NA	See product description.
502.2 Documented Accessibility Features.			
	Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.	NA	See product description.
502.2.1 User Control of Accessibility Features.			
	Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	NA	See product description.
502.3 Accessibility Services.			
	Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services	NA	See product description.
502.3.1 Object Information.			
	The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	NA	See product description.

502.3.2 Modification of Object Information.		
States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	NA	See product description.
502.3.3 Row, Column, and Headers.		
If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	NA	See product description.
502.3.4 Values.		
Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable	NA	See product description.
502.3.5 Modification of Values.		
Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	NA	See product description.
502.3.6 Label Relationships.		
Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	NA	See product description.
502.3.7 Hierarchical Relationships.		
Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	NA	See product description.
502.3.8 Text.		
The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	NA	See product description.
502.3.9 Modification of Text.		
Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	NA	See product description.
502.3.10 List of Actions.		
A list of all actions that can be executed on an object shall be programmatically determinable.	NA	See product description.

502.3.11 Actions on Objects.		
Applications shall allow assistive technology to programmatically execute available actions on objects.	NA	See product description.
502.3.12 Focus Cursor.		
Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	NA	See product description.
502.3.13 Modification of Focus Cursor.		
Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	NA	See product description.
502.3.14 Event Notification.		
Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	NA	See product description.
502.4 Platform Accessibility Features.		
Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:	NA	See product description.
A Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;	NA	See product description.
B Section 9.3.4 Provide adjustment of delay before key acceptance;	NA	See product description.
C Section 9.3.5 Provide adjustment of same-key double-strike acceptance;	NA	See product description.
D Section 10.6.7 Allow users to choose visual alternative for audio output;	NA	See product description.
E Section 10.6.8 Synchronize audio equivalents for visual events;	NA	See product description.

#	Criteria	Conformance Level	Remarks and Explanations
F	Section 10.6.9 Provide speech output services; and	NA	See product description.
G	Section 10.7.1 Display any captions provided.	NA	See product description.

503 Applications

#	Criteria	Conformance Level	Remarks and Explanations
503.1 General			
	Applications shall conform to 503.		
503.2 User Preferences.			
	Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. **EXCEPTION:** Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	NA	**EXCEPTION:** Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.
503.3 Alternative User Interfaces.			
	Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	NA	
503.4 User Controls for Captions and Audio Description.			
	Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.	NA	
503.4.1 Caption Controls			
	Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Does not support	
503.4.2 Audio Description Controls			
	Where user controls are provided for program selection, ICT shall	NA	

#	Criteria	Conformance Level	Remarks and Explanations
	provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.		

504 Authoring Tools

#	Criteria	Conformance Level	Remarks and Explanations
504.1	**General.**		
	Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.	NA	Is not an authoring tool, see product description.
504.2	**Content Creation or Editing.**		
	Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility. EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.	See WCAG 2.0 section	See information in WCAG section
504.2.1	**Preservation of Information Provided for Accessibility in Format Conversion.**		
	Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	NA	Is not an authoring tool, see product description.
504.2.2	**PDF Export.**		
	Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1).	NA	Is not an authoring tool, see product description.

504.3 Prompts.		
Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	NA	Is not an authoring tool, see product description.
504.4 Templates.		
Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	NA	Is not an authoring tool, see product description.

Chapter 6: Support Documentation and Services

Notes:

#	Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		Heading cell – no response required	
	The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.		
602.1 General.			
	Documentation that supports the use of ICT shall conform to 602.	NA	See product description.
602.2 Accessibility and Compatibility Features.			
	Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	NA	See product description.
602.3 Electronic Support Documentation.			
	Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation			
	Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	NA	See product description.

603 Support Services

#	Criteria	Conformance Level	Remarks and Explanations
603.1 General			
	ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.	Suports	
603.2 Information on Accessibility and Compatibility Features.			
	ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Poly documentation and web-design teams have implemented WCAG2 requirements (Web Content Accessibility Guidelines 2.0), whereby, customers with disabilities will be able to access documentation, using all commonly used accessibility tools. Information on Accessibility can be found in product user guides, or by contacting Poly's helpdesk. Individuals can also contact Acessibility@Poly.com for guidance.
603.3 Accommodation of Communication Needs.			
	Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	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 Knowledgebase Articles, documentation or community forums, depending on the products used. Individuals can make contact by e-mail via Acessibility@Poly.com

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