# Poly Accessibility Conformance Report

# VPAT® Version 2.4, Revised Section 508 and WCAG Editions

**Name of product:** *VVX 501, 601 VVX Business Media Phones*

**Version(s):** *VVX 501 Revision AF, VVX 601 Revision AF*

**Publish date(s):** *January 28, 2021*

**Product description:** *Business Media phone designed for performance. Gigabit Ethernet speed, extensive networking and communications features. VVX 501, 601 uses HD Voice technology to deliver natural wideband audio. Connect a headset using the dedicated RJ9 port. Use the full-duplex speakerphone with Acoustic Clarity technology for distraction-free conversations. A USB port is built in for media storage applications.*

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**Notes:** *This document describes accessibility features. It does not include maintenance and troubleshooting procedures.*

**Evaluation methods used**: Tested product and consulted with product management and engineering on functionality.

## 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) |

| Standard/Guideline | Included in Report |
|---|---|
| | 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 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

**Note:** When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

## Table 1: Success Criteria, Level A

**Notes:** [Any notes that apply to this conformance level]

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 | Web: Partially Supports Electronic Docs: Supports Software: | Web: Alt-text or adjacent text for most images. Electronic Docs: Written documentation includes alt-text or adjacent text for images. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Authoring Tool: Not Applicable | Software: Authoring Tool: Product is not an authoring tool. |
| 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 Software: Authoring Tool: Not Applicable | Web: Videos on corporate website are decorative only. Electronic Docs: Electronic Docs: No audio-only or video-only content. Software: Authoring Tool: Product is not an authoring tool. |
| 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 Software: Authoring Tool: Not Applicable | Web: Videos on corporate website are decorative only. Electronic Docs: Most videos for legacy products have captions. Software: Authoring Tool: Product is not an authoring tool. |
| 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: Not Applicable Electronic Docs: Does Not Support Software: Authoring Tool: Not Applicable | Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available. Software: Authoring Tool: Product is not an authoring tool. |
| 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 Software: Authoring Tool: Not Applicable | Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool. |
| 1.3.2 Meaningful Sequence (Level A) Also applies to: | Web: Supports Electronic Docs: Supports | Web: Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Software:<br><br>Authoring Tool: Not Applicable | Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.3.3 Sensory Characteristics (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.1 Use of Color (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | 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.<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.2 Audio Control (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: No auto-played audio on web pages.<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.1.1 Keyboard (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.<br><br>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.<br><br>Electronic Docs: Written documentation fully supports. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.1.2 No Keyboard Trap (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: The search element in the header can only be exited using a mouse to click the Close button or by navigating to the corporate logo to go back to the home page.<br><br>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.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Not Applicable<br><br>Electronic Docs: Not Applicable<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Website doesn't provide content that natively involves keyboard shortcuts.<br><br>Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.2.1 Timing Adjustable (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.2.2 Pause, Stop, Hide (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Does Not Support<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos.<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.3.1 Three Flashes or Below Threshold (Level A)<br><br>Also applies to: | Web: Supports<br><br>Electronic Docs: Supports | Web:<br><br>Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Software:<br><br>Authoring Tool: Not Applicable | Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.1 Bypass Blocks (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software) – Does not apply to non-web software<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.2 Page Titled (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Most web pages include a title<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.3 Focus Order (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.4 Link Purpose (In Context) (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.5.1 Pointer Gestures (Level A 2.1 only) | Web: Not Applicable | Web: Web pages don't require multipoint gestures. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br><br>Revised Section 508 – Does not apply | Electronic Docs: Not Applicable<br><br>Software:<br><br>Authoring Tool: Not Applicable | Electronic Docs: Electronic content doesn't require multipoint gestures.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.5.2 Pointer Cancellation (Level A 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.5.3 Label in Name (Level A 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Not Applicable<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Some web pages include a programmatic name for labeled elements.<br><br>Electronic Docs: Electronic docs don't have programmable elements that require labels.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.5.4 Motion Actuation (Level A 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Not Applicable<br><br>Electronic Docs: Not Applicable<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Web pages don't require motion to use.<br><br>Electronic Docs: Electronic content doesn't require motion to use.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.1.1 Language of Page (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.2.1 On Focus (Level A)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool) | Web: Partially Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.<br><br>Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 602.3 (Support Docs) | | Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.2.2 On Input (Level A)<br>Also applies to:<br>Revised Section 508<br>501 (Web)(Software)<br>504.2 (Authoring Tool)<br>602.3 (Support Docs) | Web: Supports<br>Electronic Docs: Supports<br>Software:<br>Authoring Tool: Not Applicable | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: Product is not an authoring tool. |
| 3.3.1 Error Identification (Level A)<br>Also applies to:<br>Revised Section 508<br>501 (Web)(Software)<br>504.2 (Authoring Tool)<br>602.3 (Support Docs) | Web: Supports<br>Electronic Docs: Supports<br>Software:<br>Authoring Tool: Not Applicable | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: Product is not an authoring tool. |
| 3.3.2 Labels or Instructions (Level A)<br>Also applies to:<br>Revised Section 508<br>501 (Web)(Software)<br>504.2 (Authoring Tool)<br>602.3 (Support Docs) | Web: Supports<br>Electronic Docs: Partially Supports<br>Software:<br>Authoring Tool: Not Applicable | Web:<br>Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.<br>Software:<br>Authoring Tool: Product is not an authoring tool. |
| 4.1.1 Parsing (Level A)<br>Also applies to:<br>Revised Section 508<br>501 (Web)(Software)<br>504.2 (Authoring Tool)<br>602.3 (Support Docs) | Web: Supports<br>Electronic Docs: Supports<br>Software:<br>Authoring Tool: Not Applicable | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: Product is not an authoring tool. |
| 4.1.2 Name, Role, Value (Level A)<br>Also applies to:<br>Revised Section 508<br>501 (Web)(Software) | Web: Partially Supports<br>Electronic Docs: Not Applicable<br>Software: | 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 |
|---|---|---|
| 504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Authoring Tool: Not Applicable | Electronic Docs: Electronic docs use standard controls.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |

## Table 2: Success Criteria, Level AA

**Notes:** [Any notes that apply to this conformance level]

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.2.4 Captions (Live) (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Web content doesn't include live or streaming content.<br><br>Electronic Docs: Electronic documentation doesn't provide live or streaming content.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.2.5 Audio Description (Prerecorded) (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Does Not Support<br><br>Electronic Docs: Does Not Support<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Videos on corporate website are decorative only and do not have an audio description available.<br><br>Electronic Docs: No videos have an audio description available.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.3.4 Orientation (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.3.5 Identify Input Purpose (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Does Not Support<br><br>Electronic Docs: Does Not Support | Web: Forms on website do not include correct programmable labels for form fields.<br><br>Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | Software:<br><br>Authoring Tool: Not Applicable | Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.3 Contrast (Minimum) (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.<br><br>Some HTML elements on other pages below color contrast ratio requirements.<br><br>Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color contrast ratio requirements (images may be contingent on product UI itself being compliant).<br><br>Video documentation captions are white text on a black background overlay.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.4 Resize text (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.5 Images of Text (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Some page elements are images of text instead of live text.<br><br>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.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.10 Reflow (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 1.4.11 Non-text Contrast (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.12 Text Spacing (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Partially Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.<br><br>For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed.<br><br>Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 only)<br><br>Also applies to:<br><br>Revised Section 508 – Does not apply | Web: Does Not Support<br><br>Electronic Docs: Does Not Support<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.<br><br>Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.5 Multiple Ways (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software) – Does not apply to non-web software<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports<br><br>Electronic Docs: Supports<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Authoring Tool: Product is not an authoring tool. |
| 2.4.6 Headings and Labels (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 2.4.7 Focus Visible (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.1.2 Language of Parts (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software)<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web: Web content only in English<br><br>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.2.3 Consistent Navigation (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software) – Does not apply to non-web software<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports<br><br>Electronic Docs: Supports<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.2.4 Consistent Identification (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software) – Does not apply to non-web software<br><br>504.2 (Authoring Tool)<br><br>602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports<br><br>Electronic Docs: Supports<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Authoring Tool: Product is not an authoring tool. |
| 3.3.3 Error Suggestion (Level AA)<br><br>Also applies to:<br><br>Revised Section 508<br><br>501 (Web)(Software) | Web: Supports<br><br>Electronic Docs: Supports<br><br>Software:<br><br>Authoring Tool: Not Applicable | Web:<br><br>Electronic Docs:<br><br>Software:<br><br>Authoring Tool: Product is not an authoring tool. |

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

## Table 3: Success Criteria, Level AAA

**Notes:** Not evaluated. Level AAA does not apply.

## *Revised Section 508 Report*

## Chapter 3: **Functional Performance Criteria** (FPC)

**Notes:** [Any notes that apply to this conformance level]

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Partially Supports | Audible ring and alert tones.<br>Dial pads on the phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | No speech to text in the product, advanced functions are available only through the touch screen. |
| 302.2 With Limited Vision | Supports | All VVX phones have a level of contrast adjustment to increase the brightness of the display. Dial pads on Polycom phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch.<br>The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems. |
| 302.3 Without Perception of Color | Supports | Icons are used to provide indication of state (such as DND) as well as color. Presence state is given both textually and via color. |
| 302.4 Without Hearing | Supports | Although exchange of information via audio is the primary purpose, audio information is not required to operate the product, other than the ring tone. For alerting calls, a visual display is provided as well as user defined ring tones. TTY support is available enhance the audio required for users who are hard of hearing. Any control action that is required by the phone is handled via keypad or touch screen. Speech control is not required to operate this product. All handsets have primary inductive coils that interface with conventional hearing aid pickup, and meet FCC Part 68 requirements for Hearing Aid Compatibility.<br>Alternatively, the product supports Ethernet pass-through and most deployment include a PC plugged into the phone that would support Email/IM and Presence. |
| 302.5 With Limited Hearing | Supports | Although exchange of information via audio is the primary purpose, audio information is not required to operate the product, other than the ring tone. For alerting calls, a visual display is provided as well as user defined ring tones. TTY support is available enhance the audio required for users who are hard of hearing. Any control action that is required by the phone is |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | handled via keypad or touch screen. Speech control is not required to operate this product. All handsets have primary inductive coils that interface with conventional hearing aid pickup, and meet FCC Part 68 requirements for Hearing Aid Compatibility. Alternatively, the product supports Ethernet pass-through and most deployment include a PC plugged into the phone that would support Email/IM and Presence. |
| 302.6 Without Speech | Supports | TTY support is available enhance the audio required for users without speech. Any control action that is required by the phone is handled via keypad or touch screen. Speech control is not required to operate this product. Alternatively, the product supports Ethernet pass-through and most deployment include a PC plugged into the phone that would support Email/IM and Presence. |
| 302.7 With Limited Manipulation | Supports | Auto answer calls, speaker phone. Physical operation does not require fine motor control or simultaneous actions. |
| 302.8 With Limited Reach and Strength | Supports | The unit can be moved to a position where limited reach will not be a restriction. Limited strength is also not a restriction. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports | Iconography on the display and on the keys enable the ICT to be more intuitive to operate when compared with text strings. |

# Chapter 4: [Hardware](#)

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

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **_402 Closed Functionality_** | Heading cell – no response required | Heading cell – no response required |
| **_402.1 General_** | Heading cell – no response required | Heading cell – no response required |
| **_402.2 Speech-Output Enabled_** | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not applicable | These are not closed functionality systems. |
| 402.2.2 Transactional Outputs | Not applicable | These are not closed functionality systems. |
| 402.2.3 Speech Delivery Type and Coordination | Not applicable | These are not closed functionality systems. |
| 402.2.4 User Control | Not applicable | These are not closed functionality systems. |
| 402.2.5 Braille Instructions | Not applicable | These are not closed functionality systems. |
| **_402.3 Volume_** | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not applicable | These are not closed functionality systems. |
| 402.3.2 Non-private Listening | Not applicable | These are not closed functionality systems. |
| 402.4 Characters on Display Screens | Not applicable | These are not closed functionality systems. |
| 402.5 Characters on Variable Message Signs | Not applicable | These are not closed functionality systems. |
| **_403 Biometrics_** | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | Not part of the design (no ID or biometric control). |
| **_404 Preservation of Information Provided for Accessibility_** | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Supports | VVX phones do not modify or remove any information that is to be sent. |
| **_405 Privacy_** | Heading cell – no response required | Heading cell – no response required |
| 405.1 General | Supports | Information on the phone is private and not divulged. |
| **_406 Standard Connections_** | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Supports | Industry standard connections or converters are provided. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **_407 Operable Parts_** | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Supports | The phones' displays maintain at least 85% contrast ratio between foreground text and the background color. |
| **_407.3 Input Controls_** | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Supports | VVX phones have a distinctive raised pattern on the "5" key that will allow users to identify which key they are pressing in relation to the "5" key. |
| 407.3.2 Alphabetic Keys | Not Applicable | Not part of the design (no QWERTY keyboard). |
| 407.3.3 Numeric Keys | Supports | The arrangement of phone keys is in compliance with ITU-T Recommendation E.161 with the exception that two raised dots are provided rather than the single dot as specified in section 3.6 of ITU-T Recommendation E.161. |
| 407.4 Key Repeat | Not Applicable | Not part of the design. |
| 407.5 Timed Response | Not Applicable | Not part of the design. |
| 407.6 Operation | Supports | No part of the phone weighs 5 pounds or more. All operations may be carried out with a single hand with no tight grasping, pinching or twisting required. |
| 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 stationary |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | Product is not stationary |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | Product is not stationary |
| 407.8.2 Side Reach | Not Applicable | Product is not stationary |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | Product is not stationary |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | Product is not stationary |
| 407.8.3 Forward Reach | Not Applicable | Product is not stationary |
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | Product is not stationary |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | Product is not stationary |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | Product is not stationary |

| 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 stationary |
| *408 Display Screens* | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Supports | |
| 408.3 Flashing | Supports | |
| *409 Status Indicators* | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Supports | Visual indicators of status such as ringing, on hold, active call etc are displayed on the user interface. |
| *410 Color Coding* | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Supports | Icons and wording is provided such that color coding is not required. |
| *411 Audible Signals* | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Supports | |
| *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 | Supports | (See 47 CFR 68.317 currently no products have greater than 18dB of volume control) |
| 412.2.2 Volume Gain for Non-Wireline ICT | Supports | (See 47 CFR 68.317 currently no products have greater than 18dB of volume control) |
| *412.3 Interference Reduction and Magnetic Coupling* | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |
| 412.3.2 Wireline Handsets | Supports | Conforms to TIA-1083-B. |
| 412.4 Digital Encoding of Speech | Supports | |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future. |
| 412.6 Caller ID | Partially Supports | Caller ID is provided on a visual display, but not audibly. |
| 412.7 Video Communication | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| ***412.8 Legacy TTY Support*** | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Supports | Compatible with commercially-available TTY adapter equipment. |
| 412.8.2 Voice and Hearing Carry Over | Supports | Compatible with commercially-available TTY adapter equipment. |
| 412.8.3 Signal Compatibility | Supports | Compatible with commercially-available TTY adapter equipment. |
| 412.8.4 Voice Mail and Other Messaging Systems | Supports | Compatible with commercially-available TTY adapter equipment. |
| *[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 | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| *[414 Audio Description Processing Technologies](#)* | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | Not part of the design (no tuner). |
| 414.1.2 Other ICT | Not Applicable | Not part of the design (no audio description). |
| *[415 User Controls for Captions and Audio Descriptions](#)* | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | Not part of the design (no caption control). |
| 415.1.2 Audio Description Controls | Not Applicable | Not part of the design (no audio description). |

# Chapter 5: [Software](#)

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

# Chapter 6: [Support Documentation and Services](#)

**Notes:** [Any notes that apply to this conformance level]

Boilerplate for this section is for legacy Polycom products and Poly products hosted on the [Poly Online Support Center](#) (the Polycom Support site) or at the [Polycom Documentation Library](#) (PDL).

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *601.1 Scope* | Heading cell – no response required | Heading cell – no response required |
| *602 Support Documentation* | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | *VVX Business Media Phones User Guide* and *Polycom VVX 501 and 601 Quick Start Guide* contain sections specific to Accessibility information for vision, hearing, and/or mobility impaired users. |
| 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: