

# Poly Accessibility Conformance Report

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

**Name of product:** VVX 150, 250, 350, 450 Desktop Phone

**Version(s):** Revision F

**Publish date(s):** November, 2020

**Product description:** Business IP phone designed for performance. Gigabit Ethernet speed, extensive networking and communications features. VVX 150, 250, 350 and 450 uses Polycom 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:** This document uses IP Telephony evaluation methods in the field of Voice over Internet Protocol (VoIP).

### Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes)

Standard/Guideline	Included in Report
	Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

The terms used in the conformance level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product. If the criterion does not apply, explain why. If an accessible alternative is used, describe it.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.x Level AAA.

### Accessibility Summary Table

Section	Criteria	Reviewed	Applicable	Supported
<b>Chapter 3: Functional Performance Criteria</b>				
301	General	Yes	Yes	Partially
302	Functional Performance Criteria	Yes	Yes	Partially
<b>Chapter 4: Hardware</b>				
401	General	Yes	Yes	Yes
402	Closed Functionality	Yes	No	
403	Biometrics	Yes	No	
404	Preservation of Accessibility Information	Yes	Yes	Yes
405	Privacy	Yes	Yes	Yes
406	Standard Connections	Yes	Yes	Yes
407	Operable Parts	Yes	Yes	Partially
408	Display Screens	Yes	No	
409	Status Indicators	Yes	Yes	Yes

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

## 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
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does not support</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No images are used in the web interface</p> <p>Electronic Docs: Written documentation includes alt-text or adjacent text for images.</p> <p>Software: Every icon is accompanied with a text description</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: Electronic Docs: No audio-only or video-only content.</p> <p>Software: Device is not designed to have pre-recorded features</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: Not designed to have pre-recorded captions</p> <p>Software: Not designed to have pre-recorded captions</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No videos have an audio description available.</p> <p>Software: Device is not designed to have audio description or media alternative</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Web interface consists of descriptions for parameters</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Documentation has a clean UI and good visibility Software: Icons are accompanied with text descriptions Authoring Tool: Product is not an authoring tool.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Web page structure is clean and UI is compatible on mobile web browser Electronic Docs: Documentation is clearly presented Software: Icons and text descriptions are properly aligned Authoring Tool: Product is not an authoring tool.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Do not rely solely on sensory characteristics for providing instructions Electronic Docs: Do not rely solely on sensory characteristics for providing instructions Software: Do not rely solely on sensory characteristics for providing instructions Authoring Tool: Product is not an authoring tool.
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Not applicable 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. Electronic Docs: Different text colors, fonts and styles are used to convey information Software: Monochrome display is used, no color. Authoring Tool: Product is not an authoring tool.
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: LED lights on Line Keys are used to display whether a call is incoming, busy etc. Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Entering parameter values in the web interface is operable through a keyboard interface</p> <p>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.</p> <p>Electronic Docs: Written documentation fully supports. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.</p> <p>Software: Device is not designed to have a QWERTY type of keyboard</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface is operable with keyboard interface. User may navigate via the tab function and select options using the enter function.</p> <p>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.</p> <p>Software: Product is not designed to have a QWERTY keyboard</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.</p> <p>Software: Software is not designed to have character key shortcuts</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Website is not designed to have such feature</p> <p>Electronic Docs: Docs are not designed to have such feature</p> <p>Software: Software is not designed to have such feature</p>

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		Authoring Tool: Product is not an authoring tool.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Support Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: System web interface only requires scrolling through and user is able to pause, stop, or hide it. Electronic Docs: Documentations only requires scrolling through and user is able to pause, stop, or hide it. Software: User Interface supports pause, stop, or hide content when users select an option. Authoring Tool: Product is not an authoring tool.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Web interface does not contain anything that flashes more than three times in any one second Electronic Docs: Does not contain anything that flashes more than three times in any one second Software: Does not contain anything that flashes more than three times in any one second Authoring Tool: Product is not an authoring tool.
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Web interface supports re-direction of links. For example, by clicking on company logo icon, it will redirect user to home page. Each heading link will be redirected to another block of page when clicked as well. Electronic Docs: Electronic Docs have headings that link within a section in the document and is directable to the said section in one click. Software: User is able to go back to main menu by pressing the home button on the device. Authoring Tool: Product is not an authoring tool.
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Web pages have titles that describes the topic and purpose for the product. (Parameter and values) Electronic Docs: Electronic docs have titles that describes the topic and purpose for the product. Software: Each icon in the main menu is accompanied with a title description Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: User can sequentially navigate through the web interface</p> <p>Electronic Docs: Electronic docs have titles that describes the topic and purpose for the product.</p> <p>Software: Device uses a 5 way navigation keypad to navigate through the product interface</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Website supports link purpose</p> <p>Electronic Docs: Docs supports link purpose</p> <p>Software: Software does not support link purpose because it is not designed in such a way</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web pages don't require multipoint gestures.</p> <p>Electronic Docs: Electronic content doesn't require multipoint gestures.</p> <p>Software: Software don't require multipoint gestures</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface allows user to change value or reset to default setting after completion of function.</p> <p>Electronic Docs:</p> <p>Software: Software will prompt confirmation of user's function input before implementing configuration changes</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Some web pages include a programmatic name for labeled elements.</p> <p>Electronic Docs: Electronic docs don't have programmable elements that require labels.</p> <p>Software: Icons on main menu are accompanied with text descriptions</p> <p>Authoring Tool: Product is not an authoring tool.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Does not support</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web pages don't require motion to use.</p> <p>Electronic Docs: Electronic content doesn't require motion to use.</p> <p>Software: Product does not support the feature</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Able to identify default language</p> <p>Electronic Docs: Able to identify default language</p> <p>Software: Able to identify default language</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>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.</p> <p>Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Electronic Docs: Does not open new window when a component receives focus</p> <p>Software: Does not have the web browser feature to open new window</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface provides a submit button required to press before making configuration changes</p> <p>Electronic Docs: Documentations have submit form action in PDF forms</p> <p>Software: Software requires to press reboot button before making configuration changes</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p>	<p>Web: Web interface has invalid field checks for every value input for parameters, if invalid input is entered, parameter will not take effect.</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Electronic Docs: Docs indicates when user input falls outside the required format or values in PDF forms  Software: User input is not required to perform function, options are in the form of drop down menu or a list of selections  Authoring Tool: Product is not an authoring tool.
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports  Electronic Docs: Partially Supports  Software: Supports  Authoring Tool: Not Applicable	Web: Web interface shows labelling for parameter values  Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.  Software: Labelling for user selection is included  Authoring Tool: Product is not an authoring tool.
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports  Electronic Docs: Supports  Software: Supports  Authoring Tool: Not Applicable	Web: Validated HTML and XML is done  Electronic Docs: Validated HTML and XML is done  Software: Validated HTML and HTML is done  Authoring Tool: Product is not an authoring tool.
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports  Electronic Docs: Not Applicable  Software: Not Applicable  Authoring Tool: Not Applicable	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader.  Electronic Docs: Electronic docs use standard controls.  Software: Software doesn't use such standards  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
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web content doesn't include live or streaming content.</p> <p>Electronic Docs: Electronic documentation doesn't provide live or streaming content.</p> <p>Software: Product is not designed to have captions</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only and do not have an audio description available.</p> <p>Electronic Docs: No videos have an audio description available.</p> <p>Software: Product not designed to have pre-recorded audio descriptions</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface allows both landscape and portrait view</p> <p>Electronic Docs: Documentations allows both landscape and portrait view</p> <p>Software: Software is not designed to have such feature</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields.</p> <p>Software: Not designed to have contact form or order form</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Some HTML elements on other pages below color contrast ratio requirements.</p> <p>Electronic Docs: 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).</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Video documentation captions are white text on a black background overlay.</p> <p>Software: Monochrome display is used, no color</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web browser supports zooming in and out to resize texts and contents.</p> <p>Electronic Docs: Documentations support resizing of text contents</p> <p>Software: Text adjustments and resizing can be done within the preferences setting in the device.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Some page elements are images of text instead of live text.</p> <p>Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalentents are live text.</p> <p>Software: Customization options are applicable to the device. Refer to this document: <a href="http://www.tinyurl.com/PolyCustom">http://www.tinyurl.com/PolyCustom</a></p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Does not support</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: CSS style for web interface supports reflow</p> <p>Electronic Docs: Documentations supports reflow</p> <p>Software: Software is not designed to have reflow</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface provides sufficient contrast of beige, white and black and gray colors.</p> <p>Electronic Docs: Documentations support contrast ratio of 3:1 and at boundaries between adjoining colors</p> <p>Software: Monochrome display is used, no color</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Partially Supports</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Electronic Docs: Partially Supports Software: Supports Authoring Tool: Not Applicable	For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed. Software: Software conforms to line height and letter spacing Authoring Tool: Product is not an authoring tool.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support Software: Not applicable Authoring Tool: Not Applicable	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Software: Not designed to have a mouse or keyboard Authoring Tool: Product is not an authoring tool.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Not Applicable	Web: Table of contents are provided in web page Electronic Docs: Bookmarks and internal links are created within documentations Authoring Tool: Product is not an authoring tool.
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Descriptive headings and labels are supported in web page Electronic Docs: Descriptive headings and labels are supported in manuals Software: Descriptive headings and labels are supported in software Authoring Tool: Product is not an authoring tool.
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Not applicable Authoring Tool: Not Applicable	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs: All elements show a focus indicator Software: QWERTY keyboard is not used in software Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web content only in English</p> <p>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.</p> <p>Software: Language tags in HTML and XML are provided</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Website has a fixed format</p> <p>Electronic Docs: Documentations all have a fixed format</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Web interface options are consistently identified; for example, to enable a parameter, a checkbox is provided.</p> <p>Electronic Docs: Consistent references to other pages</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Supports error suggestion in website.</p> <p>Electronic Docs: Supports error suggestion in manuals.</p> <p>Software: Software does not have form submission feature</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not applicable</p>	<p>Web: Supports legal, financial, or data transactions in web page.</p> <p>Electronic Docs: No legal, financial, or data transactions in documentation.</p> <p>Software: No legal, financial, or data transactions in documentation.</p> <p>Authoring Tool: Product is not an authoring tool.</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support Authoring Tool: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation doesn't provide status messages. 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. 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. Some functionality such as Instant Messaging is not supported for use by an individual with no user vision.
302.2 With Limited Vision	Supports	All Polycom 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. The device is also compatible with optical and electro-optical

Criteria	Conformance Level	Remarks and Explanations
		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.
302.4 Without Hearing	Supports	Compatible with commercially-available TTY adapter equipment
302.5 With Limited Hearing	Supports	For alerting calls, a visual display is provided as well as user defined ring tones. All Polycom 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	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	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	Partially Supports	Written text is accompanied by icons for users who have limited language. Basic understanding of how to use a telephone is required. Advanced features (such as Busy Lamp Field) may be beyond the scope of some users with limited cognitive, language and learning abilities.

## 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
<a href="#"><u>402 Closed Functionality</u></a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	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.
<b>402.3 Volume</b>	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.
<a href="#"><u>403 Biometrics</u></a>	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).
<a href="#"><u>404 Preservation of Information Provided for Accessibility</u></a>	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.
<a href="#"><u>405 Privacy</u></a>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The screen on VVX phones is never blanked during operation.
<a href="#"><u>406 Standard Connections</u></a>	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
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Standard color scheme for the phones is to use white text/images on dark grey/black buttons. On the screen, we maintain at least 85% contrast ratio between foreground text and the background color.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Poly VVX products 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 along with raised patterns on the navigation keys.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Supports	Poly VVX products 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. 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	No keyboard in product.
407.5 Timed Response	Not Applicable	Not part of the design
407.6 Operation	Supports	No operation requires 5 or more pounds of force. 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.
<b>407.8 Reach Height and Depth</b>	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

Criteria	Conformance Level	Remarks and Explanations
407.8.3 Forward Reach	Not Applicable	Product is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Supports	Display screen is visible from a point located 40 inches
408.3 Flashing	Not applicable	Not part of the design.
<b><u>409 Status Indicators</u></b>	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 and also have audible tones associated with them.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Not applicable	Monochrome display is used, no color
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	A screen flash shall be provided to indicate an incoming call. Other signals (such as call waiting) are also indicated by UX elements on the display. LEDs built into buttons on the phone also provide information on the state of the phone such as incoming or calls that are on hold
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	47CFR 68.317 is an FCC mandatory requirement, so we will meet this requirement. Ringer and speaker/headset volume controls are provided. Gain can also be adjustable in excess

Criteria	Conformance Level	Remarks and Explanations
		of 20 dB. More than one intermediate step is provided
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Volume gain is for digital wirelines only.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Does not support wireless handsets
412.3.2 Wireline Handsets	Supports	
412.4 Digital Encoding of Speech	Supports	Support wideband speech
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Partially Supports	Caller ID is provided on a visual display, but not audibly.
412.7 Video Communication	Not Applicable	Does not support communication using sign language with video capability)
<b>412.8 Legacy TTY Support</b>	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
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Does not support
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Does not support
<b><u>414 Audio Description Processing Technologies</u></b>	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).
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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:** [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/110615>

From Section 508 - 1194.21 of the US Access Board website:

- These provisions are applicable for both software applications and operating systems.
- To meet the standards, a product can either build all accessibility features in or be compatible with assistive technology. Many of the provisions in this section are required to make software compatible with assistive technology.

Because the Section 508 and Section 255 requirements don't differentiate between software and firmware, document all product firmware in the **Software** section.

Criteria	Conformance Level	Remarks and Explanations
<b>501.1 Scope – Incorporation of WCAG 2.0 AA</b>	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	All documented accessibility features are supported.
502.2.2 No Disruption of Accessibility Features	Supports	All documented accessibility features do not have any disruption during operation.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	
503.3 Alternative User Interfaces	Not supported	At this time (2020) no alternative interfaces have been incorporated in any products.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	Not an authoring tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not applicable	Not part of the design
504.3 Prompts	Not applicable	Not part of the design
504.4 Templates	Not applicable	Not part of the design

## 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
<a href="#">601.1 Scope</a>	Heading cell – no response required	Heading cell – no response required
<a href="#">602 Support Documentation</a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	VVX 150 Desktop Phone, OBi, PSU, NA User Guide and VVX 150 Desktop Phone, OBi, PSU, NA Setup Sheet contain sections specific to Accessibility information for vision, hearing, and/or mobility impaired users.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made available on request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Poly provides information on the required topics upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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