Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: Lens Desktop for Windows and Mac

Version(s): 1.1.21

Publish date(s): 12/2022

Product description: Desktop software client for Poly devices and peripherals that provides the following functions:

- In-app customization for personal device settings
- Built-in notices for software availability
- Included and customizable health and wellness reminders
- In-app soundscape audio that provides better focus
- Self-help and support information at your fingertips

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

Notes: This product is used to configure Poly products (headsets and cameras) and is therefore the de facto user interface for those hardware products.

Evaluation methods used: UX designers, product owners, engineers, and CVAA/VPAT support team evaluated the software client with manual testing methods, including the NVDA screen reader and verifying UX design elements (colors and fonts) in Figma.

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)

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

Terms

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

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

Web Content Accessibility Guidelines (WCAG 2.x)

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

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

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to:	Web: Partially Supports Electronic Docs: Supports	Web: Alt-text or adjacent text for most images. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: Most images have alt-text, but some don't.
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: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio-only or video-only content. Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product. Welcome animation on the launch screen is background or decorative only.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Software: No pre-recorded synchronized audio and video in the product
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: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available. Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product. Welcome animation on the launch screen is background or decorative only.
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: Partially Supports	Web: Electronic Docs: Software: Most elements have programmatically determined attributes, but some are missing.
1.3.2 Meaningful Sequence (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Software:
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Some user interface information relies on icon location in the instructions
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs: Permissions icon only uses color to status Software:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports	Web: No auto-played audio on web pages. Electronic Docs: Software:
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that can't be accessed or dismissed using a keyboard.

Criteria	Conformance Level	Remarks and Explanations
		For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.

Software: Most of the app is navigable by keyboard, but some elements can't be accessed. Additionally, the keyboard navigation can access back-end user interface components that aren't currently applicable to the device page. |
| 2.1.2 No Keyboard Trap (Level A)

Also applies to:

Revised Section 508

501 (Web)(Software)

504.2 (Authoring Tool)

602.3 (Support Docs) | Web: Partially Supports

Electronic Docs: Partially Supports

Software: Partially Supports | Web: The search element in the header can only be exited using a mouse to click the Close button or by navigating to the corporate logo to go back to the home page.

Electronic Docs: Written documentation fully supports.

For video documentation, users can launch the audio for videos using the keyboard, but the video player only launches the full BrightCove player when the user clicks on the thumbnail using a mouse.

Software: The camera preview controls can be accessed via the keyboard, but users can't leave that area without using the mouse. |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only)

Also applies to:

Revised Section 508 – Does not apply | Web: Not Applicable

Electronic Docs: Not Applicable

Software: Not Applicable | Web: Website doesn't provide content that natively involves keyboard shortcuts.

Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts.

Software: Shortcuts are not definable within the app. |
| 2.2.1 Timing Adjustable (Level A)

Also applies to:

Revised Section 508

501 (Web)(Software)

504.2 (Authoring Tool)

602.3 (Support Docs) | Web: Supports

Electronic Docs: Supports

Software: Supports | Web:

Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.

Software: |
| 2.2.2 Pause, Stop, Hide (Level A)

Also applies to: | Web: Does Not Support

Electronic Docs: Supports | Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. |

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box. Software:
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Product is non-web software
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Most web pages include a title Electronic Docs: Software: Product pages within the app re-use the same title. The button list at the top indicates the page the user is on.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: The keyboard navigation can access back-end user interface components that aren't currently applicable to the device page.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: The software update link provides no information other than the numbers of the software version. The links on the homepage tiles to the other app sections are redundant. since both the tile title and the tile text are individual links that point to the same location.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software:
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software: The setting sliders for the camera controls activate on the down-event to shortcut the click and drag operation. This is an essential exception due to the immediate need for feedback when selecting a point along the slider range. Forcing the action to complete on the up-event would fundamentally alter the slider capabilities.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Software:
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software: Product is not used on tablets or phones.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software: Currently UI is only in English, but plans in the next few releases to have localized UI in multiple languages.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs: Software:
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. Software: Most forms controls have a corresponding label, but there are some cases where the label is missing. Additionally, the camera control slider bars don't provide beginning and ending value information.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Software: Most user interface elements have the correct name/role/value, but some don't.

Table 2: Success Criteria, Level AA

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

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

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content. Software: No pre-recorded synchronized audio and video in the product
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available. Software: Product doesn't enable creation of prerecorded media. Users may use the product to share prerecorded content created by a third-party product. Welcome animation on the launch screen is background or decorative only.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Supports Software: Not Applicable	Electronic Docs: Software: Product is not used on devices that provide motion actuation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports Software: Supports	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Software:
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: For written documentation, visited footer links below color contrast ratio requirements. Text and images meet color contrast ratio requirements where the product UI does, but images may be contingent on product UI itself being compliant. Video documentation captions are white text on a black background overlay. Software: Most text and user interface components meet this requirement, but some buttons (the blue buttons and font) and the focus cursor (yellow) don't.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Does Not Support	Web: Electronic Docs: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, the layout changes, but the site retains functionality. Software: It is not possible to natively zoom the app.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some page elements are images of text instead of live text. Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text.
		Software:
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: It is not possible to natively zoom the app.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Most user interface components meet this requirement, but the focus cursor doesn't.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Not Applicable	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs: Software: App is non-web software.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support Software: Does Not Support	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Software: One link to the product release notes contains a tooltip, and it's not possible to dismiss the tooltip.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: App is non-web software.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs: Software: Some elements show a focus indicator, but most focus indicators are not be readily visible. For some focus cursors that aren't visible, the keyboard navigation can access back-end user interface components that aren't currently applicable to the device page.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Software: Currently UI is only in English, but plans in the next few releases to have localized UI in multiple languages.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: App is non-web software
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: App is non-web software

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: No legal, financial, or data transactions in the applicable.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Partially Supports Software: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use role=alert for all messages, even if they are status messages and not true alerts. Software: App is non-web software.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

Revised Section 508 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most images have alt-text. Most of the app is navigable by keyboard using a screen reader.
302.2 With Limited Vision	Partially Supports	All elements can be accessed via a keyboard; however, on some elements the focus cursor is not visible or doesn't meet the color contrast ratio. It isn't possible to natively zoom the text in the application.
302.3 Without Perception of Color	Partially Supports	Some buttons and the keyboard focus cursor are below the color contrast ratio threshold.
302.4 Without Hearing	Supports	The only audio-only technology in the app is the Soundscaping technology, and those sounds are fully configurable by the user visually. They only provide an enhancement to the user's experience and aren't required.
302.5 With Limited Hearing	Supports	The only audio-only technology in the app is the Soundscaping technology, and those sounds are fully configurable by the user visually. They only provide an enhancement to the user's experience and aren't required.
302.6 Without Speech	Not Applicable	No features require user speech.
302.7 With Limited Manipulation	Supports	Application runs on a standard computer.
302.8 With Limited Reach and Strength	Supports	Application runs on a standard computer.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Product is a simple device configuration application with a linear user flow. Currently the UI is only in English.

Chapter 4: Hardware

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

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	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.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.2 Modification of Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Product is a mobile application isolated from its underlying platform software.
503.3 Alternative User Interfaces	Not Applicable	At this time, no alternative interfaces have been incorporated into any products.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	No synchronized audio/video in app.
503.4.2 Audio Description Controls	Not Applicable	No synchronized audio/video in app.
504 Authoring Tools	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	Application is not an authoring tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application is not an authoring tool
504.2.2 PDF Export	Not Applicable	Application is not an authoring tool
504.3 Prompts	Not Applicable	Application is not an authoring tool
504.4 Templates	Not Applicable	Application is not an authoring tool

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	*Poly Lens Desktop for Windows and Mac Online Help* contains information on features that pertain to accessibility.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made available on request. Contact accessibility@poly.com.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Poly provides information on the required topics upon request. Contact accessibility@poly.com.
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via accessibility@poly.com.

Legal Disclaimer: