Poly Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: RealPresence Group Series, v6.2.x

Product Description: RealPresence Group Series is a videoconferencing system that provides a means for real-time communications of audio, video and data via standard communications networks.

This system provides the compression/decompression hardware, the camera connected to the hardware for video of the installed location, a microphone for audio pickup in the installed location and an IR remote for control of the system.

Poly provides for 'smart' accessories and functionality that limits the need for a user to interface the product. On the audio side this includes a host of functionality like: SteroSurround, automatic gain control (limits the need for volume adjustments), echo cancellation (limits the need for adjusting microphone placement and volume adjustments), NoiseBlock™(eliminates unwanted 'noises' being transmitted to the far end thus providing clearer speech allowing for clearer understanding of far end audio), Accoustic Fence (an option which allows the elimination of sounds from outside the 'fence' to be transmitted to the far side), digital microphone array (enhances the pick-up of audio

in the local room) and the use of the optional SoundStructure which allows for more control of the audio. The RealPresence Group Series also supports the use of USB audio, which can interface with USB audio devices like headsets. Poly offers a wide variety of headsets that can use USB audio via a USB/Bluetooth dongle. When USB audio is used on a RealPresence Group Series codec the other audio interfaces are no longer active, the USB audio 'over-rides' other audio I/O.

For 'smart' camera technologies Poly provides the EagleEye Director II and the EagleEye Producer. The EagleEye Director II is a dynamic speaker locating technology that dynamically locates the speaker in a room, frames them properly and switches to that camera. Additional functionality identifies multiple speakers in the room and frames them when possible. The EagleEye Producer is a dynamic room framing technology, with some dynamic speaker locating capabilities. Both technologies are controlled by intelligent software and thus eliminates the need for someone in the room to move the camera about the room to focus on the speaker.

These 'smart' technologies reduce the need for a user to interface with the room system while in a call.

The RealPresence Group Series has multiple layers of control and administration. The System is administered from the Web UI. Control can be via a table top touch controller, the RealPresence Touch, a touch display or an IR remote control. Whereas the RealPresence Touch, which would also apply to the touch display capability, they have a separate Accessibility Conformance Report this will focus on the control of the

RealPresence Group Series from the IR remote control. The hardware itself, the codec, does not have any user interfacing control components.

The RealPresence Group Series provides audio feedback when dialing a call. Additionally, the system can be configured to interface with an Outlook calendar allowing for a single button push to dial calls. All other conference controls can be automatically controlled using the 'smart' technologies described above in order reduce, and possibly eliminate, the need for user intervention during a videoconference.

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

Poly video products support 16 different languages. Some products also support the use of 'wildcard' language support which allows an integrator to customize the language for local languages which are not part of the provided languages.

The system does have a command line API which allows for 3rd party development in order to provide interfaces that could conform to the requirements of organizations. Poly offers a service, Professional Services, which can create custom interfaces and applications to optimize the Poly experience per an organization's specific needs.

The displays and the speakers are provided by others to complete the system. Many of the requirements would be based upon the displays and speakers provided to the

customer by the integrator they have chosen for their project. Poly does not have control of those devices and supports any standard based display and speaker.

Date: January 3, 2020

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

Notes:

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

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports (PS)**: Some functionality of the product does not meet the criterion.
- **Does Not Support (DNS)**: The majority of product functionality does not meet the criterion.
- **Not Applicable (NA):** The criterion is not relevant to the product.
- **Not Evaluated (NE)**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: NA Electronic Docs: NA Software: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: NA	Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
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: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

1.3.3 Sensory Characteristics (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: Supports
	Software: NA
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

1.4.1 Use of Color (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: Supports
	Software: NA
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: Supports
	Software: NA
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: NA
	Software: NA
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description
		Authoring Tool: There is authoring by the user of the

Criteria	Conformance Level	Remarks and Explanations
		software. The user only interfaces with the on-screen UI.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: • Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen

Criteria	Conformance Level	Remarks and Explanations
		UI.
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: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site and are graphic focused Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.3.2 Labels or Instructions (Level A)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to:	Web: NA	Web: See product Description

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: Partially supports Authoring Tool: NA	Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: Partially supports Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description, dependent on the display which is installed with the system by others. Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
1.4.5 Images of Text (Level AA) Also applies to:	Web: NA	Web: See product Description Electronic Docs: Available for download from the Poly

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Electronic Docs: Supports
	Software: Partially supports
	Authoring Tool: NA
		support web site
		Software: See product description, dependent on the display which is installed with the system by others.
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software) – Does not apply to non-web software
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs) – Does not apply to non-web docs
	Web: NA
	Electronic Docs: Supports
	Software: NA
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: Supports
	Software: Partially supports
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description, dependent on the display which is installed with the system by others.
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

2.4.7 Focus Visible (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: NA
	Electronic Docs: Supports
	Software: Partially supports
	Authoring Tool: NA
		Web: See product Description
		Electronic Docs: Available for download from the Poly support web site
		Software: See product description, dependent on the display which is installed with the system by others.
		Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

3.1.2 Language of Parts (Level AA) Also applies to:	Web: NA	Web: See product Description

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Supports Software: NA Authoring Tool: NA	Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: Supports Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: Available for download from the Poly support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508	Web: NA Electronic Docs: Supports	Web: See product Description Electronic Docs: Available for download from the Poly

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: NA Authoring Tool: NA	support web site Software: See product description Authoring Tool: There is authoring by the user of the software. The user only interfaces with the on-screen UI.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.

Criteria	Conformance Level	Remarks and Explanations
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: The web-UI is for administrators only, not the end user.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

302 Functional Performance Criteria

#	Criteria	Conformance Level	Remarks and Explanations
302.1	**Without Vision.**		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	DNS	The system does have a command line API which allows for 3rd party development in order to provide interfaces that could conform to the requirements of organizations.
302.2	**With Limited Vision.**		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	DNS	The system does have a command line API which allows for 3rd party development in order to provide interfaces that could conform to the requirements of organizations.
302.3	**Without Perception of Color.**		
	Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	The operation is not dependent on color differentiation. Symbols and text provide guides to the operation.
302.4	**Without Hearing.**		
	Where an audible mode of	NA	

	operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.		
302.5	**With Limited Hearing.**		
	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	NA	
302.6	**Without Speech.**		
	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Partially supported.	See product description
302.7	**With Limited Manipulation.**		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Partially supported.	See product description
302.8	**With Limited Reach and Strength.**		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Partially supported.	See product description

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

Chapter 4: Hardware

Notes:

401 General

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

402 Closed Functionality

#	Criteria	Conformance Level	Remarks and Explanations
402.1 General.			
	ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.	Partially supported.	See product description
402.2 Speech-Output Enabled.			
	ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.	Partially supported.	See product description

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

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

Appendix D, Section 703.3.1.

EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5. | | |
| **402.3 Volume.** | | |
| ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3.

EXCEPTION: ICT conforming to 412.2 shall not be required to conform to 402.3. | Supports | As an audio/video/data system there are volume controls provided that are part of the IR Remote for adjustment. |
402.3.1 Private Listening.		
Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	NA	
402.3.2 Non-private Listening.		
Where ICT provides non-private listening, incremental volume	Partially Supports	Dependent on the audio system provided by the installation party.

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

402.4 Characters on Display Screens.

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

402.5 Characters on Variable Message Signs.

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

403 Biometrics

#	Criteria	Conformance Level	Remarks and Explanations
403.1 General.			
	Where provided, biometrics shall not be the only means for user	NA	The system does not support any control by biometrics.

identification or control.

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

404 Preservation of Information Provided for Accessibility

#	Criteria	Conformance Level	Remarks and Explanations
404.1 General.			
	ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	NA	The RealPresence Group Series transmits content provided via the audio/video/data inputs and does not modify that input.

405 Privacy

#	Criteria	Conformance Level	Remarks and Explanations
405.1 General.			
	The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is	Supports	The screen will never 'blank' once it is activated by moving the IR remote.

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

406 Standard Connections

#	Criteria	Conformance Level	Remarks and Explanations
406.1 General.			
	Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Supports	All I/O is either industry standard or can be converted to industry standard with equipment from Poly.

407 Operable Parts

#	Criteria	Conformance Level	Remarks and Explanations
407.1 General.			
	Where provided, operable parts used in the normal operation of ICT shall conform to 407.	Partially Supports	
407.2 Contrast			
	Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Supports	The RealPresence Group Series IR remote meets this requirement.

407.3 Input Controls		
At least one input control conforming to 407.3 shall be provided for each function. **EXCEPTION:** Devices for personal use with input controls that are audibly discernable without activation and operable by touch shall not be required to conform to 407.3.	Supports	The IR remote would meet this requirement.
407.3.1 Tactilely Discernable		
Input controls shall be operable by touch and tactilely discernible without activation. 407.3.2	Partially supported.	The IR remote is touch activated, for other options of control see product description
407.3.2 Alphabetic Keys		
Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys.	Partially supported	For dialing a call there is an on-screen QWERTY keyboard that is used with the IR remote and cursor control to select letters. Numbers are selected from the IR Remote dialpad.
407.3.3 Numeric Keys		
Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to	Supported	Numbers are selected from the IR Remote dialpad.

ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).		
407.4 Key Repeat		
Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	NA	Uses an IR remote, not a keyboard.

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

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

side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.		

407.8.2.1 Unobstructed Side Reach

Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.	NA	

407.8.2.2 Obstructed Side Reach

Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable part shall be 46 inches (1170 mm)	NA	

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

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

408 Display Screens

#	Criteria	Conformance Level	Remarks and Explanations
408.1 General.			
	Where provided, display screens shall conform to 408.	Supports	See product description, dependent on the display which is installed with the system by others.
408.2 Visibility			
	Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Supports	Would be up to the installer to install to this parameter the displays used on the system.
408.3 Flashing			
	Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period. **EXCEPTION:** Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.	NA	

409 Status Indicators

#	Criteria	Conformance Level	Remarks and Explanations
409.1 General			
	Where provided, status indicators shall be discernible visually and by touch or sound.	DNS	

410 Color Coding

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	See response to 302.3

411 Audible Signals

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

412 ICT with Two-Way Voice Communication

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

shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1).		
412.3.2 Wireline Handsets.		
ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	NA	
412.4 Digital Encoding of Speech		
ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	Supports	Poly offers a full range of ITU-T standards for coding and decoding audio, including G722.2
412.5 Real-Time Text Functionality.		
Reserved – Note that FCC have NOPR for RTT for Wireline IP products. Link		
412.6 Caller ID.		
Where provided, caller identification and similar telecommunications functions shall be visible and audible.	NA	
412.7 Video Communication.		
Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Supports	The RealPresence Group Series supports upto 1080p60 video which will meet this requirement.

413 Closed Caption Processing Technologies

#	Criteria	Conformance Level	Remarks and Explanations
413.1 General.			
	Where ICT displays or processes video with synchronized audio, ICT shall provide closed caption processing technology that conforms to 413.1.1 or 413.1.2.	Partially supported.	See product description
413.1.1 Decoding and Display of Closed Captions.			
	Players and displays shall decode closed caption data and support display of captions.	Partially supported.	See product description
413.1.2 Pass-Through of Closed Caption Data.			
	Cabling and ancillary equipment shall pass through caption data.	Supports	The RealPresence Group Series transmits content provided via the audio/video/data inputs and does not modify that input.

414 Audio Description Processing Technologies.

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

#	Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT.			
	ICT other than digital television tuners shall provide audio description processing.	Supports	The RealPresence Group Series transmits content provided via the audio/video/data inputs and does not modify that input.

415 User Controls for Captions and Audio Descriptions.

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

Chapter 5: Software

Notes:

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

502 Interoperability with Assistive Technology

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

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

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

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

503 Applications

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

provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.		

504 Authoring Tools

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

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

Chapter 6: Support Documentation and Services

Notes:

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

603 Support Services

#	Criteria	Conformance Level	Remarks and Explanations
603.1 General			
	ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.		
603.2 Information on Accessibility and Compatibility Features.			
	ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Poly documentation and web-design teams have implemented WCAG2 requirements (Web Content Accessibility Guidelines 2.0), whereby, customers with disabilities will be able to access documentation, using all commonly used accessibility tools. Information on Accessibility can be found in product user guides, or by contacting Poly's helpdesk. Individuals can also contact Acessibility@Poly.com for guidance.
603.3 Accommodation of Communication Needs.			
	Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the Web and communicating about the issue via the Web, as well as taking advantage of Poly's Knowledgebase Articles, documentation or community forums, depending on the products used. Individuals can make contact by e-mail via Acessibility@Poly.com

Legal Disclaimer (Company)