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Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of **Polycom's HDX Series (900x, 800x, 700x, 600x, 45xx, 400x)** against the criteria described in Section 508 of the United States Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). The template format is intended to permit easy evaluation of conformance to Section 508

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Note: This document describes normal operational functionality. It does not include maintenance and troubleshooting procedures.

SUMMARY TABLE

VOLUNTARY PRODUCT ACCESSIBILITY SUMMARY

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Section 1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Does not support	<p>Primary user control of HDX systems is via an included Infrared Remote Control or an optional LCD touch panel controller sold as the Polycom Touch Control.</p> <p>The function—or the result of the function—is not necessarily discernible textually.</p> <p>Administrator functions are accessed via a web browser on a PC and normally require the use of a combination of mouse and keyboard; however, PC accessibility functions may be invoked.</p>
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Not applicable	<p>HDX is a stand-alone, embedded application and therefore is not susceptible to application interference. It is not possible to install assistive applications.</p>
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports with exceptions	<p>As the user interacts with the system, focus is indicated through highlighted icons or fields that include in text the name of the function selected. The optional Touch Control responds directly to user input and indicates current focus accordingly.</p> <p>The focus is not programmatically exposed.</p> <p>When using the PC based administrator function, the cursor position is identified as it would be on the PC itself and any suitable PC based accessibility tools that work on the PC would continue to function.</p>

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<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	Does not support	<p>No provision exists for making information associated with normal use available to Assistive Technology.</p> <p>When using the PC-based administrator function, an additional short textual description of each icon is provided as it is selected.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	Supports	<p>The images have a consistent meaning throughout and across both screen based user functions, Touch Control user interface and PC-based administrator functions.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	Supports with exceptions	<p>In normal use, no textual information is provided through operating system functions for displaying text.</p> <p>For administrative functions, information about the text content, carat location and attributes are available through functions for displaying text.</p> <p>Text is available for appropriate text based Functions</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	Supports with exceptions	<p>In normal room use, no provision exists for user selection of alternative contrast or color schemes.</p> <p>The administrative web interface will not override user selected colors and contrasts set for the PC.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	Not applicable	<p>No animation is used in the operation of the system.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	<p>Color coding is accompanied by text and/or differentiated icon indications or context.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	Not applicable	<p>HDX products have no color/contrast controls.</p> <p>The HDX web administrator function enables the range of color and contracts settings available on the PC.</p>

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(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	System does not use flashing elements in the 2 – 55Hz frequency range.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	In normal use, the only user entry field is the number to be dialed, which is “spoken” back to the user as the number is entered. HDX products do not otherwise use electronic forms.

Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via “alt”, “longdesc”, or in element content).	Supports	No web pages are used in normal use of the system. The web-based administrative applications have alternative text identifiers for every non-text element.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	The web-based administration capability does not use multi-media presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Any information conveyed by color in the administration user interface is supplemented by text, icon, context or other means.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents are readable without requiring an associated style sheet
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	For web-based Admin UI?
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	HDX products are embedded endpoints and not a client/server application. HDX does not use server-side image maps.

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(g) Row and column headers shall be identified for data tables.	Supports	Table row and column headers are identified.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Does not support	This is not supported by user or administrator functions.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Web pages in these models use one frame that is named 'content frame'. The pages that are in the content frame have a unique title. The navigation is inside the main window
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pages do not flicker in the 2 Hz – 55kHz range.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	Web interface pages are text based, supported by icons that include an overlaid text description. There is no need for equivalent text-only pages.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does not support	Content and graphical interface elements are not identified with functional text that can be read by assistive technology.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Not applicable	HDX administrative web pages do not require applets, plug-ins or other applications.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The user editable fields of forms that are used to gather input for system administrative settings can be used with a range of Assistive Technologies available in the OS of the host PC.

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(o) A method shall be provided that permits users to skip repetitive navigation links.	Not applicable	In normal use of the video conferencing system it is not necessary to access web pages. Where web access is provided within the administration function it is not necessary to use repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	No timed responses are required.

Section 1194.23 Telecommunications Products

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not applicable	There is no means to connect a TTY directly to an HDX system. HDX offers closed captioning. HDX also offers LAN connections; permitting attachment of a standard PC for Instant Messaging.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable	HDX is not primarily a voice communications device and does not support TTY protocols.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	HDX does not provide any voice mail, auto-attendant or interactive voice response systems. Does not provide a means of connecting a TTY device.

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<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Not applicable</p>	<p>HDX systems do not provide voice mail, auto-attendant or interactive voice response, or other capabilities that require a timed response.</p>
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Does not support</p>	<p>Caller ID information is provided visually.</p>
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Supports</p>	<p>Gain is adjustable in excess of 20 dB. More than one intermediate step is provided.</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Does not support</p>	<p>Volume settings persist after a session and do not return to a default level after every use.</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not applicable</p>	<p>As group video conferencing systems, HDX products do not use an output device that is normally held to the ear. Third party "headset" devices may be used and may include wireless coupling and independent volume control for hearing impaired users</p>
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Supports</p>	<p>Interference levels comply with FCC Class A levels or better.</p>

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<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Supports</p>	<p>Industry standard audio and video protocols and formats are supported. Telecom protocols comply with FCC requirements.</p>
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Supports with exceptions</p>	<p>Keys on the Infra-Red Remote Control are tactilely discernible based on layout, location, size and shape. Key 5 on the number pad is identified by raised pips.</p> <p>The “buttons” on the optional Touch Control are not discernible tactilely without activating the function.</p>
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>	<p>Supports</p>	<p>The Infra-Red Remote Control does not require tight grasping, pinching or twisting of the wrist. Force required to activate keys is below the maximum allowed.</p> <p>The Touch Control requires only a very light touch to operate.</p> <p>Access via the web interface will permit the user to use control calls via their own keyboard and use the accessibility functions provided in the OS.</p>
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Does not support</p>	<p>Key repeat delay on Infra-Red Remote Control and optional Touch Control is less than 2 seconds and is not configurable.</p> <p>Access via the web interface will permit the user to use control calls via their own keyboard and use the accessibility functions provided in the OS, including sticky key and key repeat timing.</p>

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<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Supports with exceptions</p>	<p>Mute toggle controls on microphones are accompanied by change in LED indicator (red/green) and icons displayed on the HDX main display.</p> <p>The mute button on the Infra-Red Remote Control has a mute button that activates a mic mute LED and displays current mute state via an icon on the main display. The current mute state is not discernible via touch or sound that indicate mute on or off.</p> <p>Mute may be toggled via the Touch Control, and current state is visually displayed, as described above, but no tactile or sound indication of current state is provided.</p>
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Section 1194.24 Video and Multi-media Products

Criteria	Supporting Features	Remarks and explanations
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not applicable</p>	<p>HDX systems are not designed for TV broadcast reception or display.</p> <p>The closed captioning feature provided by HDX for use within video calls will work regardless of display device used.</p>

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(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not applicable	HDX systems have no television tuners and are not designed for television reception or display.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not applicable	Polycom does not provide training and informational videos in support of the agency's mission.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not applicable	Polycom does not provide training and informational videos in support of the agency's mission.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not applicable	Any captioning provided will be part of content introduced into a video conference out of Polycom's control.

**Section 1194.25 Self-Contained, Closed Products
Not Applicable, HDX product family are not a Closed Products**

**Section 1194.26 Desktop and Portable Computers
Not Applicable, HDX product family are not Portable Computers**

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Some Information can be communicated via audio for those who require it.

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<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supports</p>	<p>Some information can be communicated via audio for those who require it.</p> <p>Typically a large screen of 42" or more is used in the room for normal use. While there is no means of magnifying screens or sections of screens for those with diminished vision, the large screens provide enlarged images.</p> <p>HDX Admin Web Interface permits use of the screen magnifier and high contrast settings of the OS accessibility function to be used.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Supports</p>	<p>The system can be operated without the need for hearing. When in a video call, deaf users may communicate visually, in real time (i.e. via sign language). Closed captioning may also be used within video calls.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Not applicable</p>	<p>Audio is not important for the operation of the product or for information retrieval.</p> <p>For incoming calls, audible alerting is supplemented by on-screen displays. In use, as an audio/visual system, the receive volume may be adjusted to suit the user. Standard audio outputs permit connection of supplemental equipment for further amplification or other assistive capabilities.</p>
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Not applicable</p>	<p>Speech is not required to operate the system or for information retrieval.</p>
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports</p>	<p>Physical operation does not require fine motor control or simultaneous actions, with either the Infrared Remote Control or the Touch Control.</p>

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Section 1194.41 Information, documentation, and support.		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	All information provided is electronically readable by assistive equipment.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	VPAT information for Polycom products is available as needed by email at: accessibility@polycom.com . All information provided is electronically readable by assistive equipment.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is provided by telephone, video, email or fax.

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