

# Poly Accessibility Conformance Report

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

**Name of product:** BW3310, BW3315, BW3320, BW3325

**Version(s):** BW3310 REV E, BW3315 REV B, BW3320 E, BW3325 REV D

**Publish date(s):** 03/2021

**Product description:** BW3300 series are USB headsets that also include a variant with a USB with 3.5mm audio plug. Both headsets are used with the same USB inline with their respective audio settings applied automatically. They use an over-the-head, on the ear wearing style and are designed primarily for office use. Both variants provide user controls on the provided inline buttons.

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**Notes:** This VPAT describes accessibility of the listed headsets as an accessory for use with ICT products.

**Evaluation methods used:** We performed user validation through traditional human factors testing on EB1 samples and obtained positive user feedback. This testing didn't specifically include participants with disabilities. This is because the BW3300 series products were developed before the official merger of Plantronics and Polycom (July 2018), which is the trigger point for the CVAA/VPAT deliverable.

We're taking steps to improve our test subject pool and include people with disabilities in our user validation testing for this product. However, the ongoing Covid-19 pandemic has presented significant challenges to locate and adequately test this target audience due to safety concerns. In addition, company policy requires that our employees refrain from meeting in-person for any activity unless deemed critical, and with safety precautions met. We're continuing to work safely and creatively within Covid-19 restrictions to address the CVAA requirement.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)

## Terms

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

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

## Web Content Accessibility Guidelines (WCAG 2.x)

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

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Alt-text or adjacent text for most images.</p> <p>Electronic Docs: Alt-text or adjacent text for most images.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.1 Use of Color</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	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:
<a href="#">1.4.2 Audio Control</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: No audio in documentation.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p> <p>Electronic Docs:</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>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.</p> <p>Electronic Docs:</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No time limits to accessing content.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos.</p> <p>Electronic Docs: No dynamic content in documentation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No dynamic content in documentation.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	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:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader.</p> <p>Electronic Docs: Electronic docs use standard controls.</p>



Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		

## Table 2: Success Criteria, Level AA

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (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	Web: Web content doesn't include live or streaming content.  Electronic Docs: Electronic documentation doesn't provide live or streaming content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (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: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available.  Electronic Docs: No audio or video in documentation.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports  Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support  Electronic Docs: Not Applicable	Web: Forms on website do not include correct programmable labels for form fields.  Electronic Docs: Electronic documentation not in HTML format.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color contrast ratio requirements (images may be contingent on product UI itself being compliant).</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. Setup sheets also contain images of localized text, but the English equivalents are live text.</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p>

Criteria	Conformance Level	Remarks and Explanations
		Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.</p> <p>Electronic Docs:</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p>	<p>Web: Web content only in English</p> <p>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate</p>

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		language information. Other documentation is English only.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool)		
602.3 (Support Docs)		
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Web: Does Not Support	Web: Website doesn't provide status messages.
Also applies to:	Electronic Docs: Not Applicable	Electronic Docs: Electronic documentation not in HTML format.
Revised Section 508 – Does not apply		

### Table 3: Success Criteria, Level AAA

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

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Has voice prompts to indicate mute, incoming call, and min/max volume. Has bumps to indicate volume up and down and call answer. Call answer and mute button are on specific locations and different from other buttons.
302.2 With Limited Vision	Supports	Has voice prompts to indicate mute, incoming call, and min/max volume. Has bumps to indicate volume up and down and call answer. Call answer and mute button are on specific locations and different from other buttons.
302.3 Without Perception of Color	Supports	Has audio cues to indicate mute, incoming call. Mute indicator only lights up Red. When user is in a call there is a LED indicator that lights up green.
302.4 Without Hearing	Not Applicable	Product is a headset where the primary function requires some hearing.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	Passed requirement for magnetic field strength
302.6 Without Speech	Supports	Users can use the headset without the microphone as an audio listening device that reduces background noise.
302.7 With Limited Manipulation	Supports	Headset can be operated with minimal manipulation. One button press to answer/end call, mute, volume up/down.
302.8 With Limited Reach and Strength	Supports	Headset can be operated with minimal manipulation. One button press to answer/end call, mute, volume up/down.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Headset can be operated with minimal manipulation. Provides symbols for mute, call answer and volume buttons. Also, has light indicators for mute and when user is in a call.

## Chapter 4: [Hardware](#)

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

For information on this section, view the following US Access Board webinar: <https://www.accessibilityonline.org/cioc-508/archives/110614>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not part of the design (no screen).
402.2.2 Transactional Outputs	Not Applicable	Product is not a closed functionality system.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Product is not a closed functionality system.
402.2.4 User Control	Not Applicable	Not part of the design (no screen).
402.2.5 Braille Instructions	Not Applicable	Not part of the design (size restrictions).

Criteria	Conformance Level	Remarks and Explanations
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Product is not a closed functionality system.
402.3.2 Non-private Listening	Not Applicable	Product is not a closed functionality system.
402.4 Characters on Display Screens	Not Applicable	Headset does not have a display screen.
402.5 Characters on Variable Message Signs	Not Applicable	Headset does not have a display screen.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not part of the design (no ID or biometric control).
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Not part of the design to provide storage.
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Not part of the design (no screen).
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Uses USB standard connector.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Does Not Support	Symbols and characters on control buttons do not provide enough contrast with the background.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Volume up and down, mute button, and call answer are tactilely discernible.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no keypad).
407.3.3 Numeric Keys	Not Applicable	Not part of the design (no keypad).
407.4 Key Repeat	Not Applicable	Not part of the design (no keypad).

Criteria	Conformance Level	Remarks and Explanations
407.5 Timed Response	Not Applicable	Not part of the design (no critical timing).
407.6 Operation	Supports	Button activation force is below 3N
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Headset is not stationary
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Headset is not stationary
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Headset is not stationary
407.8.2 Side Reach	Not Applicable	Headset is not stationary
407.8.2.1 Unobstructed Side Reach	Not Applicable	Headset is not stationary
407.8.2.2 Obstructed Side Reach	Not Applicable	Headset is not stationary
407.8.3 Forward Reach	Not Applicable	Headset is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Headset is not stationary
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Headset is not stationary
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Not part of the design (no screen).
408.3 Flashing	Not Applicable	Not part of the design (no screen).
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	Has a mute and call indicator.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Has a mute and call indicator. Mute LED is red and call LED is green.



Criteria	Conformance Level	Remarks and Explanations
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	Provides different audio tones when pressing volume up, volume down or mute.
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	Has 20dB conversational gain.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Product is wireline ICT
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Product is not a handset.
412.3.2 Wireline Handsets	Supports	
412.4 Digital Encoding of Speech	Not Applicable	Depends on USB configuration. We do not provide the codec.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Not Applicable	Not part of the design (No ID).
412.7 Video Communication	Not Applicable	Not part of the design (No video).
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Not part of the design (TTY).
412.8.2 Voice and Hearing Carry Over	Not Applicable	Not part of the design (TTY).
412.8.3 Signal Compatibility	Not Applicable	Not part of the design (TTY).
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Not part of the design (No TTY or messaging systems).
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not part of the design (no screen).
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not part of the design (no screen).

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><u>414 Audio Description Processing Technologies</u></a>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not part of the design (no tuner).
414.1.2 Other ICT	Not Applicable	Not part of the design (no audio description).
<a href="#"><u>415 User Controls for Captions and Audio Descriptions</u></a>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not part of the design (no caption control).
415.1.2 Audio Description Controls	Not Applicable	Not part of the design (no audio description).

## Chapter 5: [Software](#)

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

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

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

Legacy Plantronics products and Poly products on the Poly support site.

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<a href="#"><u>602 Support Documentation</u></a>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially supports	Product documentation may not be Section 508 fully conformant. Information on accessible features can be provided upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
602.3 Electronic Support Documentation	See <a href="#"><u>WCAG 2.x</u></a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially supports	Most product documentation is available in a screen reader format. Other formats may be

Criteria	Conformance Level	Remarks and Explanations
		made available on request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Self-support site and corporate website implements AudioEye, a third-party AT option. Poly provides information on the required topics upon request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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