

# Poly Accessibility Conformance Report

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

**Name of product:** *RMX 1800 and RMX 2000 and RMX 4000 and RealPresence Collaboration Server Virtual Edition*

**Version(s):** *v8.9.1*

**Publish date(s):** *February 2021*

**Product description:**

- The Polycom RealPresence Collaboration Server (RMX) 1800, 2000, 4000, and Virtual Edition multipoint control units (MCUs) are high performance, scalable MCUs that provide a feature-rich, multipoint audio and video conferencing experience.

**Contact information (email):** [cvaa.vpat.support@poly.com](mailto:cvaa.vpat.support@poly.com)

**Notes:**

- RMX 1800/2000/4000 applies to both Software and Hardware sections below
- Virtual Edition only applies to Software sections below as RPCS can be installed on any generic server that meets specifications
- RMX Manager is more commonly used in lieu of the Web UI, which must be used with an older version of Internet Explorer (IE). Due to these limitations, the software evaluation focuses only on RMX Manager.

**Evaluation methods used:** Tested product and consulted with product management and engineering on functionality.

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

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

### Table 1: Success Criteria, Level A

**Notes:** 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: Supports</p> <p>Software: Does Not Support</p>	<p>Web: Alt-text or adjacent text for most images.</p> <p>Electronic Docs: Written documentation includes alt-text or adjacent text for images.</p> <p>Software: Logo and Interface icons do not have alt-text values</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: Electronic Docs: No audio-only or video-only content.</p> <p>Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.</p>
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: Most video for legacy products have captions.</p> <p>Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No videos have an audio description available.</p> <p>Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p>	<p>Web: Supports</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<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>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Electronic Docs:</p> <p>Software: Most elements are programmatically labeled (and some functionality is not)</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Movement within a screen or section is consistent using keyboard or mouse functionality, but moving between regions or areas of a single screen, is not supported using just a keyboard.</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Some functionality can only be accessed through tabs or icons located in specific locations</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>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.</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p>	<p>Web: No auto-played audio on web pages.</p> <p>Electronic Docs:</p> <p>Software: No pre-recorded audio in the product</p>

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<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: Partially Supports</p> <p>Software: Partially 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: Written documentation fully supports. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.</p> <p>Software: Drop down menus can be navigated via keyboard; however, one cannot navigate from content pane to content pane, only within a content pane.</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: Partially Supports</p> <p>Software: Does Not Support</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: Written documentation fully supports. For video documentation, users can launch the audio for videos using the keyboard, but the video player only launches the full BrightCove player when the user clicks on the thumbnail using a mouse.</p> <p>Software: UI is not accessible solely by keyboard actions</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.</p> <p>Software: Product does not contain any character key shortcuts</p>
<p><a href="#">2.2.1 Timing Adjustable</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)	Software: Supports	Software:
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Supports Software: Supports	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs: Software:
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">2.4.1 Bypass Blocks</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Software client is non-web software
<a href="#">2.4.2 Page Titled</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Most web pages include a title Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Does Not Support	Web: Electronic Docs: Software: Software Client cannot be navigated via a keyboard for most functions, but focus order does apply when navigating drop down menus.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<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 Software: Not Applicable	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software: Product does not require multipoint or path-based 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 Software: Partially Supports	Web: Electronic Docs: Software: Most functions within the Software Client initiate on the up event, but some function shortcuts trigger on the down event.
<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 Software: Partially Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels. Software: Most icons and fields have tool tips and labels, but a few do not.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Web: Not Applicable	Web: Web pages don't require motion to use.

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Electronic Docs: Not Applicable</p> <p>Software: Not Applicable</p>	<p>Electronic Docs: Electronic content doesn't require motion to use.</p> <p>Software: Software does not include motion actuation</p>
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">3.2.1 On Focus</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p> <p>Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Electronic Docs:</p> <p>Software:</p>
<p><a href="#">3.2.2 On Input</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software:</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>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Inputs for the software itself provide error identification, but error handling for configuration settings based on deployment requirements is beyond the scope of the tool.</p>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. Software: Most icons and fields have tool tips and labels, but a few do not.
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Electronic docs use standard controls. Software: Most icons and fields have tool tips and labels that screen readers can identify, but a few do not.

## Table 2: Success Criteria, Level AA

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

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)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.
<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: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available. Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.
<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 Software: Not Applicable	Web: Electronic Docs: Software: Support is dependent on orientation settings within the OS
<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: Does Not Support Software: Does Not Support	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields. Software: Input purpose cannot be programmatically determined
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: 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).

Criteria	Conformance Level	Remarks and Explanations
		<p>Video documentation captions are white text on a black background overlay.</p> <p>Software: Some UI elements and text are below the luminosity ratio threshold</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Does Not Support</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Tool is limited to a zoom of 150%</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web: Some page elements are images of text instead of live text.</p> <p>Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text.</p> <p>Software:</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Two-dimensional scrolling may be required to accommodate content manipulation, but users can adjust the width of content panes in order to remove horizontal scrolling</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Partially Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Some UI elements are below the luminosity ratio threshold</p>

Criteria	Conformance Level	Remarks and Explanations
<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: Partially Supports</p> <p>Electronic Docs: Partially Supports</p> <p>Software: Not Applicable</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed.</p> <p>Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.</p> <p>Software:</p>
<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: Does Not Support</p> <p>Software: Partially Supports</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Software: Tooltips are not dismissible or hoverable, but are persistent</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>Software: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Does not apply to non-web software</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>Software: Partially Supports</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Not all of the icons have labels/tooltips</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to:</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>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Electronic Docs: Software:
<a href="#">3.1.2 Language of Parts</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: Supports Software: Supports	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only. Software:
<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 Software: Not Applicable	Web: Electronic Docs: Software: Does not apply to non-web software
<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 Software: Not Applicable	Web: Electronic Docs: Software: Does not apply to non-web software
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Not all error handling provides suggestions for correct to user

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: No legal or financial controlled data in the product
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support Software: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation doesn't provide status messages. Software: Product not developed using a markup language

### Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

## Revised Section 508 Report

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

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	User can access interface components using a screen reader when hovering with a mouse, but not all parts of the user interface are accessible by keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	Zoom is limited to 150%
302.3 Without Perception of Color	Partially Supports	LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color.  In RMX Manager, a few UI elements are below the color contrast threshold.
302.4 Without Hearing	Not Applicable	No functionality requires user hearing
302.5 With Limited Hearing	Not Applicable	No functionality requires user hearing
302.6 Without Speech	Not Applicable	No functionality requires user speech
302.7 With Limited Manipulation	Supports	No functionality requires fine motor control or simultaneous manual operation
302.8 With Limited Reach and Strength	Not Applicable	System is not stationary and can be mounted or displayed in various configurations.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	While the product may not accommodate all scenarios re: limited language, cognitive, and learning abilities, and does require a certain level of Administrator / Network background, there is the ability to change language, and most functionality provides both graphic and text labels.

## Chapter 4: [Hardware](#)

### Notes:

- *RMX 1800/2000/4000 include Software and Hardware*
- *Virtual Edition is N/A to Chapter 4: Hardware as RPCS can be installed on any generic server that meets specifications*

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

Criteria	Conformance Level	Remarks and Explanations
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not applicable	These are not closed functionality systems.
402.2.2 Transactional Outputs	Not applicable	These are not closed functionality systems.
402.2.3 Speech Delivery Type and Coordination	Not applicable	These are not closed functionality systems.
402.2.4 User Control	Not applicable	These are not closed functionality systems.
402.2.5 Braille Instructions	Not applicable	These are not closed functionality systems.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Product does not provide private listening
402.3.2 Non-private Listening	Not Applicable	Product does not provide non-private listening
402.4 Characters on Display Screens	Not Applicable	Product does provide screen enlargement feature, but does not offer sans serif font
402.5 Characters on Variable Message Signs	Not applicable	This is not a variable message sign.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics is not a means for user identification or 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	Supports	Product does not remove non-proprietary accessibility information
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	These are not closed functionality systems.
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Industry standard connections or converters are provided.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Keys and controls contrast visually from their background surfaces



<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Hardware control are operable by touch and tactilely discernible without activation
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard)
407.3.3 Numeric Keys	Not Applicable	Product does not have a numeric keypad
407.4 Key Repeat	Not Applicable	Not part of the design (no QWERTY keyboard)
407.5 Timed Response	Not Applicable	The product does not require any timed responses
407.6 Operation	Supports	Normal operation supports; installation is beyond the scope of normal operation and does not apply
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.2 Side Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.3 Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)

Criteria	Conformance Level	Remarks and Explanations
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary. Customer has discretion on how and where product is installed (e.g. rack placement)
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Product does not contain display screen(s)
408.3 Flashing	Supports	Product does not contain display screen(s); lights do not exceed flash thresholds
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	The product provides visual indicators. The product does not have speakers, so audio indicators are not available.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color.  In RMX Manager, a few UI elements are below the color contrast threshold.
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	The product does not have speakers, so audio indicators are not available.
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	Product is not intended to provide two-way voice communication
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Product is not intended to provide two-way voice communication
<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 intended to provide two-way voice communication
412.3.2 Wireline Handsets	Not Applicable	Product is not intended to provide two-way voice communication
412.4 Digital Encoding of Speech	Not Applicable	Product is not intended to provide two-way voice communication
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Not Applicable	Product is not intended to provide two-way voice communication
412.7 Video Communication	Not Applicable	Product is not intended to provide two-way voice communication
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Product is not intended to provide two-way voice communication
412.8.2 Voice and Hearing Carry Over	Not Applicable	Product is not intended to provide two-way voice communication
412.8.3 Signal Compatibility	Not Applicable	Product is not intended to provide two-way voice communication
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Product is not intended to provide two-way voice communication
<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	Close Captioning processing is handled by endpoints (client)
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Close Captioning processing is handled by endpoints (client)

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

## Chapter 5: [Software](#)

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

For information on this section, view the following US Access Board webinar: <https://www.accessibilityonline.org/cioc-508/archives/110615>

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

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

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

Criteria	Conformance Level	Remarks and Explanations
<b><i>501.1 Scope – Incorporation of WCAG 2.0 AA</i></b>	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
<b><u><a href="#">502 Interoperability with Assistive Technology</a></u></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	All documented accessibility features are supported.
502.2.2 No Disruption of Accessibility Features	Supports	All documented accessibility features do not have any disruption during operation.
<b><i>502.3 Accessibility Services</i></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

<b>Criteria</b>	<b>Conformance Level</b>	<b>Remarks and Explanations</b>
502.3.2 Modification of Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The product is not a platform or does not have access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Supported	At this time (2020) no alternative interfaces have been incorporated in any products.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Application does not provide user controls for volume adjustment
503.4.2 Audio Description Controls	Not Applicable	Application does not provide user controls for program selection
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	Not an Authoring Tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Not an Authoring Tool
504.2.2 PDF Export	Not applicable	Not an Authoring Tool
504.3 Prompts	Not applicable	Not an Authoring Tool
504.4 Templates	Not applicable	Not part of the design

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

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

Legacy Polycom products and Poly products hosted on the [Poly Online Support Center](#) (the Polycom Support site) or at the [Polycom Documentation Library](#) (PDL).

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	<i>The Polycom RealPresence Collaboration Server 1800/2000/4000/Virtual Edition Administrator</i>

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

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