- Read PLCM Guidance ITIC Template 2.2.doc before completing this form.

- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.

- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time.  The duplicate entry will note the cross reference to the data.

# Polycom Accessibility Conformance Report

# Revised Section 508 Edition

**VPAT® Version 2.2 – July 2018**

**Name of Product/Version:** **Polycom RealPresence Resource Manager 10.7.0**

**Product Description:**

**Date:** **15 Mar 2019**

**Contact information:** **Accessibility@polycom.com**

**Notes:**

**Evaluation Methods Used:**

# Applicable Standards/Guidelines

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

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

# Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: 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.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

## Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: |
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to: | Web:<br>Electronic Docs: | Web:<br>Electronic Docs: |

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Software:<br>Authoring Tool: | Software:<br>Authoring Tool: |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool) | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 602.3 (Support Docs) | | |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>•<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Web:<br>Electronic Docs:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: |
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>Revised Section 508 | Web:<br>Electronic Docs:<br>Software: | Web:<br>Electronic Docs:<br>Software: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Authoring Tool: | Authoring Tool: |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |

# Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br><br>Authoring Tool: |
| **1.4.5 Images of Text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 602.3 (Support Docs) | | |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Web:<br>Electronic Docs:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Web:<br>Electronic Docs:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Authoring Tool: |
| **3.2.4 Consistent Identification** (Level AA) | Web: | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Electronic Docs:<br>Authoring Tool: | Electronic Docs:<br>Authoring Tool: |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: | Web:<br>Electronic Docs:<br>Software:<br>Authoring Tool: |

## Table 3: Success Criteria, Level AAA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.6 Sign Language (Prerecorded)** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **1.2.7 Extended Audio Description (Prerecorded)** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **1.2.8 Media Alternative (Prerecorded)** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.9 Audio-only (Live)** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **1.4.6 Contrast Enhanced** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **1.4.7 Low or No Background Audio** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **1.4.8 Visual Presentation** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **1.4.9 Images of Text (No Exception) Control** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.1.3 Keyboard (No Exception)** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.2.3 No Timing** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.2.4 Interruptions** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.2.5 Re-authenticating** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.3.2 Three Flashes** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |
| **2.4.8 Location** (Level AAA) <br> Also applies to: <br> Revised Section 508 – Does not apply | Web: | Web: |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.9 Link Purpose (Link Only)** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **2.4.10 Section Headings** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.1.3 Unusual Words** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.1.4 Abbreviations** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.1.5 Reading Level** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.1.6 Pronunciation** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.2.5 Change on Request** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.3.5 Help** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |
| **3.3.6 Error Prevention (All)** (Level AAA)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: | Web: |

# Revised Section 508 Report

Notes:

# Chapter 3: Functional Performance Criteria (FPC)

Notes:

**302 Functional Performance Criteria**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|---|
| **302.1** | **Without Vision.** | | |
| | Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision. | Does Not Support | User vision is required to navigate functions. As RPRM is going into maintenance mode, there is no plan to support this. |
| **302.2** | **With Limited Vision.** | | |
| | Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision. | Does Not Support | User vision is required to navigate functions. As RPRM is going into maintenance mode, there is no plan to support this. |
| **302.3** | **Without Perception of Color.** | | |
| | Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color. | Supports | All information conveyed with color is also available without color |
| **302.4** | **Without Hearing.** | | |
| | Where an audible mode of | Supports | Operations can be carried out without the need for user hearing |

| | | | |
|---|---|---|---|
| | operation is provided, ICT shall provide at least one mode of operation that does not require user hearing. | | |
| 302.5 | With Limited Hearing. | | |
| | Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing. | Supports | Operations can be carried out without the need for user hearing |
| 302.6 | Without Speech. | | |
| | Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech. | Supports | User speech is not required. |
| 302.7 | With Limited Manipulation. | | |
| | Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations. | Not Applicable | User need control mouse and keyboard or operate system via Windows accessibility function. |
| 302.8 | With Limited Reach and Strength. | | |
| | Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength. | Not Applicable | User need control mouse and keyboard or operate system via Windows accessibility function. |

| 302.9 | With Limited Language, Cognitive, and Learning Abilities. | | |
|---|---|---|---|
| | ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier. | Supports | System provides 10 languages for use. |

# Chapter 4: Hardware

Notes:

**401 General**

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

**402 Closed Functionality**

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

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

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

| | | |
|---|---|---|
| Appendix D, Section 703.3.1.<br><br>**EXCEPTION**: Devices for personal use shall not be required to conform to 402.2.5. | | |
| **402.3  Volume.** | | |
| ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3.<br><br>**EXCEPTION**: ICT conforming to 412.2 shall not be required to conform to 402.3. | | |
| **402.3.1  Private Listening.** | | |
| Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided. | | |
| **402.3.2  Non-private Listening.** | | |
| Where ICT provides non-private listening, incremental volume | | |

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

**402.4  Characters on Display Screens.**

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

**402.5  Characters on Variable Message Signs.**

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

**403 Biometrics**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|---|
| **403.1  General.** | | | |
| | Where provided, biometrics shall not be the only means for user | Supports | User can control mouse and keyboard or operate system via Windows |

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

## 404 Preservation of Information Provided for Accessibility

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **404.1   General.** | | | |
| | ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery. | Supports | |

## 405 Privacy

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **405.1   General.** | | | |
| | The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is | Not Applicable | |

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

## 406 Standard Connections

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|---|
| **406.1 General.** | | | |
| | Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats. | Supports | |

## 407 Operable Parts

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|---|
| **407.1 General.** | | | |
| | Where provided, operable parts used in the normal operation of ICT shall conform to 407. | | |
| **407.2 Contrast** | | | |
| | Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background. | | |

| 407.3 Input Controls | | |
|---|---|---|
| At least one input control conforming to 407.3 shall be provided for each function. **EXCEPTION:** Devices for personal use with input controls that are audibly discernable without activation and operable by touch shall not be required to conform to 407.3. | | |
| **407.3.1 Tactilely Discernable** | | |
| Input controls shall be operable by touch and tactilely discernible without activation. 407.3.2 | | |
| **407.3.2 Alphabetic Keys** | | |
| Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the "F" and "J" keys shall be tactilely distinct from the other keys. | | |
| **407.3.3 Numeric Keys** | | |
| Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric keys, the relationships between letters and digits shall conform to | | |

| | | |
|---|---|---|
| ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1). | | |

| **407.4  Key Repeat** | | |
|---|---|---|
| Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum. | | |

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

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

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

**407.8.2.1 Unobstructed Side Reach**

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

**407.8.2.2 Obstructed Side Reach**

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

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

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

**408  Display Screens**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **408.1  General.** | | | |
| | Where provided, display screens shall conform to 408. | | |
| **408.2 Visibility** | | | |
| | Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed. | | |
| **408.3  Flashing** | | | |
| | Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.<br><br>**EXCEPTION:** Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3. | | |

**409 Status Indicators**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **409.1 General** | | | |
| | Where provided, status indicators shall be discernible visually and by touch or sound. | Not Applicable | |

**410 Color Coding**

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

**411 Audible Signals**

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

**412 ICT with Two-Way Voice Communication**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| 412.1 General | | | |
| | Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response | Not Applicable | RPRM 10.7.0 is only a management platform which doesn't provide voice communication itself. |
| 412.2 **Volume Gain** | | | |
| | ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2. | Not Applicable | As above |
| 412.2.1 **Volume Gain for Wireline Telephones.** | | | |
| | Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones. | Not Applicable | As above |
| 412.2.2 **Volume Gain for Non-Wireline Telephones.** | | | |
| | A method for increasing volume shall be provided for non-wireline ICT. | Not Applicable | As above |
| 412.3 **Interference Reduction and Magnetic Coupling.** | | | |
| | Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2. | Not Applicable | As above |
| 412.3.1 Wireless Handsets. | | | |
| | ICT in the form of wireless handsets | Not Applicable | As above |

| shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1). | | |
|---|---|---|
| **412.3.2  Wireline Handsets.** | | |
| ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1). | Not Applicable | As above |
| **412.4  Digital Encoding of Speech** | | |
| ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1). | Not Applicable | As above |
| **412.5 Real-Time Text Functionality.** | | |
| **Reserved – Note that FCC have NOPR for RTT for Wireline IP products**. Link | Not Applicable | As above |
| **412.6  Caller ID.** | | |
| Where provided, caller identification and similar telecommunications functions shall be visible and audible. | Not Applicable | As above |
| **412.7  Video Communication.** | | |
| Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language. | Not Applicable | As above |

**413 Closed Caption Processing Technologies**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **413.1  General.** | | | |
| | Where ICT displays or processes video with synchronized audio, ICT shall provide closed caption processing technology that conforms to 413.1.1 or 413.1.2. | Not Applicable | RPRM 10.7.0 is only a management platform which doesn't provide closed caption processing technology itself. |
| **413.1.1  Decoding and Display of Closed Captions.** | | | |
| | Players and displays shall decode closed caption data and support display of captions. | Not Applicable | As above |
| 413.1.2 **Pass-Through of Closed Caption Data.** | | | |
| | Cabling and ancillary equipment shall pass through caption data. | Not Applicable | As above |

**414  Audio Description Processing Technologies.**

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **414.1  General.** | | | |
| | Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2. | Not Applicable | RPRM 10.7.0 is only a management platform which doesn't provide  audio description processing technology  itself. |
| **414.1.1  Digital Television Tuners.** | | | |
| | Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard. | Not Applicable | |

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **414.1.2 Other ICT.** | | | |
| | ICT other than digital television tuners shall provide audio description processing. | Not Applicable | |

**415 User Controls for Captions and Audio Descriptions.**

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

# Chapter 5: Software

Notes:

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

## 502 Interoperability with Assistive Technology

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

| **502.3.2   Modification of Object Information.** | | |
|---|---|---|
| States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | |
| **502.3.3   Row, Column, and Headers.** | | |
| If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable. | Not Applicable | |
| **502.3.4   Values.** | | |
| Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable | Not Applicable | |
| **502.3.5   Modification of Values.** | | |
| Values that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | |
| **502.3.6   Label Relationships.** | | |
| Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable. | Not Applicable | |
| **502.3.7   Hierarchical Relationships.** | | |
| Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable. | Not Applicable | |
| **502.3.8   Text.** | | |
| The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable. | Not Applicable | |
| **502.3.9   Modification of Text.** | | |
| Text that can be set by the user shall be capable of being set programmatically, including through assistive technology. | Not Applicable | |
| **502.3.10   List of Actions.** | | |
| A list of all actions that can be executed on an object shall be programmatically determinable. | Not Applicable | |

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

| #  | Criteria |  |
|----|----------|--|
| F | Section 10.6.9 Provide speech output services; and |  |
| G | Section 10.7.1 Display any captions provided. |  |

## 503 Applications

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **503.1 General** | | | |
|  | Applications shall conform to 503. | Partly support | User need control mouse and keyboard or operate system via Windows accessibility function . |
| **503.2 User Preferences.** | | | |
|  | Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor.<br><br>**EXCEPTION:** Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2. | Supports | |
| **503.3 Alternative User Interfaces.** | | | |
|  | Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services. | Not Applicable | User need control mouse and keyboard or operate system via Windows accessibility function. |
| **503.4 User Controls for Captions and Audio Description.** | | | |
|  | Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4. | Not Applicable | |
| **503.4.1 Caption Controls** | | | |
|  | Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same | Not Applicable | |

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|---|
| | menu level as the user controls for volume or program selection. | | |
| **503.4.2 Audio Description Controls** | | | |
| | Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection. | Not Applicable | |

**504 Authoring Tools**

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

| | | |
|---|---|---|
| 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1) (incorporated by reference, see 702.3.1). | | |
| **504.3  Prompts.** | | |
| Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | |
| **504.4  Templates.** | | |
| Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool. | Not Applicable | |

# Chapter 6: Support Documentation and Services

Notes:

| # | Criteria | Conformance Level | Remarks and Explanations |
|---|----------|-------------------|--------------------------|
| **601.1 Scope** | | Heading cell – no response required | |
| | The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines. | Not Applicable | |
| **602.1  General.** | | | |
| | Documentation that supports the use of ICT shall conform to 602. | Not Applicable | |
| **602.2  Accessibility and Compatibility Features.** | | | |
| | Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology. | Not Applicable | |
| **602.3  Electronic Support Documentation.** | | | |
| | Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1). | See WCAG 2.0 section | See information in WCAG section |
| **602.4  Alternate Formats for Non-Electronic Support Documentation** | | | |
| | Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request. | Not Applicable | |

## 603 Support Services

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

# Legal Disclaimer (Company)