Poly Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Polycom® SoundStructure®

Product Description: SoundStructure is a high-performance audio-conferencing DSP solution that delivers the first truly immersive audio experience for voice and video conferencing. It is a rack-mounted appliance which becomes part of what is called an 'integrated' solution as one component of a solution that is designed and installed by an integrator which also develops the interface that the user will interface with. The user does not interface directly with the SoundStructure and it has no interface, physical or web based, that supports direct communications to the operation of the device.

The contracted integrator, or in-house specialized developers, use other control systems (i.e. AMX, Extron, Sound Control, Crestron) to communicate with and control the SoundStructure functionality. The SoundStructure development interface is in English only as it is targeted at the technical community.

The contracted integrator would be responsible for the design of the UX/UI (User eXperience / User Interface) that the customer requests. The UX/UI that results from the development of the integrator and customer would be responsible to meet the requirements herein.

Poly offers specialized training to integrators that are interested in the best practices to design a solution using the SoundStructure. Poly also offers design and installations services for those customers that want to have Poly sell, design, install and support the SoundStructure. Services on this product are via the integrator that chose the SoundStructure appliance, designed and installed it.

User documentation would be provided by the developer of the UX/UI that the end-user would use.

Date: April 1, 2020

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

Notes: Completed by Steven Zabriski

Evaluation Methods Used: Knowledge of the product and its intended market and use.

Applicable Standards/Guidelines

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

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

Terms

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

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: 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 (NA)**: 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) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.3.1 Info and Relationships (Level A) Also applies to:	Web: NA	Web: See product Description

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

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

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: NA	Authoring Tool: See product Description
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.3.1 Error Identification (Level A)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508	Web: NA Electronic Docs: NA	Web: See product Description Electronic Docs: See product Description

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: NA Authoring Tool: NA	Software: See product Description Authoring Tool: See product Description
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
2.4.6 Headings and Labels (Level AA)		

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: NA Electronic Docs: NA Software: NA Authoring Tool: NA	Web: See product Description Electronic Docs: See product Description Software: See product Description Authoring Tool: See product Description

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description

Criteria	Conformance Level	Remarks and Explanations
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.1.5 Reading Level (Level AAA) Also applies to:	Web: NA	Web: See Product Description

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: NA	Web: See Product Description

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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
302.3	**Without Perception of Color.**	NA	See product description. The UX/UI is provided by others.
	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.	NA	See product description. The UX/UI is provided by others.
302.4	**Without Hearing.**	NA	See product description. The UX/UI is provided by others.
	Where an audible mode of operation is provided, ICT shall provide at least one	NA	See product description. The UX/UI is provided by others.

	mode of operation that does not require user hearing.		
302.5	**With Limited Hearing.**		
	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
302.9	**With Limited Language, Cognitive, and Learning Abilities.**		
	ICT shall provide features making its use by individuals	NA	See product description. The UX/UI is provided by others.

with limited cognitive, language, and learning abilities simpler and easier.		

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.	NA	See product description. The UX/UI is provided by others.
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:** 1. Variable message signs conforming to 402.5 shall not be required to be speech-output enabled.	NA	See product description. The UX/UI is provided by others.

2. Speech output shall not be required where ICT display screens only provide status indicators and those indicators conform to 409. 3. Where speech output cannot be supported due to constraints in available memory or processor capability, ICT shall be permitted to conform to 409 in lieu of 402.2. 4. Audible tones shall be permitted instead of speech output where the content of user input is not displayed as entered for security purposes, including, but not limited to, asterisks representing personal identification numbers. 5. Speech output shall not be required for: the machine location; date and time of transaction; customer account number; and the machine identifier or label. 6. Speech output shall not be required for advertisements and other similar information unless they convey information that can be used for the transaction being conducted.		
402.2.1 Information Displayed On-Screen.		
Speech output shall be provided for all information displayed on-screen.	NA	See product description. The UX/UI is provided by others.
402.2.2 Transactional Outputs.		
Where transactional outputs are provided, the speech output shall audibly provide all information	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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. **EXCEPTION**: Devices for personal use shall not be required to conform to 402.2.5.	NA	See product description. The UX/UI is provided by others.
402.3 Volume.		
ICT that delivers sound, including	NA	See product description. The UX/UI is provided by others.

speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3. **EXCEPTION**: ICT conforming to 412.2 shall not be required to conform to 402.3.		
402.3.1 Private Listening.		
Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
402.4 Characters on Display Screens.		
At least one mode of characters	NA	See product description. The UX/UI is provided by others.

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).	NA	See product description. The UX/UI is provided by others.

403 Biometrics

#	Criteria	Conformance Level	Remarks and Explanations
403.1 General.			
	Where provided, biometrics shall not be the only means for user identification or control. **EXCEPTION**: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.	NA	See product description. The UX/UI is provided by others.

404 Preservation of Information Provided for Accessibility

#	Criteria	Conformance Level	Remarks and Explanations
404.1 General.			
	ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	NA	See product description. The UX/UI is provided by others.

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 enabled, the screen shall not blank automatically.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
Input controls shall be operable by touch and tactilely discernible without activation. 407.3.2	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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	NA	See product description. The UX/UI is provided by others.

(incorporated by reference, see 702.7.1).		
Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
407.7 Tickets, Fare Cards, and Keycards.		
Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the ticket, fare card, or keycard.	NA	See product description. The UX/UI is provided by others.
407.8 Reach Height and Depth.		
At least one of each type of operable part of stationary ICT	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
407.8.1.1 Vertical Plane for Side Reach.		
Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	NA	See product description. The UX/UI is provided by others.
407.8.1.2 Vertical Plane for Forward Reach.		
Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	NA	See product description. The UX/UI is provided by others.
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	NA	See product description. The UX/UI is provided by others.

protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.		

407.8.2.1 Unobstructed Side Reach

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

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.	NA	See product description. The UX/UI is provided by others.
Operable parts of ICT providing a	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).	NA	See product description. The UX/UI is provided by others.
The height of the operable part shall conform to Table 407.8.3.2.1.	NA	See product description. The UX/UI is provided by others.
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	NA	See product description. The UX/UI is provided by others.

clear of obstructions. **EXCEPTIONS:** 1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT. 2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.	

408 Display Screens

#	Criteria	Conformance Level	Remarks and Explanations
408.1 General.			
	Where provided, display screens shall conform to 408.	NA	See product description. The UX/UI is provided by others.
408.2 Visibility			
	Where stationary ICT provides one or more display screens, at least one of each type of display screen	NA	See product description. The UX/UI is provided by others.

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. **EXCEPTION:** Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.

410 Color Coding

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			

#	Criteria	Conformance Level	Remarks and Explanations
	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.	NA	See product description. The UX/UI is provided by others.

411 Audible Signals

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	NA	See product description. The UX/UI is provided by others.

412 ICT with Two-Way Voice Communication

#	Criteria	Conformance Level	Remarks and Explanations
412.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	NA	See product description. The UX/UI is provided by others.
412.2 **Volume Gain**			
	ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
412.2.2 **Volume Gain for Non-Wireline Telephones.**			
	A method for increasing volume shall be provided for non-wireline ICT.	NA	See product description. The UX/UI is provided by others.
412.3 **Interference Reduction and Magnetic Coupling.**			
	Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.	NA	See product description. The UX/UI is provided by others.
412.3.1 Wireless Handsets.			
	ICT in the form of wireless handsets shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see	NA	See product description. The UX/UI is provided by others.

702.5.1).		

412.3.2 Wireline Handsets.		
ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see702.9.1).	NA	See product description. The UX/UI is provided by others.

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).	NA	See product description. The UX/UI is provided by others.

412.5 Real-Time Text Functionality.		
Reserved – Note that FCC have NOPR for RTT for Wireline IP products. Link	NA	See product description. The UX/UI is provided by others.

412.6 Caller ID.		
Where provided, caller identification and similar telecommunications functions shall be visible and audible.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
413.1.1 Decoding and Display of Closed Captions.		
Players and displays shall decode closed caption data and support display of captions.	NA	See product description. The UX/UI is provided by others.
413.1.2 **Pass-Through of Closed Caption Data.**		
Cabling and ancillary equipment shall pass through caption data.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
414.1.1 Digital Television Tuners.			
	Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	NA	See product description. The UX/UI is provided by others.

#	Criteria	Conformance Level	Remarks and Explanations
414.1.2 Other ICT.			
	ICT other than digital television tuners shall provide audio description processing.	NA	See product description. The UX/UI is provided by others.

415 User Controls for Captions and Audio Descriptions.

#	Criteria	Conformance Level	Remarks and Explanations
415.1 General			
	Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1. EXCEPTION: Devices for personal use shall not be required to conform to 415.1 provided that captions and audio descriptions can be enabled through system-wide platform settings.	NA	See product description. The UX/UI is provided by others.
415.1.1 Caption Controls			
	Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.

Chapter 5: Software

Notes:

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

502 Interoperability with Assistive Technology

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

of being set programmatically, including through assistive technology.		provided by others.
502.3.3 Row, Column, and Headers.		
If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	NA	See product description. The UX/UI is provided by others.
502.3.4 Values.		
Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
502.3.7 Hierarchical Relationships.		
Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	NA	See product description. The UX/UI is provided by others.
502.3.8 Text.		
The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	NA	See product description. The UX/UI is provided by others.
502.3.9 Modification of Text.		
Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	NA	See product description. The UX/UI is provided by others.
502.3.10 List of Actions.		
A list of all actions that can be executed on an object shall be programmatically determinable.	NA	See product description. The UX/UI is provided by others.
502.3.11 Actions on Objects.		
Applications shall allow assistive technology to programmatically execute available actions on objects.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
502.4 Platform Accessibility Features.			
	Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:	NA	See product description. The UX/UI is provided by others.
A	Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;	NA	See product description. The UX/UI is provided by others.
B	Section 9.3.4 Provide adjustment of delay before key acceptance;	NA	See product description. The UX/UI is provided by others.
C	Section 9.3.5 Provide adjustment of same-key double-strike acceptance;	NA	See product description. The UX/UI is provided by others.
D	Section 10.6.7 Allow users to choose visual alternative for audio output;	NA	See product description. The UX/UI is provided by others.
E	Section 10.6.8 Synchronize audio equivalents for visual events;	NA	See product description. The UX/UI is provided by others.
F	Section 10.6.9 Provide speech output services; and	NA	See product description. The UX/UI is provided by others.
G	Section 10.7.1 Display any captions provided.	NA	See product description. The UX/UI is provided by others.

503 Applications

#	Criteria	Conformance Level	Remarks and Explanations
503.1 General			
	Applications shall conform to 503.		
503.2 User Preferences.			
	Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. **EXCEPTION:** Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
503.4.1 Caption Controls			
	Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.

504 Authoring Tools

#	Criteria	Conformance Level	Remarks and Explanations

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

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.		

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.	NA	See product description. The UX/UI is provided by others.
602.1 General.			
	Documentation that supports the use of ICT shall conform to 602.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.
602.3 Electronic Support Documentation.			
	Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation			
	Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	NA	See product description. The UX/UI is provided by others.

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.	NA	See product description. The UX/UI is provided by others.
603.2 Information on Accessibility and Compatibility Features.			
	ICT support services shall include information on the accessibility and compatibility features required by 602.2.	NA	See product description. The UX/UI is provided by others.
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.	NA	See product description. The UX/UI is provided by others.

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