Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: Poly Voice OS

Version(s): 8.0.0

Publish date(s): 08/2022

Product description: Software for the Poly Edge E series desk phones.

Contact information (email): cvaa.vpat.support@poly.com

Notes: This document describes accessibility features. It does not include maintenance and troubleshooting procedures. Poly has created a full accessibility user guide for this product, which describes the phone features from an accessibility perspective and is organized by disability type.

Evaluation methods used: This document uses IP Telephony evaluation methods in the field of Voice over Internet Protocol (VoIP). User validation through traditional human factors testing was performed on prototype samples and obtained positive user feedback. This was additional to internal Alpha user testing and external Beta testing.

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

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 and Section 255 standards published January 18, 2017 and corrected 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. If the criterion does not apply, explain why. If an accessible alternative is used, describe it.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.x Level AAA.

Web Content Accessibility Guidelines (WCAG 2.x)

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

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

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

Table 1: Success Criteria, Level A

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

"Web" applies to corporate website, whereas "Software" applies to embedded software or system web interface, as applicable.

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: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Alt-text or adjacent text for most images. Electronic Docs: Alt-text or adjacent text for most images. Software: Only supports Web UI. Some icons at not usable with text to speech function and does not have alt text. Authoring Tool: Product is not an authoring tool.
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation. Software: No prerecorded audio or video content in this product. Authoring Tool: Product is not an authoring tool.
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation. Software: Desk phone does not have prerecorded media. Authoring Tool: Product is not an authoring tool.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Software: Desk phone does not have prerecorded media. Authoring Tool: Product is not an authoring tool.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Most elements are programmatically labeled (and some functionality is not). Some icons at not usable with text to speech function and does not have alt text. Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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: Not Applicable Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: No audio in documentation. Software: No auto-played audio on the phone. Authoring Tool: Product is not an authoring tool.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: The search element in the header can only be exited using a mouse to click the Close button or by navigating to the corporate logo to go back to the home page. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Website doesn't provide content that natively involves keyboard shortcuts. Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts. Software: Not a use case for a desk phone. Authoring Tool: Product is not an authoring tool.
2.2.1 Timing Adjustable (Level A) Also applies to:	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Electronic Docs: No time limits to accessing content. Software: Call function timing is controlled by the network on the server. Service provider or admin could adjust the timing. Authoring Tool: Product is not an authoring tool.
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: Does Not Support Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs: No dynamic content in documentation. Software: Message waiting indicator can be disabled to prevent blinking. Idle phone state indicator can be set to not blink. Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: No dynamic content in documentation. Software: Flashing is below the required threshold. Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Feature is not applicable for desk phone UI. Authoring Tool: Product is not an authoring tool.
2.4.2 Page Titled (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Authoring Tool: Not Applicable	Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: The phone UI does not contain links. The phone contains a built-in web browser which can be used to view third-party content. Authoring Tool: Product is not an authoring tool.
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software: Display is not touch screen. Authoring Tool: Product is not an authoring tool.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Display is not touch screen. Authoring Tool: Product is not an authoring tool.
2.5.3 Label in Name (Level A 2.1 only) Also applies to:	Web: Partially Supports	Web: Some web pages include a programmatic name for labeled elements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable	Electronic Docs: Electronic docs don't have programmable elements that require labels. Software: Supported on Web UI. Most elements are programmatically labeled (and some functionality is not). Some icons at not usable with text to speech function and does not have alt text. Authoring Tool: Product is not an authoring tool.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software: Desk phone does not have motion sensors. Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
3.2.2 On Input (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports Authoring Tool: Not Applicable	Software: Authoring Tool: Product is not an authoring tool.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Partially Supports Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Electronic docs use standard controls. Software: Most elements are programmatically labeled (and some functionality is not). Some

Criteria	Conformance Level	Remarks and Explanations
		icons at not usable with text to speech function and does not have alt text.
		Authoring Tool: Product is not an authoring tool.

Table 2: Success Criteria, Level AA

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

"Web" applies to corporate website, whereas "Software" applies to embedded software or system web interface, as applicable.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content. Software: Desk phone is not designed to transmit this type of media. Authoring Tool: Product is not an authoring tool.
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: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No audio or video in documentation. Software: Desk phone does not have prerecorded media Authoring Tool: Product is not an authoring tool.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Display orientation is essential for device use. Handset will fall off the phone. Authoring Tool: Product is not an authoring tool.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Does Not Support	Web: Forms on website do not include correct programmable labels for form fields.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: Electronic documentation not in HTML format. Software: Desk phone does not store information due to security risks. Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Not Applicable	Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option. Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color contrast ratio requirements (images may be contingent on product UI itself being compliant). Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. Setup sheets also contain images of localized text, but the English equivalents are live text. Software: Authoring Tool: Product is not an authoring tool.
1.4.10 Reflow (Level AA 2.1 only) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Software: Supports Authoring Tool: Not Applicable	Software: Authoring Tool: Product is not an authoring tool.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Partially Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option. Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed. Software: Software is none web software. Authoring Tool: Product is not an authoring tool.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Software is none web software. Authoring Tool: Product is not an authoring tool.
2.4.6 Headings and Labels (Level AA)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Most elements are programmatically labeled (and some functionality is not). Some icons at not usable with text to speech function and does not have alt text. Authoring Tool: Product is not an authoring tool.
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: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Not Applicable Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only. Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Software is none web software. Authoring Tool: Product is not an authoring tool.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Software is none web software. Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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	Authoring Tool: Not Applicable	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Supports Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: No legal, financial, or data transactions in software. Authoring Tool: Product is not an authoring tool.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply Applies to content implemented using markup languages	Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation not in HTML format. Software: Software is none web software. Authoring Tool: Product is not an authoring tool.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

Revised Section 508 Report

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

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Audible tones for ringing, on hold. DTMF tones audible feedback when dialing. Supports TTY. Supports text to speech.
302.2 With Limited Vision	Supports	Adjustable backlight. Line keys light up and hand free keys light up (call state, mute). Alerting lamp. Audible tones for ringing, on hold. Tactile feedback from key pressing. DTMF tones audible feedback when dialing. Status indicators for system status (including in call, mute, unmute) are clearly visible. Supports TTY. Supports text to speech.
302.3 Without Perception of Color	Supports	Colored icons are supported by both text and universally recognized symbols. Display contrast can be adjusted over a wide range.
302.4 Without Hearing	Supports	Visual message indicators. Visual notifications. Visual ringing. Supports TTY. Supports text to speech.
302.5 With Limited Hearing	Supports	Visual message indicators. Adjustable ring tone and volume. Adjustable Call Volume. Visual notifications. Visual ringingHearing Aid Compatible (HAC) handsets. Supports TTY. Supports text to speech.
302.6 Without Speech	Supports	Supports TTY. Supports text to speech.
302.7 With Limited Manipulation	Not Applicable	This is software running on a Poly Edge E phone.
302.8 With Limited Reach and Strength	Not Applicable	This is software running on a Poly Edge E phone.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Supports basic telephone operation. Advanced features may be beyond the scope of some

Criteria	Conformance Level	Remarks and Explanations
		users with limited cognitive, language and learning abilities. Supports TTY. Supports text to speech.

Chapter 4: [Hardware](#)

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

Chapter 5: [Software](#)

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

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

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

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

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

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

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

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	At this time no alternative interfaces have been incorporated into any products.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Software does not contains synchronized audio and video.
503.4.2 Audio Description Controls	Not Applicable	Software does not contains synchronized audio and video.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	Product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Product is not an authoring tool.
504.3 Prompts	Not Applicable	Product is not an authoring tool.
504.4 Templates	Not applicable	Product is not an authoring tool.

Chapter 6: Support Documentation and Services

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

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

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The *Poly Edge E Phones User Guide* and *Poly Edge E Phones Administrator Guide* contain sections specific to accessibility information for users with disabilities. Poly has also created the

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

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