Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: UC Software

Version(s): UCS 6.4.0

Publish date(s): May 2021

Product description: Software for the VVX Business IP and Media phones

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

Notes: N/A

Evaluation methods used: This product is legacy software and was developed before the FCC requirements, so no testing was completed with users with disabilities because the requirements did not apply. Product management and software engineers evaluated the functionality of an internal test site using standard WCAG evaluation tools such as WAVE and NVDA screen readers.

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)

Standard/Guideline	Included in Report
	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: 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)	Web: Partially Supports	Web: Alt-text or adjacent text for most images.

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	Electronic Docs: Written documentation includes alt-text or adjacent text for images. Software: Alt-text or adjacent text for most images
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	Web: Videos on corporate website are decorative only. Electronic Docs: Electronic Docs: No audio-only or video-only content. Software: No prerecorded audio and video content in this product.
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: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Only one video for this product line has captions. Software: No prerecorded audio content in this product.
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: Not Applicable Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available. Software: No prerecorded video in this product.
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	Web: Electronic Docs: Software: Most elements are programmatically labeled (and some functionality is not)

Criteria	Conformance Level	Remarks and Explanations
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	Web: Electronic Docs: Software:
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: Partially Supports	Web: Electronic Docs: Software: Some functionality can only be accessed through tabs or icons located in specific locations
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	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:
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: Supports Software: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: No auto-played audio on the configuration SW.
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: Partially Supports Software: Partially Supports	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: Written documentation HTML publishing site provides status/toaster messages

Criteria	Conformance Level	Remarks and Explanations
		that can't be accessed or dismissed using a keyboard.
		For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.
		Software: Drop down menus can be navigated via keyboard; however, one cannot navigate when you get an authorization failure.
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: Partially Supports Software: Partially Supports	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: Written documentation fully supports.
		For video documentation, users can launch the audio for videos using the keyboard, but the video player only launches the full BrightCove player when the user clicks on the thumbnail using a mouse.
		Software: UI is not accessible solely by keyboard actions
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	Web: Website doesn't provide content that natively involves keyboard shortcuts.
		Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts.
		Software: No shortcuts are used in the SW.
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: Supports Electronic Docs: Supports Software: Not Applicable	Web:
		Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.
		Software: There are no actions with time limit in the configuration SW.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508	Web: Does Not Support Electronic Docs: Supports Software: Supports	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Electronic Docs: Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box. Software:
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: Supports Software: Supports	Web: Electronic Docs: Software:
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	Web: Electronic Docs: Software: Software is not web software.
2.4.2 Page Titled (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	Web: Most web pages include a title Electronic Docs: Software
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	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
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	Web: Electronic Docs: Software:
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	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures. Software: Product does not require multipoint or path-based gestures.
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: Supports	Web: Electronic Docs: Software:
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Software: Most icons and fields have tool tips and labels, but a few do not.
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	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software: SW doesn't require motion to use.
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	Web: Electronic Docs: Software:
3.2.1 On Focus (Level A) Also applies to: Revised Section 508	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		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:
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: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
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	Web: Electronic Docs: Software:
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: Partially Supports Software: Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. Software:
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	Web: Electronic Docs: Software:
4.1.2 Name, Role, Value (Level A) Also applies to:	Web: Partially Supports Electronic Docs: Supports	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Electronic Docs: Software:

Table 2: Success Criteria, Level AA

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	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content. Software: This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.
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: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available. Software: Audio descriptions are not supported. This criterion does not apply to the software itself, and audio and/or video descriptions and alternatives for configuration options based on deployment requirements is beyond the scope of the tool.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Does Not Support	Web: Electronic Docs: Software: On the phone, the web interface does not change its orientation.

Criteria	Conformance Level	Remarks and Explanations
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Software: Supports	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Software:
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: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: For written documentation, visited footer links below color contrast ratio requirements. Text and images meet color contrast ratio requirements where the product UI does, but images may be contingent on product UI itself being compliant. Software: Some UI elements and text are below the luminosity ratio threshold
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: Partially Supports Software: Supports	Web: Electronic Docs: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, so the layout changes and some elements aren't visible from the screen. Software:
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: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some page elements are images of text instead of live text. Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text. Software:
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	Software:
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	Web: Electronic Docs: Software:
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs: Software:
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: Does Not Support Software: Supports	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Software:
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: Supports	Web: Electronic Docs: Software:
2.4.6 Headings and Labels (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	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
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	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs: Software: Supports
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	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Software:
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	Web: Electronic Docs: Software: Software is not web software.
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: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Software is not web software.

Criteria	Conformance Level	Remarks and Explanations
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	Web: Electronic Docs: Software:
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	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: Product does not require or ask for Legal, Financial Data
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: Partially Supports Software: Does Not Support	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use role=alert for all messages, even if they are status messages and not true alerts. Software: User must hover or focus on a status or error message to receive it; the product doesn't not present it to the user using assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

Revised Section 508 Report

Chapter 3: **Functional Performance Criteria** (FPC)

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The software is used on VVX phones which can be used as an audio speakerphone accessory when connected to a personal computer (PC) running a communications application, like the Microsoft Skype for Business or Microsoft Teams desktop client. The software supports: • audible indication of incoming calls. VVX phones' UC Software supports a physical dial pad arranged in a standard twelve button layout with the conventional raised area on the "5" button. In addition to number dial keys, the On/Off hook buttons, Volume buttons, and Mute keys are all tactilely discernible without activating the controls or keys. Actuating the keys provides the user with tactile response so that it is obvious to the user when they have actuated button controls.
302.2 With Limited Vision	Partially Supports	Information can be provided via audio communication. The software supports: • audible indication of incoming calls, although audible caller ID is not provided. • Adjustable brightness/contrast • Acoustic feedback for touch interactions including 'keyboard clicks', volume up/down and mute/un-mute. • Status indicators for system status (including in call, mute, unmute) are clearly visible. • Visible elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated). • The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems. VVX Phones' UC software supports a physical keypad as described in section 302.1

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	For VVX phones with a color display, colored icons are supported by both text and universally recognized symbols. Volume controls are provided in high contrast white on grey background. Display contrast can be adjusted over a wide range.
302.4 Without Hearing	Supports	Although exchange of information via audio is the primary purpose, audio information is not required to operate the product, other than the ring tone. Some VVX models have visual ringing that the system administrator can enable through the software. For alerting calls, a visual display is provided as well as user defined ring tones. The system supports Ethernet passthrough to connect a computer for communicating information via text using content/data sharing functions or Instant Messaging for those who require it. The system supports visual feedback and indications of user interactions. Visual alerts are displayed on an integrated high-resolution LCD screen.
302.5 With Limited Hearing	Supports	Although exchange of information via audio is the primary purpose, audio information is not required to operate the product, other than the ring tone. Some VVX models have visual ringing that the system administrator can enable through the software. For alerting calls, a visual display is provided as well as user defined ring tones. The system supports Ethernet passthrough to connect a computer for communicating information via text using content/data sharing functions or Instant Messaging for those who require it. The system supports visual feedback and indications of user interactions. Visual alerts are displayed on an integrated high-resolution LCD screen.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Software enables that devices can be controlled and operated without the use of speech.
302.7 With Limited Manipulation	Not applicable	This is software running on a VVX phone.
302.8 With Limited Reach and Strength	Not applicable	This is software running on a VVX phone.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Software supports VVX phones where operation is intuitive and uses industry standard symbols and text.

Chapter 4: Hardware

Notes: This is not a hardware product. This section does not apply.
For information on this section, view the following US Access Board webinar: https://www.accessibilityonline.org/cioc-508/archives/110614

Chapter 5: Software

Notes: The product is not a platform or does not have access to platform accessibility features. Product is not an authoring tool. For WCAG conformance see WCAG 2.x section

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.

Criteria	Conformance Level	Remarks and Explanations
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.
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.

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially supports	Software allows the setting of contrast and backlight.
503.3 Alternative User Interfaces	Not Applicable	At this time (2021) no alternative interfaces have been incorporated in 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 provide caption control.
503.4.2 Audio Description Controls	Not applicable	Software does not provide audio description control.
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	Not part of the design

Chapter 6: Support Documentation and Services

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

Boilerplate for this section is for legacy Polycom products and Poly products hosted on the Poly Online Support Center (the Polycom Support site) or at the Polycom Documentation Library (PDL).

Criteria	Conformance Level	Remarks and Explanations
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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	*Poly VVX Business Media Phones User Guide* contains sections specific to accessibility information for users with disabilities.
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	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.

Legal Disclaimer:

and should not be used as a substitute for it. Excerpts of WCAG are referenced solely for purposes of detailing Plantronics, Inc.'s conformance with the relevant provisions. A full and complete copy of the WCAG is available from the W3C WAI.

Customization of the product voids this conformance statement from Plantronics, Inc. Customers may make independent conformance statements if they have conducted due diligence to meet all relevant requirements for their customization. Please consult with Assistive Technology (AT) vendors for compatibility specifications of specific AT products.

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