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

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

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

Polycom Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: Polycom® VVX Business Phones "running UCS 6.1.0."

Product Description: Polycom® VVX Business Phones "running UCS 6.1.0."

Date: Feb 18th 2019

Contact information: Accessibility@polycom.com

Notes:

Evaluation Methods Used:

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at _http://www.w3.org/TR/2008/REC-WCAG20-20081211/_	Level A (Yes) 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**: 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
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: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
1.3.1 Info and Relationships (Level A) Also applies to:	Web: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs

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: Not Applicable Authoring Tool: Not Applicable	Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
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: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs) – Does not apply to non-web docs		
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
3.2.2 On Input (Level A)	Web: Not Applicable	Web: VVX phones are not web applications.

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: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool

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 • 501 (Web)(Software) • 504.2 (Authoring Tool)FITI • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool

Criteria	Conformance Level	Remarks and Explanations
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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508	Web: VVX phones are not web applications.	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool	Authoring Tool: VVX phones are 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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Authoring Tool: VVX phones are not an Authoring Tool
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: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Authoring Tool: VVX phones are not an Authoring Tool	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Authoring Tool: VVX phones are not an Authoring Tool
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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are 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: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: VVX phones are not web applications. Electronic Docs: VVX phones are not electronic docs Software: VVX phones are not software Authoring Tool: VVX phones are not an Authoring Tool

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: Not Applicable	Web: VVX phones are not web applications.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.2.3 No Timing (Level AAA) Also applies to:	Web: Not Applicable	Web: VVX phones are not web applications.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.2.5 Change on Request (Level AAA)	Web: Not Applicable	Web: VVX phones are not web applications.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply		
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable	Web: VVX phones are not web applications.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Polycom VVX phones provide an audible indication of incoming calls, although audible caller ID is not provided. Dial pads on Polycom phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch.
302.2 With Limited Vision	Supports	Polycom VVX phones provide an audible indication of incoming calls. ==Polycom VVX phones provides the ability to increase the font size on VVX 250,350 & 450.== All Polycom VVX phones have a level of contrast adjustment to increase the brightness of the display. Dial pads on Polycom phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch.

Criteria	Conformance Level	Remarks and Explanations
		The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems
302.3 Without Perception of Color	Supports	Although color is used, Polycom VVX phones also provide distinct symbols to indicate different phone states. For example, registered lines are identified by a green circle with a check mark in, while un-registered lines are identified by a red circle with a "x". When a line is active, a green LED/bar is presented, but a different, non-color icon is also displayed next to the LED
302.4 Without Hearing	Supports	All Polycom handsets support acoustic TTY coupling. Also all major functionality is indicated by display changes. For example, incoming calls are indicated by flashing LEDs and screen splashes.
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. For alerting calls, a visual display is provided as well as user defined ring tones. TTY support is available enhance the audio required for users who are hard of hearing. Any control action that is required by the phone is handled via keypad or touch screen. Speech control is not required to operate this product. Also all major functionality is indicated by display changes. For example, incoming calls are

Criteria	Conformance Level	Remarks and Explanations
		indicated by flashing LEDs and screen splashes. Ringer and speaker/headset volume controls are provided. Gain can also be adjustable in excess of 20 dB. More than one intermediate step is provided
302.6 Without Speech	Not Applicable	No actions on Polycom VVX phones require the user to speak to control the phone.
302.7 With Limited Manipulation	Supports	Fine motor skills are not required to operate VVX phones. Buttons on the dial pad are well spaced and large and follow a standard layout for easy use
302.8 With Limited Reach and Strength	Supports	The unit can be moved to a position where limited reach will not be a restriction. Minimal strength is required to operate Polycom VVX phones.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Iconography on the display and on the keys enable the ICT to be more intuitive to operate when compared with text strings.

Chapter 4: Hardware

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Polycom VVX phones only display status information on the display.
402.2.2 Transactional Outputs	Not Applicable	Polycom VVX phones only display status information on the display.

Criteria	Conformance Level	Remarks and Explanations
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Polycom VVX phones do not store, generate or deliver recorded speech.
402.2.4 User Control	Not Applicable	Polycom VVX phones do not store, generate or deliver recorded speech.
402.2.5 Braille Instructions	Not Applicable	Polycom VVX phones do not store, generate or deliver recorded speech and braile output is not supported or required.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Supports	All Polycom handsets support acoustic TTY coupling. Ringer and speaker/headset volume controls are provided. Gain can also be adjustable in excess of 20 dB. More than one intermediate step is provided
402.3.2 Non-private Listening	Supports	Ringer and speaker/headset volume controls are provided. Polycom VVX phones are capable of > 65 dBA SPL at 50 cm on axis to the hands free speaker By default, volumes are reset to default at the end of each call.
402.4 Characters on Display Screens	Supports	All data presented on screen by Polycom VVX phones uses Sans Serif fonts. All text is light on a darker background
402.5 Characters on Variable Message Signs	Not Applicable	Polycom VVX phones are not Variable Message Signs.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Biometrics are not used on Polycom VVX phones
404 Preservation of Information Provided for Accessibility	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
404.1 General	Supports	VVX phones do not modify or remove any information that is to be sent. All Polycom products are designed with interoperability in mind and industry standard audio and video protocols, formats are supported
405 Privacy	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	All actions on Polycom VVX phones have the same level of privacy. The screen on VVX phones is never blanked during operation.
406 Standard Connections	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Phones use RJ9 style connectors for headsets and standard Ethernet for network connectivity. USB ports (where included) are standards based full sized USB ports
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	All keys required for input (digit keys, headset, speaker, mute, forward, VM and hold/resume keys) are displayed with light symbols/characters on a dark background. Additionally, LEDs are provided to highlight when buttons are active to provide additional contrast. On the UI we maintain at least 85% contrast ratio between foreground text and the background color.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Non-numeric keys are arranged in a standard pattern. 4-way nav cluster has raised "arrow" patterns to identify directionality.

Criteria	Conformance Level	Remarks and Explanations
		Number Keys are arranged in a standard 4x3 grid with the '5' digit identifiable by the presence of a raised area
407.3.2 Alphabetic Keys	Not Applicable	No physical QWERTY keyboard is provided
407.3.3 Numeric Keys	Supports	Polycom VVX products have a distinctive raised pattern on the "5" key that will allow users to identify which key they are pressing in relation to the "5" key. The arrangement of phone keys is in compliance with ITU-T Recommendation E.161 with the exception that two raised dots are provided rather than the single dot as specified in section 3.6 of ITU-T Recommendation E.161
407.4 Key Repeat	Not Applicable	Key repeat is not required or supported
407.5 Timed Response	Not Applicable	Timed response is not required
407.6 Operation	Supports	Polycom VVX phones can be operated by a single hand and do not require any tight grasping, pinching or twisting. No port of the phone weighs more than 5pounds. Calls may be made using the speaker phone which negates the need to even lift the handset. The weight of the handset is approximately 0.5 pounds
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Tickets, Fare Cards and Keycards are not part of Polycom VVX phones.
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.1.1 Vertical Plane for Side Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.2 Vertical Plane for Forward Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.2 Side Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.2.1 Unobstructed Side Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.2.2 Obstructed Side Reach	Supports	VVX phones can be placed on any surface at any position relative to the user. No operable part of a Polycom VVX phone is more than 10 inches from the vertical reference plane
407.8.3 Forward Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.3.1 Unobstructed Forward Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.3.2 Obstructed Forward Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Supports	VVX phones can be placed on any surface at any position relative to the user.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Supports	Polycom VVX phones are not stationary and can be positioned so that operable parts are in an appropriate position
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Polycom VVX phones are not stationary
408.3 Flashing	Supports	Polycom VVX phones have some LEDs that flash in certain states, but the frequency of these flashing patterns can be configured. By default the LED will flash at 3Hz.
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports with Exceptions	Incoming calls are indicated by both visual indicators (screen popups and/or illuminated LEDs) and audible tones (ring).

Criteria	Conformance Level	Remarks and Explanations
		However, some status indicators do not have a continuous tone. The following do not have an audible or touch alerting component: 1. Message Waiting Indicator 2. Do Not Disturb (on/off) 3. Call Forward State (on/off) 4. Presence State 5. Registration State
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	On Polycom VVX phones that do not have a touch screen interface, color used is in LEDs. When these LEDs are illuminated, there is an associated indicator on the phone display. For VVX Polycom phones that have touch displays, LEDs are replaced by on screen icons in similar colors. When these icons are displayed, and associated symbol/text indicator is also presented.
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	A screen flash shall be provided to indicate an incoming call. Other signals (such as call waiting) are also indicated by UX elements on the display. LEDs built into buttons on the phone also provide information on the state of the phone such as incoming or calls that are on hold
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	Ringer and speaker/headset volume controls are provided. Gain can also be

Criteria	Conformance Level	Remarks and Explanations
		adjustable in excess of 20 dB. More than one intermediate step is provided
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Polycom VVX phones are Wireline ICT
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Polycom VVX phones are not wireless handsets
412.3.2 Wireline Handsets	Supports	Polycom VVX phones are compliant with 47 CFR part 68
412.4 Digital Encoding of Speech	Supports	Polycom VVX phones support a number of audio codecs, including IETF RFC 6716 (Opus). NOTE 1: RFC 6716 are not available on low end VVX models
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Supports With Exceptions	Polycom VVX phones supports visual caller ID but does not support audible caller ID.
412.7 Video Communication	Supports	Polycom VVX 601 and VVX 501 phones support video up to 30 fps at 480 x 272 (VVX 601) and 320x420 (VVX 501) which is sufficient for sign language
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports With Exceptions	TTY are connected to Polycom VVX phones via acoustic couplers but not through other non-acoustic connection points
412.8.2 Voice and Hearing Carry Over	Supports	Polycom VVX phone have no internal awareness that the handset is attached to an acoustic coupler. Both mic and speaker speech can be switched between speech and TTY by changing the termination to headset or hands free
412.8.3 Signal Compatibility	Supports	Polycom phones support commercial TTY devices (for example, Ultratec Superprint).

Criteria	Conformance Level	Remarks and Explanations
		In addition, Polycom phones provide acoustic coupled TTY support
412.8.4 Voice Mail and Other Messaging Systems	Supports With Exceptions	Audible Caller ID is not supported and so there is no compatibility with TTY. Caller ID is already displayed textually on the display. Voicemail, auto-attendant and IVR systems are compatible with TTY, so long as the call control platform supports this
413 Closed Caption Processing Technologies	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Close captioning is not applicable to Polycom VVX phones.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Close captioning is not applicable to Polycom VVX phones.
414 Audio Description Processing Technologies	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Polycom VVX phones are not Digital Television Tuners
414.1.2 Other ICT		
415 User Controls for Captions and Audio Descriptions	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Closed Captions and Audio Description is not required on Polycom VVX phones
415.1.2 Audio Description Controls	Not Applicable	Closed Captions and Audio Description is not required on Polycom VVX phones

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	Polycom VVX phones conform to 402
502.2.2 No Disruption of Accessibility Features	Not Applicable	Polycom VVX phones conform to 402

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	Polycom VVX phones conform to 402
502.3.2 Modification of Object Information	Not Applicable	Polycom VVX phones conform to 402
502.3.3 Row, Column, and Headers	Not Applicable	Polycom VVX phones conform to 402
502.3.4 Values	Not Applicable	Polycom VVX phones conform to 402
502.3.5 Modification of Values	Not Applicable	Polycom VVX phones conform to 402
502.3.6 Label Relationships	Not Applicable	Polycom VVX phones conform to 402
502.3.7 Hierarchical Relationships	Not Applicable	Polycom VVX phones conform to 402
502.3.8 Text	Not Applicable	Polycom VVX phones conform to 402
502.3.9 Modification of Text	Not Applicable	Polycom VVX phones conform to 402
502.3.10 List of Actions	Not Applicable	Polycom VVX phones conform to 402
502.3.11 Actions on Objects	Not Applicable	Polycom VVX phones conform to 402
502.3.12 Focus Cursor	Not Applicable	Polycom VVX phones conform to 402
502.3.13 Modification of Focus Cursor	Not Applicable	Polycom VVX phones conform to 402
502.3.14 Event Notification	Not Applicable	Polycom VVX phones conform to 402
502.4 Platform Accessibility Features	Not Applicable	Polycom VVX phones conform to 402
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports with Exceptions	Polycom VVX phones allow the setting of contrast and backlight but not color, font, font size or focus cursor
503.3 Alternative User Interfaces	Not Applicable	Polycom VVX phones do not provide an alternative user interface.
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	Close captioning is not applicable to Polycom VVX phones.
503.4.2 Audio Description Controls	Not Applicable	Closed Captions and Audio Description is not required on Polycom VVX phones
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")	See [WCAG 2.0](#) section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Polycom VVX Phones are not Authoring Tools
504.2.2 PDF Export	Not Applicable	Polycom VVX Phones are not Authoring Tools
504.3 Prompts	Not Applicable	Polycom VVX Phones are not Authoring Tools
504.4 Templates	Not Applicable	Polycom VVX Phones are not Authoring Tools

Chapter 6: Support Documentation and Services

Notes:

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	Polycom User Guide contains sections specific to Vision, Hearing and Mobility impared users.
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Polycom do not provide non-electronic document
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Polycom documentation and web-design teams have implemented WCAG2 requirements (Web Content Accessibility Guidelines 2.0), whereby, customers with disabilities will be able to access documentation, using all commonly used accessibility tools. Information on Accessibility can be found in product user guides, or by contacting Polycom's helpdesk. Individuals can also

Criteria	Conformance Level	Remarks and Explanations
		contact Acessibility@Polycom.com for guidance.
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 Polycom's Knowledgebase Articles, documentation or community forums, depending on the products used. Individuals can make contact by e-mail via Acessibility@Polycom.com

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