Poly Accessibility Conformance Report

VPAT® Version 2.4, Revised Section 508 and WCAG Editions

Name of product: UCS

Version(s): 7.0.0

Publish date(s): 12/2020

Product description: Firmware running on Polycom® CCX Business Media Phones and Trio Smart Conference Phones

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

Notes:

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)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)

Standard/Guideline	Included in Report
	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) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Alt-text or adjacent text for most images. Electronic Docs: Written documentation includes alt-text or adjacent text for images. Software: Alt-text or adjacent text for most images

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		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: Electronic Docs: No audio-only or video-only content. Software: No prerecorded audio and 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: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Software: No prerecorded audio content in this product. Authoring Tool: Product is not an authoring tool.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Does Not Support Software: Not Applicable Authoring Tool: 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. 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) Authoring Tool: Product is not an authoring tool.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	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: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Some functionality can only be accessed through tabs or icons located in specific locations 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.
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 Authoring Tool: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: 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: Partially Supports Software: Partially 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: Written documentation fully supports. For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.

Criteria	Conformance Level	Remarks and Explanations
		Software: Drop down menus can be navigated via keyboard; however, one cannot navigate when you get an authorization failure.
		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: Partially Supports Software: Partially 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: 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 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: Authoring Tool: Product is 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: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: 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: Supports 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: Software: Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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 Authoring Tool: Not Applicable	Web: Electronic Docs: Software: 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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Not a web page Authoring Tool: Product is not an authoring tool.
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 Authoring Tool: Not Applicable	Web: Most web pages include a title Electronic Docs: Software: Not a web page 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: Not a web page 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: Not a web page Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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: Product does not require multipoint or path-based gestures. 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: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
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: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels. Software: Most icons and fields have tool tips and labels, but a few do not. 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: 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	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)	Authoring Tool: Not Applicable	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: 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.
3.3.1 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: Partially Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. 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)	Web: Partially Supports	Web: Most web pages use standard controls, but dynamic product information tiles can't be

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: Supports Authoring Tool: Not Applicable	programmatically determined using a standard screen reader. Electronic Docs: Electronic docs use standard controls. Software: Authoring Tool: Product is not an authoring tool.

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 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: 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. 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: Does Not Support 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 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. Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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 Authoring Tool: Not Applicable	Web: Electronic Docs: Software: On the phone, the web interface does not change its orientation. Authoring Tool: Product is not an authoring tool.
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: Does Not Support Software: Not supported Supports Authoring Tool: Not Applicable	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields. Software: 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: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	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: 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). Video documentation captions are white text on a black background overlay. Software: Some UI elements and text are below the luminosity ratio threshold 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.

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: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	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: Authoring Tool: Product is not an authoring tool.
1.4.10 Reflow (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.
1.4.11 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: Partially Supports Electronic Docs: Partially Supports Software: Supports Authoring Tool: Not Applicable	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: Most written documentation conforms to line height, but letter spacing is not addressed. 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: Does Not Support Software: Supports	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.
		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: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is 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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: 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: Supports 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)	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:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		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: Not a web page Authoring Tool: Product is 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: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is 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: 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: Product does not require or ask for Legal, Financial Data Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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: Does Not Support Software: Does Not Support Authoring Tool: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation doesn't provide status messages. 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. 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	Partially Supports	The software is used on Trio and CCX phones which can be used as an audio speakerphone accessory adhering to the USB human interface device class (USB HID class) specification when connected to a personal computer (PC) running a communications application, like the Microsoft Skype for Business or Microsoft Teams desktop client, that been tested for screen reader compatibilities. The software supports: • audible indication of incoming calls, • audible microphone mute on/off status changes, • an acoustic reminder is played periodically when the microphone is 'muted', • audible calendar alerts (start of meeting and

Criteria	Conformance Level	Remarks and Explanations
		periodic reminder) • stutter dailtone for voice mail messages waiting On Trio 8300 phones 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. • 5" high-resolution color screen with adjustable brightness. • 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 and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible. • The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems. When used in Microsoft Teams mode the system also supports: • UI settings for high contrast and increased font sizes On Trio 8300 phones software supports a physical keypad as described in section 302.1

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	All 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. When used in Microsoft Teams mode the system also supports: • Adjustable Color Correction Mode (Deuteranomality, Protanomaly, Trianomaly)
302.4 Without Hearing	Supports	The software runs on systems that can be operated without the need for hearing although exchange of information via audio is the primary purpose, audio information is not required to operate the product. The sysrem 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. Closed captioning may also be received within video calls when embedded in the receiving video stream. Visual alerts are displayed on an integrated high-resolution LCD screen. The system can be paired and operate as an accessory for controlling one of the following audio-visual communication systems that support display of closecaptioning: • Poly Studio X30 • Poly Studio X50 • Poly G7500
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. As a loudspeaking conference phone the system

Criteria	Conformance Level	Remarks and Explanations
		offers more than 20dB of receive gain. Any control action that is required by the system is handled via touch screen. Speech control is not required to operate this product. An optional external loudspeaker system may be used when paired and for use as an accessory to control the Poly Studio X30, Poly Studio X50 or Poly G7500.
302.6 Without Speech	Supports	Software enables that devices can be controlled and operated without the use of speech and offers video, closed captioning and use of Instant Messaging as described above.
302.7 With Limited Manipulation	Supports	Physical operation does not require fine motor control or simultaneous actions. Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible.
302.8 With Limited Reach and Strength	Supports	Software runs on Trio and CCX devices which are portable and can be moved to a position where limited reach will not be a restriction The product features a high-resolution, capacitive touch display based control user interface as well as dedicated volume control touch buttons (volume up/down and mute) requires minimal strength to operate. Software supports products which can also be operated and controlled using an optional (user supplied) external physical keyboard and mouse
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Software supports Trio and CCX devices where operation is intuitively using industry standard symbols and text.

Chapter 4: Hardware

Notes: Product is software only. For hardware functionality of other integrated components, see the appropriate product accessibility conformance report.

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	Does not support	This software product does not provide access to platform accessibility features.
502.3.2 Modification of Object Information	Does not support	This software product does not provide access to platform accessibility features.
502.3.3 Row, Column, and Headers	Does not support	This software product does not provide access to platform accessibility features.
502.3.4 Values	Does not support	This software product does not provide access to platform accessibility features.
502.3.5 Modification of Values	Does not support	This software product does not provide access to platform accessibility features.
502.3.6 Label Relationships	Does not support	This software product does not provide access to platform accessibility features.

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Does not support	This software product does not provide access to platform accessibility features.
502.3.8 Text	Does not support	This software product does not provide access to platform accessibility features.
502.3.9 Modification of Text	Does not support	This software product does not provide access to platform accessibility features.
502.3.10 List of Actions	Does not support	This software product does not provide access to platform accessibility features.
502.3.11 Actions on Objects	Does not support	This software product does not provide access to platform accessibility features.
502.3.12 Focus Cursor	Does not support	This software product does not provide access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Does not support	This software product does not provide access to platform accessibility features.
502.3.14 Event Notification	Does not support	This software product does not provide access to platform accessibility features.
502.4 Platform Accessibility Features	Does not support	This software product does not provide access to platform accessibility features.
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, and in Teams base profile we do have the ability to adjust the font type and font size under an "Accessibility" menu, and we offer some options that slightly change the colors for color blindness.
503.3 Alternative User Interfaces	Not Applicable	At this time (2020) 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.

Criteria	Conformance Level	Remarks and Explanations
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: 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
602.2 Accessibility and Compatibility Features	Supports	The *Poly Trio User Guide*, *Poly Trio C60 User Guide*, and *Poly CCX Business Media Phones with OpenSIP User Guide* contain sections specific to Accessibility information for vision, hearing, and/or mobility impaired users.
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

Criteria	Conformance Level	Remarks and Explanations
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.

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