Voluntary Product Accessibility Template (VPAT)

Poly Accessibility Conformance Report

Template Version 2.4

Name of product: Poly RealPresence® Desktop

Version(s): v3.11.2 (MacOS) and v3.11.2 (Windows OS)

Publish date(s): 05 October 2020

Product description: RealPresence Desktop is a powerful, enterprise-grade video app for PC and Mac.

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

Notes: *[any notes you want to put in about the product's accessibility or other factors that may impact how and where it's used]*

- Typical user: anyone

Evaluation methods used: *[specific methods and options used to test the accessibility of the product: types of testing methods, tools, specific test cases, etc.]*

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the conformance level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product. If the criterion does not apply, explain why. If an accessible alternative is used, describe it.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.x Level AAA.

Web Content Accessibility Guidelines (WCAG 2.x)

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

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

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

Table 1: Success Criteria, Level A

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

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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Alt-text or adjacent text for most images 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Settings are configured on a deployment scale in a different 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Settings are configured on a deployment scale in a different 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Settings are configured on a deployment scale in a different 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)	Web: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Most elements are programmatically labeled (and some functionality is not)

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		Authoring Tool: Product is not an authoring tool.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Movement within a screen or section is consistent using keyboard or mouse functionality, but moving between regions or areas of a single screen, requires different key input. 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Embedded text strings in the UI are not accessible when using the product with a screen reader. One must be able to read the text on the screen for it to be discernable. Graphical and structural elements do comply. 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: Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Web: 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: Supports Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Endpoint controls do not allow you to pause or stop, but other mechanisms within the infrastructure environment allow Administrator(s) to configure these options. Authoring Tool: Product is not an authoring tool.
2.1.1 Keyboard (Level A) Also applies to:	Web: Electronic Docs:	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports Authoring Tool: Not Applicable	Software: Embedded text strings in the UI are not accessible when using the product with a screen reader. Screen readers do read text when you hover with a mouse, but there is no ability to provide keyboard focus. Graphical and structural elements do comply. 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: All actions are supported with the exception of using the keypad when "in call." 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: No single letter keyboard shortcuts exist in the product. 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: The product does not have any actions with time limits, except for real time events to connect to calls. 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: The product does not have any moving, blinking, scrolling, or auto-updating information. Authoring Tool: Product is not an authoring tool.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to:	Web: Electronic Docs:	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Authoring Tool: Not Applicable	Software: The product does not contain any flashing elements integrated into the usage of the product. 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: No repeated content on the pages 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Depending on which platform, some pages have Page Titles, and some do not. 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Depending on which platform and OS, some elements provide focus order and some do not. 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)	Web: Supports Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product has buttons, but does not have any links Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product does not have elements that requires Pointer 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: Electronic Docs: 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Graphical elements with tool tips support, but editable form fields do not provide the same information as the adjacent text label. 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product is not used on tablets or phones. 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: Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Most UI focus does not change focus, but content sharing requires to different windows that are not keyboard accessible. Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool)		
602.3 (Support Docs)		
3.2.2 On Input (Level A)		
Also applies to:	Web:	Web:
Revised Section 508	Electronic Docs:	Electronic Docs:
501 (Web)(Software)	Software: Supports	Software:
504.2 (Authoring Tool)	Authoring Tool: Not Applicable	Authoring Tool: Product is not an authoring tool.
602.3 (Support Docs)		
3.3.1 Error Identification (Level A)		
Also applies to:	Web:	Web:
Revised Section 508	Electronic Docs:	Electronic Docs:
501 (Web)(Software)	Software: Supports	Software:
504.2 (Authoring Tool)	Authoring Tool: Not Applicable	Authoring Tool: Product is not an authoring tool.
602.3 (Support Docs)		
3.3.2 Labels or Instructions (Level A)		Web:
Also applies to:	Web:	Electronic Docs:
Revised Section 508	Electronic Docs:	Software: Graphical elements with tool tips support, but editable form fields do not provide the same information as the adjacent text label.
501 (Web)(Software)	Software: Partially Supports	
504.2 (Authoring Tool)	Authoring Tool: Not Applicable	Authoring Tool: Product is not an authoring tool.
602.3 (Support Docs)		
4.1.1 Parsing (Level A)		
Also applies to:	Web:	Web:
Revised Section 508	Electronic Docs:	Electronic Docs:
501 (Web)(Software)	Software: Not Applicable	Software: Product not written in markup language
504.2 (Authoring Tool)	Authoring Tool: Not Applicable	Authoring Tool: Product is not an authoring tool.
602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A)	Web:	Web:
Also applies to:	Electronic Docs:	Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Authoring Tool: Not Applicable	Software: The product does not provide the user with customization options as described in the criteria. Authoring Tool: Product is not an authoring tool.

Table 2: Success Criteria, Level AA

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

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: Electronic Docs: Software: Does Not Support Authoring Tool: Not Applicable	Web: Electronic Docs: Software: No interface available for auto or live captioning 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: No pre-recorded audio in the product Authoring Tool: Product is not an authoring tool.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Support is dependent on Orientation settings within the OS 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: Electronic Docs: Software: Does Not Support	Web: Electronic Docs: Software: Input Purpose cannot be programmatically determined

Criteria	Conformance Level	Remarks and Explanations
	Authoring Tool: Not Applicable	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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: 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: Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Refer to your system OS magnification settings Authoring Tool: Product is not an authoring tool.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: There are a few icons (e.g. calendar and info) that are designed to include text, but the text is essential to the meaning of the image. 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: Electronic Docs: 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Some UI elements are below the luminosity ratio threshold Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product does not use mark-up language 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: User can right click on the mouse to dismiss tool tips, but tool tips automatically disappear after ~5 seconds (Windows OS only) 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product is not web-based 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: Electronic Docs: 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Some buttons do not provide focus visible when in a call. Authoring Tool: Product is not an authoring tool.
3.1.2 Language of Parts (Level AA)	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product is non-web software 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: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product is non-web 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: Electronic Docs: Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Some, but not all user errors trigger messages 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)	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: 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
602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Electronic Docs: Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Product not written in markup language 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	Product can be configured to auto-answer incoming calls. Structural elements in the product itself are usable with a screen reader, but some interface elements are not captured by A.T. Product provides both audio and video conferencing options, but there is no audio description for live chat or content sharing.
302.2 With Limited Vision	Partially Supports	Product can be configured to auto-answer incoming calls and automatically brighten faces during a video call. As well, many settings (e.g. character size) can be set/modified through user's host system OS
302.3 Without Perception of Color	Partially Supports	A few UI elements are below the color contrast threshold
302.4 Without Hearing	Partially Supports	Product can be configured to auto-answer incoming calls. As well, the Windows OS version allows users to enable real time text transcriptions (closed captioning). The Mac OS version does not have this feature available. In addition, the product can be used to view participants (if user reads lips or another participant signs during the call) and content sharing.
302.5 With Limited Hearing	Partially Supports	Product can be configured to auto-answer incoming calls. As well, the product contains some features for users with limited hearing (e.g. specifying output

Criteria	Conformance Level	Remarks and Explanations
		devices, enable reminder message), as well, the product can leverage capabilities enabled in the host system OS.
302.6 Without Speech	Supports	Product provides content sharing and chat features
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	To the extent that the user is able to use a desktop / laptop, there is nothing about the product that would not accommodate limited Language, Cognitive, and Learning Abilities. Note: video conferencing capabilities allows users to communicate with others with limited Language, Cognitive, and Learning Abilities.

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: [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 do not 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.

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	All documented accessibility features do not have any disruption during operation.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
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	Does Not Support	Mouse cursor preferences are supported, but color, contrast, and font changes are not
503.3 Alternative User Interfaces	Does Not Support	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	Does Not Support	Product does not provide closed captioning
503.4.2 Audio Description Controls	Does Not Support	Product does not provide audio description controls
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	Not an Authoring Tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Not an Authoring Tool
504.2.2 PDF Export	Not applicable	Not an Authoring Tool
504.3 Prompts	Not applicable	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 Plantronics products and Poly products on the Poly support site.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially supports	Product documentation may not be Section 508 fully conformant. Information on accessible features can be provided upon request. Contact accessibility@poly.com.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

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