Voluntary Product Accessibility Template (VPAT)

Poly Accessibility Conformance Report

Template Version 2.4

Name of product: Poly RealPresence Mobile

Version(s): v3.11.2 (Android) and v3.11.2 (iOS)

Publish date(s): 05 October 2020

Product description: RealPresence Mobile is a powerful, enterprise-grade video app for mobile phones and tablets.

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: Partially Supports Electronic Docs: Supports Software: Partially Supports	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.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Electronic Docs: No audio-only or video-only content. Software: Settings are configured on a deployment scale in a different product
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Partially Supports Software: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: Most video for legacy products have captions. Software: Settings are configured on a deployment scale in a different product
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Does Not Support Software: Not Applicable	Web: Electronic Docs: Software: Settings are configured on a deployment scale in a different product
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Most elements are programmatically labeled (and some functionality is not)

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some underlined elements are used inconsistently between headings and link eleme when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs: Software:
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Supports	Web: No auto-played audio on web pages. Electronic Docs: Software: Endpoint controls do not allow you to pause or stop, but other mechanisms withi infrastructure environment allow Administrator(s) to configure these options.
2.1.1 Keyboard (Level A) Also applies to:	Web: Partially Supports Electronic Docs: Partially Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Some pages also contain dynamic information tiles that become blank when you tab throug page. You can only retrieve the tile information by using the mouse. Electronic Docs: Written documentation fully supports. For video documentation, the Bright player does not allow keyboard selection of certain functions, such as captions. Software: Depending on mobile platform and/or host OS, some elements meet this criteria the embedded software keyboard interface.
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: Does Not Support	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 throug page. You can only retrieve the tile information by using the mouse. Electronic Docs: Written documentation fully supports. For video documentation, the Bright player does not allow keyboard selection of certain functions, such as captions. Software: User cannot use keyboard to maneuver through the UI. Therefore, no keyboard possible.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable	Web: Website does not provide content that natively involves keyboard shortcuts. Electronic Docs: Electronic documentation does not provide content that natively involves keyboard shortcuts. Software: No single letter keyboard shortcuts exist in the product.
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: Supports	Web: Electronic Docs: Software:
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: Not Applicable	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop the videos. Electronic Docs: Software: The product does not have any moving, blinking, scrolling, or auto-updating infor
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Not Applicable	Electronic Docs: Software: The product is not a web page.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: No repeated content on the pages
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: Partially Supports	Web: Most web pages include a title Electronic Docs: Software: Depending on which platform, some pages have Page Titles, and some do not.
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: Partially Supports	Web: Electronic Docs: Software: Depending on which platform and OS, some elements provide focus order and s not.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
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: Supports	Web: Web pages do not require multipoint gestures. Electronic Docs: Electronic content does not require multipoint gestures. Software:
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable Software: Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs do not have programmable elements that require labels. Software:
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: Does Not Support	Web: Web pages do not require motion to use. Electronic Docs: Electronic content does not require motion to use. Software: There is no method of locking the orientation to portrait or landscape for devices support motion actuation.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank you tab through the page. You can only retrieve the tile information by using the mouse. Pages contain a layer to indicate live chat with a representative, but the option is only avail clicking on a mouse. Electronic Docs: Software: Depending on mobile platform and/or host OS, some elements meet this criteria the embedded software keyboard interface.
3.2.2 On Input (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Supports	Electronic Docs: Software:
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports	Web: Electronic Docs: Software:
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some ele[...] on the BrightCove player do not have labels. Software: User does see informational pop-ups on/for required fields, but no format informa[...] provided for form fields.
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: Not Applicable	Web: Electronic Docs: Software: Product not written in markup language
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports	Web: Most web pages use standard controls, but dynamic product information tiles cannot [...] programmatically determined using a standard screen reader. Electronic Docs: Electronic docs use standard controls. Software: When using assistive technology, many of the fields provide identifiable values [...]

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		

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: Not Applicable Electronic Docs: Not Applicable Software: Does Not Support	Web: Web content does not include live or streaming content. Electronic Docs: Electronic documentation does not provide live or streaming content. Software: No interface available for auto or live captioning
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available. Software: No pre-recorded audio in the product
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Android phone, iPhone, and Android tablet meet this criterion.
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: Does Not Support	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Electronic documentation portal does not programmatically provide information on input fields. Software: Input Purpose cannot be programmatically determined
1.4.3 Contrast (Minimum) (Level AA) Also applies to:	Web: Partially Supports Electronic Docs: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	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
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: Does Not Support	Web: Electronic Docs: Software: Product UI does not resize even when device text settings are magnified.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Some page elements are images of text instead of live text. Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text. Software: 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.
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	Web: Electronic Docs: Software:
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Partially Supports	Web: Electronic Docs: Software: Some UI elements are below the luminosity ratio threshold
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Partially Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Partially Supports Software: Not Applicable	Electronic Docs: Software: Product does not use mark-up language
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: Not Applicable	Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus. Software: Product does not have Hover capability, and Focus does not trigger additional information
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Product is not web-based
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: Partially Supports	Web: Electronic Docs: Software: Most, but not all screens meet the criteria
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: Not Applicable	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs: Software: Not a keyboard-applicable UI
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508	Web: Not Applicable Electronic Docs: Supports Software: Supports	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Software:
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Product is non-web software
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: Electronic Docs: Software: Product is non-web software
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: Partially Supports	Web: Electronic Docs: Software: Some, but not all user errors trigger messages
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable Software: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation. Software: Product does not require or ask for Legal, Financial Data
4.1.3 Status Messages (Level AA 2.1 only)	Web: Does Not Support	Web: Website does not provide status messages.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Does Not Support Software: Not Applicable	Electronic Docs: Electronic documentation does not provide status messages. Software: Product not written in markup language.

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:

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 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	The product contains some features for users with limited hearing (e.g. specifying output devices, enable reminder message), as well, the product can leverage capabilities enabled in the host system OS.
302.6 Without Speech	Partially Supports	Depending on the device (phone vs. tablet), the product allows content sharing (tablet), but neither device allows live chat.
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	To the extent that the user is able to use a phone / tablet, 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.

Chapter 5: Software

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	Mouse cursor preferences are supported, but color, contrast, and font changes are not
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	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

Criteria	Conformance Level	Remarks and Explanations
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:

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	Product support videos contain 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
603.2 Information on Accessibility and Compatibility Features	Supports	Poly provides information on the required topics upon request. Contact accessibility@poly.com.
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via accessibility@poly.com.

Legal Disclaimer: