

# Poly Accessibility Conformance Report

## VPAT<sup>®</sup> Version 2.4, Revised Section 508 and WCAG Editions

**Name of product:** *Poly Rove DECT IP Phone Solution*

**Version(s):** Revision B

**Publish date(s):** March 2023

**Product description:** Poly Rove DECT IP Phone Solution consists of three handsets (ROVE20, ROVE30, ROVE40), three base stations (ROVE B1, ROVE B2, ROVE B4), one repeater (ROVE R8), and accessories that include a charger and PSU.

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**Notes:** This document describes normal operational functionality. It does not include maintenance and troubleshooting procedures.

**Evaluation methods used:** Poly DQE, Product Management, and Technical Documentation personnel with input from technical team reviewed the relevant design and the product hardware, technical documentation, and website changes from the currently released Poly Rove DECT IP Phone Solution product. WCAG 2.x conformance was tested using the NVDA screen reader software, WAVE tool, and ANDI tool for the website. Written documentation HTML site evaluated using WAVE tool, ANDI tool, text spacing bookmarklet, and manual testing with the NVDA screen reader. Written PDF support documentation evaluated using Acrobat accessibility tool, manual review of content, tags, and reading order, and manual testing with the NVDA screen reader. Support videos evaluated using manual testing with the NVDA screen reader and consultation with the content creator.

We performed user validation through traditional human factors testing and obtained positive user feedback. Although we're leveraging these human factors from various products and improvements were done to improve usability and accessibility, this testing didn't specifically include participants with disabilities.

We're taking steps to improve our test subject pool and include people with disabilities in our user validation testing for this product. However, the Covid-19 pandemic has presented significant challenges to locate and adequately test this target audience due to safety concerns. We're continuing to work safely and creatively to address the CVAA requirement.

### **Applicable Standards/Guidelines**

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018</a>	(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 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 hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Web: Partially Supports	Web: Alt-text or adjacent text for most images.
Also applies to:	Electronic Docs: Supports	Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (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	Web: Videos on corporate website are decorative only. Electronic Docs: No audio-only or video-only content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (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	Web: Videos on corporate website are decorative only. Electronic Docs:
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (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	Web: Videos on corporate website are decorative only. Electronic Docs: No videos have an audio description available.
<a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Electronic Docs: Supports</p>	<p>Electronic Docs:</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>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.</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p>	<p>Web: No auto-played audio on web pages.</p> <p>Electronic Docs:</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>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.</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that can't be accessed or dismissed using a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
		For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>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.</p> <p>Electronic Docs: Written documentation fully supports.</p> <p>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.</p>
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Website doesn't provide content that natively involves keyboard shortcuts.</p> <p>Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Supports</p>	<p>Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos.</p> <p>Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use real-time status information for downloading PDF files, adding topics to a collection, etc. The toaster messages present a timing bar, and the user can pause the timing bar by hovering on the message dialog box.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">2.4.1 Bypass Blocks</a> (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	Web: Electronic Docs:
<a href="#">2.4.2 Page Titled</a> (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	Web: Most web pages include a title Electronic Docs:
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Web: Not Applicable	Web: Web pages don't require multipoint gestures.

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 – Does not apply	Electronic Docs: Not Applicable	Electronic Docs: Electronic content doesn't require multipoint gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs:
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.2.1 On Focus</a> (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	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. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs:
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.1 Error Identification</a> (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	Electronic Docs:
<a href="#">3.3.2 Labels or Instructions</a> (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	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">4.1.2 Name, Role, Value</a> (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	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs:

## Table 2: Success Criteria, Level AA

**Notes:** Product is hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to:	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web content doesn't include live or streaming content.



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Electronic Docs: Electronic documentation doesn't provide live or streaming content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (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	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.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs:
<a href="#">1.4.3 Contrast (Minimum)</a> (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	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: For written documentation, visited footer links below color contrast ratio requirements. Text and images meet color contrast ratio requirements where the product UI does, but images may be contingent on product UI itself being compliant. Video documentation captions are white text on a black background overlay.
<a href="#">1.4.4 Resize text</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, the layout changes, but the site retains functionality.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.4.5 Images of Text</a> (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	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.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.  For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs:
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support	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.
<a href="#">2.4.5 Multiple Ways</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.4.7 Focus Visible</a> (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	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs:
<a href="#">3.1.2 Language of Parts</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information.
<a href="#">3.2.3 Consistent Navigation</a> (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	Web: Electronic Docs:
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
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		
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (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	Web: Electronic Docs: No legal, financial, or data transactions in documentation.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Partially Supports	Web: Website doesn't provide status messages. Electronic Docs: Written documentation HTML publishing site provides status/toaster messages that use role=alert for all messages, even if they are status messages and not true alerts.

### 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	<p>Audible ring and alert tones. Dial pads on Poly DECT phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Differentiated keypad keys tactilely by shape (number keys are the same shape, line keys are the same shape, etc.) to facilitate navigation by touch.</p> <p>The phone supports:</p> <ul style="list-style-type: none"> <li>• Audible indication of incoming calls,</li> <li>• Audible microphone mute on/off status</li> </ul> <p>Battery charge status is provided only by a visual indicator, but the administrator can set up options to text users only if battery levels are low.</p> <p>In addition to number dial keys, the buttons, Volume buttons, and Mute keys are all tactilely discernible without activating the controls or keys. Actuating the keys provide the user with tactile response so that it is obvious to the user when they have actuated button controls.</p>
302.2 With Limited Vision	Supports	<p>Poly DECT phones have a level of contrast adjustment to increase the brightness of the display. Dial pads on Poly DECT phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch. Using high contrast characters on the keypad in the OFF state to ensure readability. The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems.</p> <p>Information can be provided via audio communication.</p> <p>The phone supports:</p> <ul style="list-style-type: none"> <li>• Audible indication of incoming calls, although audible caller ID is not provided</li> <li>• Acoustic feedback for touch interactions including 'keyboard clicks</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• Volume up/down and mute/un-mute</li> <li>• Status indicators for system status (including in call, mute, unmute) are clearly visible</li> <li>• 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.</li> </ul>
302.3 Without Perception of Color	Partially Supports	<p>Icons are used to provide indication of state (such as DND) as well as color. Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors, and the only difference is the LED color.</p>
302.4 Without Hearing	Partially Supports	<p>Phone handsets include an integrated LCD screen that provides some text information. However, there is not speech to text functionality and the phone is not compatible with TTY. Not designed in such a way. Users without hearing can use the paging and intercom features of the product.</p> <p>The system supports visual feedback and indications of user interactions. Visual alerts are displayed on an integrated high-resolution LCD screen.</p>
302.5 With Limited Hearing	Supports	<p>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. Any control action that is required by the phone is handled via keypad. Speech control is not required to operate this product.</p> <p>An optional external loudspeaker system may be used when paired and for use as an accessory to control headset or speakerphone.</p>

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	Any control action that is required by the phone is handled via keypad. Speech control is not required to operate this product.
302.7 With Limited Manipulation	Supports	Physical operation does not require fine motor control or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	The unit can be moved to a position where limited reach will not be a restriction. Limited strength is also not a restriction.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Iconography on the display and industry standard symbols and text on the keys enable the ICT to be more intuitive to operate.

## Chapter 4: [Hardware](#)

### Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	Not a closed functionality system.
402.2.2 Transactional Outputs	Not Applicable	Not a closed functionality system.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	Not a closed functionality system.
402.2.4 User Control	Not Applicable	Not a closed functionality system.
402.2.5 Braille Instructions	Not Applicable	Not a closed functionality system.
<b>402.3 Volume</b>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	Not a closed functionality system.
402.3.2 Non-private Listening	Not Applicable	Not a closed functionality system.
402.4 Characters on Display Screens	Not Applicable	Not a closed functionality system.

Criteria	Conformance Level	Remarks and Explanations
402.5 Characters on Variable Message Signs	Not Applicable	Not a closed functionality system.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not part of the design (no ID or biometric control).
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	Poly DECT phones do not modify or remove any information that is to be sent.
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The screen on Poly DECT phone is never blanked during operation.
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Industry standard connections or converters are provided.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Partially Supports	Rove 30 and Rove 40 support backlit keypad. Rove 20 does not support backlit keypad.
<b><u>407.3 Input Controls</u></b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Poly DECT phone products have a distinctive raised pattern on the “5” key that will allow users to identify which key they are pressing in relation to the “5” key along with raised patterns on the navigation keys.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Supports	Poly DECT phone products have a distinctive raised pattern on the “5” key that will allow users to identify which key they are pressing in relation to the “5” key. The arrangement of phone keys is in compliance with ITU-T Recommendation E.161 with the exception that two raised dots



Criteria	Conformance Level	Remarks and Explanations
		are provided rather than the single dot as specified in section 3.6 of ITU-T Recommendation E.161.
407.4 Key Repeat	Not Applicable	Keyboard does not support key repeat.
407.5 Timed Response	Not Applicable	It is not part of design.
407.6 Operation	Supports	No operation requires 5 or more pounds of force. All operations may be carried out with a single hand with no tight grasping, pinching, or twisting required
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Product is not stationary
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not stationary
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not stationary
407.8.2 Side Reach	Not Applicable	Product is not stationary
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not stationary
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not stationary
407.8.3 Forward Reach	Not Applicable	Product is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Product is not stationary.
408.3 Flashing	Supports	No LED patterns are faster than 3 blinks per second.
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
409.1 General	Partially Supports	<p>The phone supports:</p> <ul style="list-style-type: none"> <li>• Audible indication of incoming calls,</li> <li>• Audible microphone mute on/off status</li> </ul> <p>Battery charge status is provided only by a visual indicator, but the administrator can set up options to text users only if battery levels are low.</p>
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	<p>Icons are used to provide indication of state (such as DND) as well as color. Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color.</p>
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	<p>A screen flash shall be provided to indicate an incoming call. Other signals (such as call waiting) are also indicated by UX elements on the display. LEDs built into buttons on the phone also provide information on the state of the phone such as incoming or calls that are on hold.</p>
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Supports	<p>47CFR 68.317 is an FCC mandatory requirement, so we will meet this requirement. Ringer and speaker/headset volume controls are provided. Gain can also be adjustable in excess of 20 dB. More than one intermediate step is provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Supports	All Poly handsets have primary inductive coils that interface with conventional hearing aid pickup and meet FCC Part 68 requirements for Hearing Aid Compatibility.
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Supports	Support wideband speech
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Partially Supports	Caller ID is provided on a visual display, but not audibly.
412.7 Video Communication	Not Applicable	Not part of the design.
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Does Not Support	The phone is not compatible with TTY
412.8.2 Voice and Hearing Carry Over	Does Not Support	The phone is not compatible with TTY
412.8.3 Signal Compatibility	Does Not Support	The phone is not compatible with TTY
412.8.4 Voice Mail and Other Messaging Systems	Does Not Support	The phone is not compatible with TTY
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Not part of the design.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Not part of the design.
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not part of the design (no tuner).
414.1.2 Other ICT	Not Applicable	Not part of the design (no audio description).
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not part of the design (no caption control).

Criteria	Conformance Level	Remarks and Explanations
415.1.2 Audio Description Controls	Not Applicable	Not part of the design (no audio description).

## Chapter 5: [Software](#)

**Notes:** Product is hardware only. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The <i>Poly Rove DECT IP Phone User Guide</i> contains section specific to accessibility information for users with disabilities.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> 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 <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<b><a href="#">603 Support Services</a></b>	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 <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
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 <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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