

- Read PLCM Guidance ITIC Template 2.2.doc before completing this form.
- When sections of criteria do not apply, or deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

Polycom Accessibility Conformance Report

Revised Section 508 Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version: VVX D230

Product Description: DECT IP PHONE

Date: August 21 2019

Contact information: accessibility@plantronics.com or: accessibility@poly.com

Notes:

Evaluation Methods Used:

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

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

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p>	<p>Web: Electronic Docs:</p>	<p>Web: Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Authoring Tool:	Software: Authoring Tool:
<u>1.3.2 Meaningful Sequence</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.1 Use of Color</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>1.4.2 Audio Control</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<u>2.1.1 Keyboard</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <ul style="list-style-type: none"> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Electronic Docs: Software:</p>	<p>Web: Electronic Docs: Software:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Authoring Tool:	Authoring Tool:
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	<p>Web: Electronic Docs: Software: Authoring Tool:</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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 	<p>Web: Electronic Docs: Authoring Tool:</p>	<p>Web: Electronic Docs: Authoring Tool:</p>
<p>3.2.4 Consistent Identification (Level AA)</p>	<p>Web:</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> 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 	Electronic Docs: Authoring Tool:	Electronic Docs: Authoring Tool:
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Web: Electronic Docs: Software: Authoring Tool:	Web: Electronic Docs: Software: Authoring Tool:

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
1.2.9 Audio-only (Live) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.4.6 Contrast Enhanced (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.4.7 Low or No Background Audio (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.4.8 Visual Presentation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.2.3 No Timing (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.2.4 Interruptions (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.2.5 Re-authenticating (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.3.2 Three Flashes (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.4.8 Location (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:

Criteria	Conformance Level	Remarks and Explanations
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
2.4.10 Section Headings (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.1.3 Unusual Words (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.1.4 Abbreviations (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.1.5 Reading Level (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.1.6 Pronunciation (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.2.5 Change on Request (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.3.5 Help (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:
3.3.6 Error Prevention (All) (Level AAA) Also applies to: Revised Section 508 – Does not apply	Web:	Web:

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

302 Functional Performance Criteria

#	Criteria	Conformance Level	Remarks and Explanations
302.1	Without Vision.		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that does not require user vision.	Partially Supports	VVX D230 is a DECT IP Phone with numeric keypad. The number "5" key is indented for ease of identifying and entering digit for visually impaired.
302.2	With Limited Vision.		
	Where a visual mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited vision.	Partially Supports	VVX D230 is a DECT IP Phone with numeric keypad. The number "5" key is indented for ease of identifying and entering digit for visually impaired.
302.3	Without Perception of Color.		
	Where a visual mode of operation is provided, ICT shall provide at least one visual mode of operation that does not require user perception of color.	Supports	No perception of color is needed to operate VVX D230
302.4	Without Hearing.		
	Where an audible mode of	Not Applicable	VVX D230 is a Voice DECT IP Phone. Hearing/Voice is mandatory for the

	operation is provided, ICT shall provide at least one mode of operation that does not require user hearing.		phone to operate
302.5	With Limited Hearing.		
	Where an audible mode of operation is provided, ICT shall provide at least one mode of operation that enables users to make use of limited hearing.	Supports	Speakerphone, headsets and handset receiver volume is adjustable. User can increase the loudness to max
302.6	Without Speech.		
	Where speech is used for input, control, or operation, ICT shall provide at least one mode of operation that does not require user speech.	Not Applicable	VVX D230 does not support speech as a input or control
302.7	With Limited Manipulation.		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that does not require fine motor control or simultaneous manual operations.	Supports	VVX D230 is a DECT IP Phone. User can use speed dial to make a phone call to favorite contact or just press the answer key to answer inbound call.
302.8	With Limited Reach and Strength.		
	Where a manual mode of operation is provided, ICT shall provide at least one mode of operation that is operable with limited reach and limited strength.	Supports	VVX D230 is a DECT IP Phone. Selecting/Dialing numbers is operable with limited reach and strength.

302.9	With Limited Language, Cognitive, and Learning Abilities.		
	ICT shall provide features making its use by individuals with limited cognitive, language, and learning abilities simpler and easier.	Supports	VVX D230 support context sensitive softkeys with clear label based on current phone state. User can select the option via softkey or just select dedicated answer/hangup button on the phone

Chapter 4: Hardware

Notes:

401 General

401.1 Scope. The requirements of Chapter 4 shall apply to ICT that is hardware where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.

402 Closed Functionality

#	Criteria	Conformance Level	Remarks and Explanations
402.1 General.			
	ICT with closed functionality shall be operable without requiring the user to attach or install assistive technology other than personal headsets or other audio couplers, and shall conform to 402.	Supports	VVXD230 us a DECT IP Phone with integrated Mic and Speaker. No other additional accessory is needed to operate.
402.2 Speech-Output Enabled.			
	ICT with a display screen shall be speech-output enabled for full and independent use by individuals with vision impairments.	Partially Supports	VVXD230 supports an Interactive Voice Response (IVR) Menu. User with vision impairments can use the IVR to obtain IP address of base, Network settings and other management related activities

<p>EXCEPTIONS:</p> <ol style="list-style-type: none"> 1. Variable message signs conforming to 402.5 shall not be required to be speech-output enabled. 2. Speech output shall not be required where ICT display screens only provide status indicators and those indicators conform to 409. 3. Where speech output cannot be supported due to constraints in available memory or processor capability, ICT shall be permitted to conform to 409 in lieu of 402.2. 4. Audible tones shall be permitted instead of speech output where the content of user input is not displayed as entered for security purposes, including, but not limited to, asterisks representing personal identification numbers. 5. Speech output shall not be required for: the machine location; date and time of transaction; customer account number; and the machine identifier or label. 6. Speech output shall not be required for advertisements and other similar information unless they convey information that can be used for the transaction being conducted. 		
<p>402.2.1 Information Displayed On-Screen.</p>		
<p>Speech output shall be provided</p>	<p>Does Not Support</p>	<p>VVX D230 does not have a Text To Speech Engine. We do not read out</p>

	for all information displayed on-screen.		information displayed on the screen
402.2.2 Transactional Outputs.			
	Where transactional outputs are provided, the speech output shall audibly provide all information necessary to verify a transaction.	Supports	VVX D230 DECT IP Phone will clearly deliver audible speech via the integrated speaker, headset or receiver.
402.2.3 Speech Delivery Type and Coordination.			
	Speech output shall be delivered through a mechanism that is readily available to all users, including, but not limited to, an industry standard connector or a telephone handset. Speech shall be recorded or digitized human, or synthesized. Speech output shall be coordinated with information displayed on the screen.	Supports	VVX D230 DECT IP Phone will clearly deliver audible speech via the integrated speaker, headset or receiver.
402.2.4 User Control.			
	Speech output for any single function shall be automatically interrupted when a transaction is selected. Speech output shall be capable of being repeated and paused.	Partially Supports	VVX D230 is an DECT IP Phone. Any real time communication/voice calls can be interrupted if the user attempted to put the user on hold, transfer, conference and etc. VVX D230 also support an integrated IVR, the user can at anytime interrupt the IVR output or request the IVR to replay the last message.
402.2.5 Braille Instructions.			
	Where speech output is required by 402.2, braille instructions for initiating the speech mode of operation shall be provided. Braille shall be contracted and shall conform to 36 CFR part 1191,	Partially Supports	VVX D230 "5" keypad is indented.

<p>Appendix D, Section 703.3.1.</p> <p>EXCEPTION: Devices for personal use shall not be required to conform to 402.2.5.</p>		
<p>402.3 Volume.</p>		
<p>ICT that delivers sound, including speech output required by 402.2, shall provide volume control and output amplification conforming to 402.3.</p> <p>EXCEPTION: ICT conforming to 412.2 shall not be required to conform to 402.3.</p>	<p>Supports</p>	<p>Handset Speakerphone, Headset receiver and integrated receiver volume are all adjustable.</p>
<p>402.3.1 Private Listening.</p>		
<p>Where ICT provides private listening, it shall provide a mode of operation for controlling the volume. Where ICT delivers output by an audio transducer typically held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not applicable</p>	
<p>402.3.2 Non-private Listening.</p>		
<p>Where ICT provides non-private listening, incremental volume</p>	<p>Not applicable</p>	

control shall be provided with output amplification up to a level of at least 65 dB. A function shall be provided to automatically reset the volume to the default level after every use.		
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402.4 Characters on Display Screens.

At least one mode of characters displayed on the screen shall be in a sans serif font. Where ICT does not provide a screen enlargement feature, characters shall be 3/16 inch (4.8 mm) high minimum based on the uppercase letter "I". Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background.	Partially Supports	V VX D230 is a portable DECT IP Phone with 2" Color Screen. The characters have great contrast with the background color.
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402.5 Characters on Variable Message Signs.

Characters on variable message signs shall conform to section 703.7 Variable Message Signs of ICC A117.1-2009 (incorporated by reference, see 702.6.1).	Not Applicable	
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403 Biometrics

#	Criteria	Conformance Level	Remarks and Explanations
403.1 General.			
	Where provided, biometrics shall not be the only means for user	Not Applicable	

<p>identification or control.</p> <p>EXCEPTION: Where at least two biometric options that use different biological characteristics are provided, ICT shall be permitted to use biometrics as the only means for user identification or control.</p>		
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404 Preservation of Information Provided for Accessibility

#	Criteria	Conformance Level	Remarks and Explanations
404.1 General.			
	ICT that transmits or converts information or communication shall not remove non-proprietary information provided for accessibility or shall restore it upon delivery.	Supports	

405 Privacy

#	Criteria	Conformance Level	Remarks and Explanations
405.1 General.			
	The same degree of privacy of input and output shall be provided to all individuals. When speech output required by 402.2 is	No Applicable	VVX D230 is an audio device. We do transcript speech to text or do real time transcription on the screen.

enabled, the screen shall not blank automatically.		
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406 Standard Connections

#	Criteria	Conformance Level	Remarks and Explanations
406.1 General.			
	Where data connections used for input and output are provided, at least one of each type of connection shall conform to industry standard non-proprietary formats.	Not applicable	No external data connection used for input and output

407 Operable Parts

#	Criteria	Conformance Level	Remarks and Explanations
407.1 General.			
	Where provided, operable parts used in the normal operation of ICT shall conform to 407.	Not applicable	
407.2 Contrast			
	Where provided, keys and controls shall contrast visually from background surfaces. Characters and symbols shall contrast visually from background surfaces with either light characters or symbols on a dark background or dark characters or symbols on a light background.	Supports	

407.3 Input Controls		
At least one input control conforming to 407.3 shall be provided for each function. EXCEPTION: Devices for personal use with input controls that are audibly discernable without activation and operable by touch shall not be required to conform to 407.3.	Supports	VVX D230 is a DECT IP Phone with keypads for input control.
407.3.1 Tactilely Discernable		
Input controls shall be operable by touch and tactilely discernible without activation. 407.3.2	Supports	All VVX D230 keys may be touched without activating. Different shaped keys are provided for some actions, such as volume and navigation. The “5” key has raised pips to allow for non-visual identification of the key. Keys that have common functionality are also grouped to aid in identifying which keys are which.
407.3.2 Alphabetic Keys		
Where provided, individual alphabetic keys shall be arranged in a QWERTY-based keyboard layout and the “F” and “J” keys shall be tactilely distinct from the other keys.	Not Applicable	VVX D230 is a small form factor DECT Handset., Not keyboard is available.
407.3.3 Numeric Keys		
Where provided, numeric keys shall be arranged in a 12-key ascending or descending keypad layout. The number five key shall be tactilely distinct from the other keys. Where the ICT provides an alphabetic overlay on numeric	Supports	

keys, the relationships between letters and digits shall conform to ITU-T Recommendation E.161 (incorporated by reference, see 702.7.1).		
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407.4 Key Repeat

Where a keyboard with key repeat is provided, the delay before the key repeat feature is activated shall be fixed at, or adjustable to, 2 seconds minimum.	Not applicable	No keyboard interface
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407.5 Timed Response

Where a timed response is required, the user shall be alerted visually, as well as by touch or sound, and shall be given the opportunity to indicate that more time is needed.	Supports	VVX D230 is a DECT IP Phone. Phone will visually indicate and via audible ringtone on an incoming phone call or event.
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407.6 Operation

At least one mode of operation shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate operable parts shall be 5 pounds (22.2 N) maximum.	Supports	The size of the D230 handset ensures that all keys may be operated by one hand. As a wireless device, the handset is usually held but does not require tight grasping, pinching or twisting of the wrist.
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407.7 Tickets, Fare Cards, and Keycards.

Where tickets, fare cards, or keycards are provided, they shall have an orientation that is tactilely discernible if orientation is important to further use of the	Not Applicable	
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	ticket, fare card, or keycard.		
407.8 Reach Height and Depth.			
	At least one of each type of operable part of stationary ICT shall be at a height conforming to 407.8.2 or 407.8.3 according to its position established by the vertical reference plane specified in 407.8.1 for a side reach or a forward reach. Operable parts used with speech output required by 402.2 shall not be the only type of operable part complying with 407.8 unless that part is the only operable part of its type.	Not Applicable	
407.8.1 Vertical Reference Plane.			
	Operable parts shall be positioned for a side reach or a forward reach determined with respect to a vertical reference plane. The vertical reference plane shall be located in conformance to 407.8.2 or 407.8.3.	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach.			
	Where a side reach is provided, the vertical reference plane shall be 48 inches (1220 mm) long minimum.	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach.			
	Where a forward reach is provided, the vertical reference plane shall be 30 inches (760 mm) long minimum.	Not Applicable	
407.8.2 Side Reach.			

<p>Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>		
<p>407.8.2.1 Unobstructed Side Reach</p>		
<p>Operable parts of ICT providing a side reach shall conform to 407.8.2.1 or 407.8.2.2. The vertical reference plane shall be centered on the operable part and placed at the leading edge of the maximum protrusion of the ICT within the length of the vertical reference plane. Where a side reach requires a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	<p>Not Applicable</p>	
<p>407.8.2.2 Obstructed Side Reach</p>		
<p>Where the operable part is located more than 10 inches (255 mm), but not more than 24 inches (610 mm), beyond the vertical reference plane, the height of the operable</p>	<p>Not Applicable</p>	

<p>part shall be 46 inches (1170 mm) high maximum and 15 inches (380 mm) high minimum above the floor. The operable part shall not be located more than 24 inches (610 mm) beyond the vertical reference plane.</p>		
<p>Operable parts of ICT providing a forward reach shall conform to 407.8.3.1 or 407.8.3.2. The vertical reference plane shall be centered, and intersect with, the operable part. Where a forward reach allows a reach over a portion of the ICT, the height of that portion of the ICT shall be 34 inches (865 mm) maximum.</p>	<p>Not Applicable</p>	
<p>Where the operable part is located at the leading edge of the maximum protrusion within the length of the vertical reference plane of the ICT, the operable part shall be 48 inches (1220 mm) high maximum and 15 inches (380 mm) high minimum above the floor.</p>	<p>Not Applicable</p>	
<p>Where the operable part is located beyond the leading edge of the maximum protrusion within the length of the vertical reference plane, the operable part shall conform to 407.8.3.2. The maximum allowable forward reach to an operable part shall be 25 inches (635 mm).</p>	<p>Not Applicable</p>	

<p>The height of the operable part shall conform to Table 407.8.3.2.1.</p>		
<p>Link to table ...</p>		
<p>Knee and toe space under ICT shall be 27 inches (685 mm) high minimum, 25 inches (635 mm) deep maximum, and 30 inches (760 mm) wide minimum and shall be clear of obstructions.</p> <p>EXCEPTIONS:</p> <p>1. Toe space shall be permitted to provide a clear height of 9 inches (230 mm) minimum above the floor and a clear depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT.</p> <p>2. At a depth of 6 inches (150 mm) maximum from the vertical reference plane toward the leading edge of the ICT, space between 9 inches (230 mm) and 27 inches (685mm) minimum above the floor shall be permitted to reduce at a rate of 1 inch (25 mm) in depth for every 6 inches (150 mm) in height.</p>	<p>Not Applicable</p>	

408 Display Screens

#	Criteria	Conformance Level	Remarks and Explanations
408.1 General.			
	Where provided, display screens shall conform to 408.	Supports	VVX D230 is a portable DECT IP Phone with 2inch color screen
408.2 Visibility			
	Where stationary ICT provides one or more display screens, at least one of each type of display screen shall be visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed.	Supports	VVX D230 is a portable DECT IP Phone with 2inch color screen
408.3 Flashing			
	<p>Where ICT emits lights in flashes, there shall be no more than three flashes in any one-second period.</p> <p>EXCEPTION: Flashes that do not exceed the general flash and red flash thresholds defined in WCAG 2.0 (incorporated by reference, see 702.10.1) are not required to conform to 408.3.</p>	Supports	

409 Status Indicators

#	Criteria	Conformance Level	Remarks and Explanations
409.1 General			
	Where provided, status indicators shall be discernible visually and by touch or sound.	Supports	Audio and Visual indication of incoming calls

410 Color Coding

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Available Voicemail Messages, Missed calls and etc

411 Audible Signals

#	Criteria	Conformance Level	Remarks and Explanations
410.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	VVX D230 supports call waiting tones and other IP Phone specific audible signals

412 ICT with Two-Way Voice Communication

#	Criteria	Conformance Level	Remarks and Explanations
412.1 General			
	Where provided, audible signals or cues shall not be used as the only means of conveying information, indicating an action, or prompting a response	Supports	VVX D230 is a DECT IP Phone. Any call events will have audible and visual indicator.
412.2 Volume Gain			
	ICT that provides two-way voice communication shall conform to 412.2.1 or 412.2.2.	Supports	
412.2.1 Volume Gain for Wireline Telephones.			
	Volume gain conforming to 47 CFR 68.317 shall be provided on analog and digital wireline telephones.	Not applicable	VVX D230 is a DECT/Wireless IP Phone
412.2.2 Volume Gain for Non-Wireline Telephones.			
	A method for increasing volume shall be provided for non-wireline ICT.	Supports	
412.3 Interference Reduction and Magnetic Coupling.			
	Where ICT delivers output by a handset or other type of audio transducer that is typically held up to the ear, ICT shall reduce interference with hearing technologies and provide a means for effective magnetic wireless coupling in conformance with 412.3.1 or 412.3.2.	Supports	VVX D230 is HAC compatible. Complies with FCC Part 15 EMC standards
412.3.1 Wireless Handsets.			
	ICT in the form of wireless handsets	Supports	VVX D230 is HAC compatible. Complies with FCC Part 15 EMC standards

	shall conform to ANSI/IEEE C63.19-2011 (incorporated by reference, see 702.5.1).		
412.3.2 Wireline Handsets.			
	ICT in the form of wireline handsets, including cordless handsets, shall conform to TIA-1083-B (incorporated by reference, see 702.9.1).	Not Applicable	VVX D230 is a Wireless/DECT IP Phone Handset
412.4 Digital Encoding of Speech			
	ICT in IP-based networks shall transmit and receive speech that is digitally encoded in the manner specified by ITU-T Recommendation G.722.2 (incorporated by reference, see 702.7.2) or IETF RFC 6716 (incorporated by reference, see 702.8.1).	Partial	We support G.722 and Opus Wideband codec today.
412.5 Real-Time Text Functionality.			
	Reserved – Note that FCC have NOPR for RTT for Wireline IP products. Link	Not Applicable	
412.6 Caller ID.			
	Where provided, caller identification and similar telecommunications functions shall be visible and audible.	Partial	We support visual Caller ID Display. Not audible
412.7 Video Communication.			
	Where ICT provides real-time video functionality, the quality of the video shall be sufficient to support communication using sign language.	Not Applicable	VVX D230 is a voice only device

413 Closed Caption Processing Technologies

#	Criteria	Conformance Level	Remarks and Explanations
413.1 General.			
	Where ICT displays or processes video with synchronized audio, ICT shall provide closed caption processing technology that conforms to 413.1.1 or 413.1.2.	Not Applicable	VVX D230 is a voice only device
413.1.1 Decoding and Display of Closed Captions.			
	Players and displays shall decode closed caption data and support display of captions.	Not Applicable	VVX D230 is a voice only device
413.1.2 Pass-Through of Closed Caption Data.			
	Cabling and ancillary equipment shall pass through caption data.	Not Applicable	VVX D230 is a voice only device

414 Audio Description Processing Technologies.

#	Criteria	Conformance Level	Remarks and Explanations
414.1 General.			
	Where ICT displays or processes video with synchronized audio, ICT shall provide audio description processing technology conforming to 414.1.1 or 414.1.2.	Not Applicable	VVX D230 is a voice only device
414.1.1 Digital Television Tuners.			
	Digital television tuners shall provide audio description processing that conforms to ATSC A/53 Digital Television Standard, Part 5 (2014) (incorporated by reference, see 702.2.1). Digital television tuners shall provide processing of audio description when encoded as a Visually Impaired (VI) associated audio service that is provided as a complete program mix containing audio description according to the ATSC A/53 standard.	Not Applicable	VVX D230 is a voice only device
414.1.2 Other ICT.			
#	Criteria	Conformance Level	Remarks and Explanations
	ICT other than digital television tuners shall provide audio description processing.	Does Not Support	We do not have a speech to text feature

415 User Controls for Captions and Audio Descriptions.

#	Criteria	Conformance Level	Remarks and Explanations
415.1 General			
	<p>Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 415.1.</p> <p>EXCEPTION: Devices for personal use shall not be required to conform to 415.1 provided that captions and audio descriptions can be enabled through system-wide platform settings.</p>	Not Applicable	VVX D230 is a voice only device
415.1.1 Caption Controls			
	Where ICT provides operable parts for volume control, ICT shall also provide operable parts for caption selection.	Not Applicable	VVX D230 is a voice only device
415.1.2 Audio Description Controls			
	Where ICT provides operable parts for program selection, ICT shall also provide operable parts for the selection of audio description.	Not Applicable	VVX D230 is a voice only device

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>501.1 Scope – Incorporation of WCAG 2.0 AA</p>		
<p>The requirements of Chapter 5 shall apply to software where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.</p> <p>EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).</p> <p>Note Where the requirements in Chapter 5 does not address one or more functions of telecommunications or customer premises equipment, the functions not addressed shall conform to the Functional Performance Criteria specified in Chapter 3.</p>	<p>See WCAG 2.0 section</p>	<p>See information in WCAG section</p>

502 Interoperability with Assistive Technology

#	Criteria	Conformance Level	Remarks and Explanations
502.1 General.			
	Software shall interoperate with assistive technology and shall conform to 502. EXCEPTION: ICT conforming to 402 shall not be required to conform to 502.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.2 Documented Accessibility Features.			
	Software with platform features defined in platform documentation as accessibility features shall conform to 502.2.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.2.1 User Control of Accessibility Features.			
	Platform software shall provide user control over platform features that are defined in the platform documentation as accessibility features. Software shall not disrupt platform features that are defined in the platform documentation as accessibility features.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3 Accessibility Services.			
	Platform software and software tools that are provided by the platform developer shall provide a documented set of accessibility services that support applications running on the platform to interoperate with assistive technology and shall conform to 502.3. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.1 Object Information.			
	The object role, state(s), properties, boundary, name, and description shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software

502.3.2 Modification of Object Information.		
States and properties that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.3 Row, Column, and Headers.		
If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.4 Values.		
Any current value(s), and any set or range of allowable values associated with an object, shall be programmatically determinable	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.5 Modification of Values.		
Values that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.6 Label Relationships.		
Any relationship that a component has as a label for another component, or of being labeled by another component, shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.7 Hierarchical Relationships.		
Any hierarchical (parent-child) relationship that a component has as a container for, or being contained by, another component shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.8 Text.		
The content of text objects, text attributes, and the boundary of text rendered to the screen, shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.9 Modification of Text.		
Text that can be set by the user shall be capable of being set programmatically, including through assistive technology.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.10 List of Actions.		
A list of all actions that can be executed on an object shall be programmatically determinable.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software

502.3.11 Actions on Objects.		
Applications shall allow assistive technology to programmatically execute available actions on objects.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.12 Focus Cursor.		
Applications shall expose information and mechanisms necessary to track focus, text insertion point, and selection attributes of user interface components.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.13 Modification of Focus Cursor.		
Focus, text insertion point, and selection attributes that can be set by the user shall be capable of being set programmatically, including through the use of assistive technology.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.3.14 Event Notification.		
Notification of events relevant to user interactions, including but not limited to, changes in the component's state(s), value, name, description, or boundary, shall be available to assistive technology.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
502.4 Platform Accessibility Features.		
Platforms and platform software shall conform to the requirements in ANSI/HFES 200.2, Human Factors Engineering of Software User Interfaces — Part 2: Accessibility (2008) (incorporated by reference, see 702.4.1) listed below:	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
A Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes;	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
B Section 9.3.4 Provide adjustment of delay before key acceptance;	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
C Section 9.3.5 Provide adjustment of same-key double-strike acceptance;	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
D Section 10.6.7 Allow users to choose visual alternative for audio output;	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
E Section 10.6.8 Synchronize audio equivalents for visual events;	Not Applicable	VVX D230 is a DECT IP Phone. Not Software

F	Section 10.6.9 Provide speech output services; and	Not Applicable	VVX D230 is a DECT IP Phone. Not Software
G	Section 10.7.1 Display any captions provided.	Not Applicable	VVX D230 is a DECT IP Phone. Not Software

503 Applications

#	Criteria	Conformance Level	Remarks and Explanations
503.1 General			
	Applications shall conform to 503.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
503.2 User Preferences.			
	Applications shall permit user preferences from platform settings for color, contrast, font type, font size, and focus cursor. EXCEPTION: Applications that are designed to be isolated from their underlying platform software, including Web applications, shall not be required to conform to 503.2.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
503.3 Alternative User Interfaces.			
	Where an application provides an alternative user interface that functions as assistive technology, the application shall use platform and other industry standard accessibility services.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
503.4 User Controls for Captions and Audio Description.			
	Where ICT displays video with synchronized audio, ICT shall provide user controls for closed captions and audio descriptions conforming to 503.4.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
503.4.1 Caption Controls			
	Where user controls are provided for volume adjustment, ICT shall provide user controls for the selection of captions at the same menu level as the user controls for volume or program selection.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
503.4.2 Audio Description Controls			

Where user controls are provided for program selection, ICT shall provide user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
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504 Authoring Tools

#	Criteria	Conformance Level	Remarks and Explanations
504.1 General.			
	Where an application is an authoring tool, the application shall conform to 504 to the extent that information required for accessibility is supported by the destination format.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
504.2 Content Creation or Editing.			
	<p>Authoring tools shall provide a mode of operation to create or edit content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for all supported features and, as applicable, to file formats supported by the authoring tool. Authoring tools shall permit authors the option of overriding information required for accessibility.</p> <p>EXCEPTION: Authoring tools shall not be required to conform to 504.2 when used to directly edit plain text source code.</p>	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion.			
	Authoring tools shall, when converting content from one format to another or saving content in multiple formats, preserve the information required for accessibility to the extent that the information is supported by the destination format.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
504.2.2 PDF Export.			
	Authoring tools capable of exporting PDF files that conform to ISO 32000-1:2008 (PDF 1.7) shall also be capable of exporting PDF files that conform to ANSI/AIIM/ISO 14289-1:2016 (PDF/UA-1)	Not Applicable	VVX D230 is a DECT IP Phone. Not an application

	(incorporated by reference, see 702.3.1).		
504.3 Prompts.			
	Authoring tools shall provide a mode of operation that prompts authors to create content that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application
504.4 Templates.			
	Where templates are provided, templates allowing content creation that conforms to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1) shall be provided for a range of template uses for supported features and, as applicable, to file formats supported by the authoring tool.	Not Applicable	VVX D230 is a DECT IP Phone. Not an application

Chapter 6: Support Documentation and Services

Notes:

#	Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		Heading cell – no response required	
	The technical requirements in Chapter 6 shall apply to ICT support documentation and services where required by 508 Chapter 2 (Scoping Requirements), 255 Chapter 2 (Scoping Requirements), and where otherwise referenced in any other chapter of the Revised 508 Standards or Revised 255 Guidelines.		
602.1 General.			
	Documentation that supports the use of ICT shall conform to 602.	Supports	Quick Start Guide and User Guide available
602.2 Accessibility and Compatibility Features.			
	Documentation shall list and explain how to use the accessibility and compatibility features required by Chapters 4 and 5. Documentation shall include accessibility features that are built-in and accessibility features that provide compatibility with assistive technology.	Supports	Quick Start Guide and User Guide available
602.3 Electronic Support Documentation.			
	Documentation in electronic format, including Web-based self-service support, shall conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0 (incorporated by reference, see 702.10.1).	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation			
	Where support documentation is only provided in non-electronic formats, alternate formats usable by individuals with disabilities shall be provided upon request.	Supports	Quick Start Guide is printed. User Guide and Admin Guide is available in electronic format

603 Support Services

#	Criteria	Conformance Level	Remarks and Explanations
603.1 General			
	ICT support services including, but not limited to, help desks, call centers, training services, and automated self-service technical support, shall conform to 603.	Supports	
603.2 Information on Accessibility and Compatibility Features.			
	ICT support services shall include information on the accessibility and compatibility features required by 602.2.	Supports	Polycom documentation and web-design teams have implemented WCAG2 requirements (Web Content Accessibility Guidelines 2.0), whereby, customers with disabilities will be able to access documentation, using all commonly used accessibility tools. Information on Accessibility can be found in product user guides, or by contacting Polycom's helpdesk. Individuals can also contact Accessibility@Polycom.com for guidance.
603.3 Accommodation of Communication Needs.			
	Support services shall be provided directly to the user or through a referral to a point of contact. Such ICT support services shall accommodate the communication needs of individuals with disabilities.	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the Web and communicating about the issue via the Web, as well as taking advantage of Polycom's Knowledgebase Articles, documentation or community forums, depending on the products used. Individuals can make contact by e-mail via Accessibility@Polycom.com

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