

Poly Accessibility Conformance Report

VPAT[®] Version 2.4, Revised Section 508 and WCAG Editions

Name of product: Lens Mobile for Android

Version(s): 4.0

Publish date(s): March 2023

Product description: The Poly Lens Mobile app allows the user to manage the Poly Bluetooth headsets and personal speakerphones. Keep devices up to date with the latest software, customize the device settings, access helpful support, and keep track of devices with the Find My Device feature.

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Notes: This VPAT is specific to mobile software for Android platforms. For conformance information for iOS, see the appropriate accessibility conformance report.

Evaluation methods used: Engineering development and accessibility team tested the mobile application following the DHS Section 508 Compliance Test Process for Android Mobile Applications and manual testing with the Talk Back screen reader and Accessibility Scanner App version 2.3.

Applicable Standards/Guidelines

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

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

Terms

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

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

Web Content Accessibility Guidelines (WCAG 2.x)

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

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

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

Table 1: Success Criteria, Level A

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

“Web” applies to corporate website, whereas “Software” applies to embedded software or system web interface, as applicable.

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Alt-text or adjacent text for most images.</p> <p>Electronic Docs:</p> <p>Software: Some elements of the software have incorrect or no value text.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (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: Not Applicable</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio-only or video-only content.</p> <p>Software: App does not contain pre-recorded audio-only or video-only content.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>1.2.2 Captions (Prerecorded) (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: Partially Supports</p> <p>OR</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: <i>(Partially Supports only, remove this explanation if conformance is "Supports")</i></p> <p>Most video for legacy products have captions.</p> <p>Software: No pre-recorded synchronized audio and video in the product</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (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: Does Not Support</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No videos have an audio description available.</p> <p>Software: Product doesn't enable creation of prerecorded media. Users may use the Product to share prerecorded content created by a third-party product.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>1.3.1 Info and Relationships (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)	Software: Partially Supports Authoring Tool: Not Applicable	Software: Most elements have programmatically determined attributes, but some are missing. Authoring Tool: Product is not an authoring tool.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Partially Support Authoring Tool: Not Applicable	Web: Electronic Docs: Software: The reading/presentation sequence matches the logical reading sequence on most of the application, but some elements are not detected in order. Authoring Tool: Product is not an authoring tool.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Lens app does not rely solely on shape, color, size, location, orientation, or sound to convey instructions or status. Authoring Tool: Product is not an authoring tool.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text. Electronic Docs: Software: Application does not use color to convey information for controls and content. Authoring Tool: Product is not an authoring tool.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: Software: No auto-played audio in product. Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</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> <p>For video documentation, the BrightCove player doesn't allow keyboard selection of certain functions, such as captions.</p> <p>Software: Lens app web allows users to access functionality and content using only the keyboard with some exceptions, including:</p> <ul style="list-style-type: none"> .The Home Screen carousel that indicates there are subsequent pages is not detected. <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.1.2 No Keyboard Trap (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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</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>Software: When navigating Find my Device page with a screen reader, it is not possible to return to the previous page as the page title blocks the "back" button</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</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>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Software: Supports Authoring Tool: Not Applicable	Electronic Docs: Electronic documentation doesn't provide content that involves single-character keyboard shortcuts. Software: Software does not contain key shortcuts. Authoring Tool: Product is not an authoring tool.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: 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. Software: Application does not use a timer. Authoring Tool: Product is not an authoring tool.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs: 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. Software: Application is free of content that moves, blinks, scrolls, or updates automatically Authoring Tool: Product is not an authoring tool.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Application does not natively contain content that flashes more than three times in any one second period Authoring Tool: Product is not an authoring tool.
2.4.1 Bypass Blocks (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) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Electronic Docs:</p> <p>Software: Software is a mobile application</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.2 Page Titled (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>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Most web pages include a title</p> <p>Electronic Docs:</p> <p>Software: All major application pages have titles that describe topic or purpose.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.3 Focus Order (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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Lens app provides a logical focus order for content with some exceptions, including:</p> <ul style="list-style-type: none"> .Home Page it is not navigable in a sequential manner. .Settings submenu it is not navigable in a sequential manner. <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.4 Link Purpose (In Context) (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>Software: Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: The app provides text to clearly describe the purpose of links.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.5.1 Pointer Gestures (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: Web pages don't require multipoint gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
	Software: Partially Supports Authoring Tool: Not Applicable	Electronic Docs: Electronic content doesn't require multipoint gestures. Software: Two finger pinch zoom is used in Find my Device Page Authoring Tool: Product is not an authoring tool.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Lens application allows users to cancel pointer interactions. Authoring Tool: Product is not an authoring tool.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Software: Lens application presents labels both visually and programmatically. Authoring Tool: Product is not an authoring tool.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use. Software: Lens application does not use motion actuation for user interaction. Authoring Tool: Product is not an authoring tool.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508	Web: Partially Supports Electronic Docs: Supports Software: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Login form and Terms and conditions check box do not automatic submit when entering information or selecting. Authoring Tool: Product is not an authoring tool.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Any error in form will be followed by with a dialog / popup describing the error Authoring Tool: Product is not an authoring tool.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels. Software: On the Login page, the email and password input are not specified before entering the edit box Authoring Tool: Product is not an authoring tool.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs: Software: Lens application provides appropriate names, roles, and values for interactive elements, with some exceptions, including: . Toggle buttons on "Notifications and Devices Alerts" page are read individually without reference of which element they are checking or activating. . Color Theme –when selecting a new option, it checks the box but there is no prompt that it was checked Authoring Tool: Product is not an authoring tool.

Table 2: Success Criteria, Level AA

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

"Web" applies to corporate website, whereas "Software" applies to embedded software or system web interface, as applicable.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: Web content doesn't include live or streaming content. Electronic Docs: Electronic documentation doesn't provide live or streaming content. Software: No live audio and video in the product Authoring Tool: Product is not an authoring tool.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Does Not Support Electronic Docs: Does Not Support Software: Not Applicable	Web: Videos on corporate website are decorative only and do not have an audio description available. Electronic Docs: No videos have an audio description available.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Software: Product doesn't enable creation of prerecorded media. Users may use the product to share prerecorded content created by a third-party product. Authoring Tool: Product is not an authoring tool.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Does not Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: App does not allow for landscape orientation, only portrait Authoring Tool: Product is not an authoring tool.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Software: The Native login option do no provide auto fill capability, but the partner login options do. Authoring Tool: Product is not an authoring tool.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: 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. Software: The "blue" and "gray" used in text through the app does not meet the 4.5:1 ratio Authoring Tool: Product is not an authoring tool.
1.4.4 Resize text (Level AA) Also applies to:	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Partially Supports Software: Does Not Support Authoring Tool: Not Applicable	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. Software: Lens application does not allow for text to be resized. Authoring Tool: Product is not an authoring tool.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Some page elements are images of text instead of live text. Electronic Docs: Some setup sheets contain images of text within larger graphics because it's essential to render them as text to preserve the logical reading order of the documentation. The images of text are included in the alt-text for the larger graphic. Setup sheets also contain images of localized text, but the English equivalents are live text. Software: Authoring Tool: Product is not an authoring tool.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: At the highest device magnification content overlay clip were missing from the screen Authoring Tool: Product is not an authoring tool.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Authoring Tool: Product is not an authoring tool.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed. Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
		Software: Software is a mobile application Authoring Tool: Product is not an authoring tool.
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Software: There is no additional content triggered by keyboard focus</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software) – Does not apply to non-web software</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software: Not Applicable</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: Software is a mobile application</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.6 Headings and Labels (Level AA)</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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs:</p> <p>Software: On the Login page, it does not provide clear labels for entering user information. Placeholder text for form field identification does not meet conformance.</p> <p>Authoring Tool: Product is not an authoring tool.</p>
<p>2.4.7 Focus Visible (Level AA)</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>Software: Partially Supports</p> <p>Authoring Tool: Not Applicable</p>	<p>Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.</p> <p>Electronic Docs:</p> <p>Software: Most elements show a focus indicator, but some focus indicators may not be readily visible</p> <p>Authoring Tool: Product is not an authoring tool.</p>

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (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 Software: Supports Authoring Tool: Not Applicable	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Software: Authoring Tool: Product is not an authoring tool.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Software is a mobile application Authoring Tool: Product is not an authoring tool.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Electronic Docs: Software: Software is a mobile application Authoring Tool: Product is not an authoring tool.
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable	Web: Electronic Docs: Software: For security purposes, the error message for login errors is purposely kept vague. Authoring Tool: Product is not an authoring tool.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to:	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Authoring Tool: Not Applicable	Software: Authoring Tool: Product is not an authoring tool.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Partially Supports Software: Not Applicable Authoring Tool: Not Applicable	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. Software: Software is a mobile application Authoring Tool: Product is not an authoring tool.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

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Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Some elements can be accessed via a keyboard, and most of the tasks can be activated by the keyboard
302.2 With Limited Vision	Partially Supports	All elements can be accessed via a keyboard; however, on some elements the focus cursor is not visible or doesn't meet the color contrast ratio.
302.3 Without Perception of Color	Partially Supports	Focus cursor only uses color on buttons and some elements are below the color contrast ratio threshold.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Not Applicable	Product does not require user hearing
302.5 With Limited Hearing	Not Applicable	Product does not require user hearing
302.6 Without Speech	Not Applicable	Product does not require user speech
302.7 With Limited Manipulation	Partially Supports	Not all elements are activated by keyboard
302.8 With Limited Reach and Strength	Partially Supports	Not all elements are activated by keyboard
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Product is a simple web portal that enables users to configure and manage video conference endpoints, phones, and infrastructure.

Chapter 4: [Hardware](#)

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

Chapter 5: [Software](#)

Notes: Because the Section 508 and Section 255 requirements don't differentiate between software and firmware, document all product firmware in the **Software** section.

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

Criteria	Conformance Level	Remarks and Explanations
502.3.3 Row, Column, and Headers	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.4 Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.5 Modification of Values	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.6 Label Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.7 Hierarchical Relationships	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.8 Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.9 Modification of Text	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.10 List of Actions	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.11 Actions on Objects	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.12 Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.13 Modification of Focus Cursor	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.3.14 Event Notification	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
502.4 Platform Accessibility Features	Not Applicable	The product is not a platform or does not have access to platform accessibility features.
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Responds to platform settings for color mode font size.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	At this time, no alternative interfaces have been incorporated into any products.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The product does not contain synchronized audio and video
503.4.2 Audio Description Controls	Not Applicable	The product does not contain synchronized audio and video
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	Product is not an Authoring Tool
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Product is not an Authoring Tool
504.2.2 PDF Export	Not Applicable	Product is not an Authoring Tool
504.3 Prompts	Not Applicable	Product is not an Authoring Tool
504.4 Templates	Not applicable	Not part of the design

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The <i>Poly Lens Mobile Online Help/User Guide</i> contains information on features that pertain to accessibility.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

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