

Poly Accessibility Conformance Report

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

Name of product: MDA524QD, MDA526QD

Version(s): REV A

Publish date(s): 10/30/2020

Product description: MDA5xx is a desktop telephony adapter intended to interface Plantronics H-top and D-top headsets to desk phones and softphones.

- USB device port, for interfacing MDA5xx to Windows and Apple OS-based PCs
- Analog desk phone port, for interfacing MDA5xx to desktop telephones
- Plantronics Serial Bus (PSB), for interfacing with Plantronics accessory devices, such as EHS modules, online indicators, and handset lifter products
- Separate Call Answer/End controls for desk phone and softphone interfaces
- Separate headset volume controls for desk phone and softphone interfaces
- USB powered, with optional AC adapter support
- Analog headset interface, supporting both D-tops and H-tops
- Full AERS support on both desk phone and softphone interfaces
- Support for mixing and switching audio between headset and desk phone/softphone interfaces

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Notes:

Product models include:

- MDA524QD USB A
- MDA524QD USB C
- MDA526QD USB A
- MDA526QD USB C

Evaluation methods used:

We performed user validation through traditional human factors testing on the preceding product model (EPSwitch-17M) and obtained positive user feedback. Although we're leveraging these human factors testing for the MDA5XX product, this testing didn't specifically include participants with disabilities. This is because the EPSwitch-17M product was developed before the official merger of Plantronics and Polycom (July 2018), which is the trigger point for the CVAA deliverable for products such as the MDA5XX.

We're taking steps to improve our test subject pool and include people with disabilities in our user validation testing for this product. However, the ongoing Covid-19 pandemic has presented significant challenges to locate and adequately test this target audience due to safety concerns. In addition, company policy requires that our employees refrain from meeting in-person for any activity unless deemed critical, and with safety precautions met. We're continuing to work safely and creatively within Covid-19 restrictions to address the CVAA requirement.

Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
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 6 – 602.3 Electronic Support Documentation

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

Table 1: Success Criteria, Level A

Notes: Product is hardware only. This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Alt-text or adjacent text for most images. Electronic Docs: Alt-text or adjacent text for most images.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.

Criteria	Conformance Level	Remarks and Explanations
<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: Not Applicable</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio or video in documentation.</p>
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text.</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		Electronic Docs:
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: Not Applicable	Web: No auto-played audio on web pages. Electronic Docs: No audio in documentation.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse. Electronic Docs:
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	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. Electronic Docs:
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Website doesn't provide content that natively involves keyboard shortcuts. Electronic Docs: Electronic documentation doesn't provide content that natively involves keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No time limits to accessing content.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
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: Not Applicable	Web: Decorative videos play on a continual loop and provide no mechanism to pause, stop, or hide the videos. Electronic Docs: No dynamic content in documentation.
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: Not Applicable	Web: Electronic Docs: No dynamic content in documentation.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.4.3 Focus Order (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports	Electronic Docs:
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Not Applicable	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels.
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	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs:
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	Web: Electronic Docs:
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	Web: Electronic Docs:
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: Supports	Web: Electronic Docs:
4.1.1 Parsing (Level A) Also applies to:	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 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: 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: Electronic docs use standard controls.

Table 2: Success Criteria, Level AA

Notes: Product is hardware only. This product is not an authoring tool.

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p>1.3.5 Identify Input Purpose (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: Not Applicable</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs: Electronic documentation not in HTML format.</p>
<p>1.4.3 Contrast (Minimum) (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: Partially Supports</p>	<p>Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color contrast ratio requirements (images may be contingent on product UI itself being compliant).</p>
<p>1.4.4 Resize text (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>Web:</p> <p>Electronic Docs:</p>
<p>1.4.5 Images of Text (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>Web:</p> <p>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. Setup sheets also contain images of localized text, but the English equivalents are live text.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p>	<p>Web: Supports</p>	<p>Web:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Electronic Docs: Supports</p>	<p>Electronic Docs:</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.</p>
<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: Supports</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p>Electronic Docs:</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>Web:</p> <p>Electronic Docs:</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>Web:</p> <p>Electronic Docs:</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>Web: Most elements show a focus indicator, but some focus indicators may not be readily visible.</p> <p>Electronic Docs:</p>
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p>	<p>Web: Web content only in English</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.
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	Web: Electronic Docs:
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	Web: Electronic Docs:
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	Web: Electronic Docs:
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Web: Does Not Support	Web: Website doesn't provide status messages.
Also applies to:	Electronic Docs: Not Applicable	Electronic Docs: Electronic documentation not in HTML format.
Revised Section 508 – Does not apply		

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

Revised Section 508 Report

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Once installed, buttons are designed to facilitate usage due to larger buttons for this type of device, volume control wheel provides audible and tactile click.
302.2 With Limited Vision	Supports	Device provides color status. Once installed, buttons are designed to facilitate usage due to larger buttons for this type of device, volume control wheel provides audible and tactile click.
302.3 Without Perception of Color	Partially Supports	Most functions provide both LED color and behavior functionality.
302.4 Without Hearing	Not Applicable	It is not part of the design
302.5 With Limited Hearing	Supports	Depends on headset used.
302.6 Without Speech	Not Applicable	Product is an accessory for voice communication.
302.7 With Limited Manipulation	Supports	One button to activate, and it is large enough to be used with limited manipulation.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports	No special force is required.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Applicable	Product is an accessory for voice communication.

Chapter 4: [Hardware](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality	Heading cell – no response required	Heading cell – no response required
402.1 General	Heading cell – no response required	Heading cell – no response required
402.2 Speech-Output Enabled	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	These are not closed functionality systems.
402.2.2 Transactional Outputs	Not Applicable	These are not closed functionality systems.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	These are not closed functionality systems.
402.2.4 User Control	Not Applicable	These are not closed functionality systems.
402.2.5 Braille Instructions	Not Applicable	These are not closed functionality systems.
402.3 Volume	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	These are not closed functionality systems.
402.3.2 Non-private Listening	Not Applicable	These are not closed functionality systems.
402.4 Characters on Display Screens	Not Applicable	These are not closed functionality systems.
402.5 Characters on Variable Message Signs	Not Applicable	These are not closed functionality systems.
403 Biometrics	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	No biometrics on this device.

Criteria	Conformance Level	Remarks and Explanations
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	Device does not store information from the user.
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	Device does not store information from the user.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Product uses standard USB connectors and analog telephony jacks.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Partially Supports	Most button labels are light painted on a dark background, but side port symbols are embossed.
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Partially Supports	Buttons on device provide tactile indicator, but the volume button on the handset is a rocker switch only, with no tactile indicator.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Not Applicable	Not part of the design.
407.4 Key Repeat	Not Applicable	Not part of the design.
407.5 Timed Response	Not Applicable	Not part of the design.
407.6 Operation	Supports	Button activation requires less than 22.2 Newtons of force.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
<u>407.8 Reach Height and Depth</u>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Device is not stationary.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Device is not stationary.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Device is not stationary.
407.8.2 Side Reach	Not Applicable	Device is not stationary.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Device is not stationary.
407.8.2.2 Obstructed Side Reach	Not Applicable	Device is not stationary.
407.8.3 Forward Reach	Not Applicable	Device is not stationary.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Device is not stationary.
407.8.3.2 Obstructed Forward Reach	Not Applicable	Device is not stationary.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Device is not stationary.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Device is not stationary.
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	No display screen on this device.
408.3 Flashing	Not Applicable	No display screen on this device.
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color. No audio indicators provided.
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	Most LED indicators provide both color and pattern behavior to indicate status or functionality. However, some product statuses have identical pattern behaviors and the only difference is the LED color.

Criteria	Conformance Level	Remarks and Explanations
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Partially Supports	Device provides sounds via headset for volume.
<u>412 ICT with Two-Way Voice Communication</u>	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Not included on this device.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	It is not a wireless product.
412.3.2 Wireline Handsets	Supports	Supports depends on headset used.
412.4 Digital Encoding of Speech	Not Applicable	Device is not connected to IP network directly.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Not Applicable	No included on this device.
412.7 Video Communication	Not Applicable	No display screen on this device.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	Functionality provided by host device.
412.8.2 Voice and Hearing Carry Over	Not Applicable	Functionality provided by host device.
412.8.3 Signal Compatibility	Not Applicable	Functionality provided by host device.
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	Functionality provided by host device.
<u>413 Closed Caption Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	No part of the design.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	No part of the design.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
414.1.1 Digital Television Tuners	Not Applicable	Not part of the design.
414.1.2 Other ICT	Not Applicable	Not part of the design.
<u>415 User Controls for Captions and Audio Descriptions</u>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not part of the design.
415.1.2 Audio Description Controls	Not Applicable	Not part of the design.

Chapter 5: [Software](#)

Notes: Product is hardware only. This product is not an authoring tool.

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

Notes: Legacy Plantronics products and Poly products on the Poly support site.

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	Product documentation may not be Section 508 fully conformant. Information on accessible features can be provided upon request. Contact accessibility@poly.com .
602.3 Electronic Support Documentation	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	Most product documentation is available in a screen reader format. Other formats may be made available on request. Contact accessibility@poly.com .
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required

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

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