

Poly Accessibility Conformance Report

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

Name of product: Poly CCX 400 and CCX 500 Series Business Media Phones

Version(s): Rev A or later

Publish date(s): December 2021

Product description: VoIP telephones that contain a full-color touch screen. Users can use USB, Bluetooth, RJ9 and EHS headsets and also choose no-handset models.

Contact information (email): cvaa.vpat.support@poly.com

Notes: This information is for the product hardware only. For the accessibility of the integrated software, see the appropriate accessibility conformance report.

Evaluation methods used: Poly DQE and Product Manager (with input from technical and accessibility teams) reviewed the product hardware and provided manual and automatic testing where appropriate and achievable.

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

Criteria	Conformance Level	Remarks and Explanations
<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>Web: Alt-text or adjacent text for most images.</p> <p>Electronic Docs:</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>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No audio-only or video-only content.</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>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: Most video for legacy products have captions.</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>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No videos have an audio description available.</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>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
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	Web: Electronic Docs:
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	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:
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	Web: No auto-played audio on web pages. Electronic Docs:
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Some pages also contain dynamic information tiles that become blank when you tab through the

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

Criteria	Conformance Level	Remarks and Explanations
		timing bar, and the user can pause the timing bar by hovering on the message dialog box.
<p>2.3.1 Three Flashes or Below Threshold (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>2.4.1 Bypass Blocks (Level A)</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>2.4.2 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>Web: Most web pages include a title</p> <p>Electronic Docs:</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>Web:</p> <p>Electronic Docs:</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	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: Supports	Web: Some web pages include a programmatic name for labeled elements. Electronic Docs:
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) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic 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	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support 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: Partially Supports	Web: Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic 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	Web: Most web pages use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader. Electronic Docs:

Table 2: Success Criteria, Level AA

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

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: Web content doesn't include live or streaming content.</p> <p>Electronic Docs: Electronic documentation doesn't provide live or streaming content.</p>
<p>1.2.5 Audio Description (Prerecorded) (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: Does Not Support</p> <p>Electronic Docs: Does Not Support</p>	<p>Web: Videos on corporate website are decorative only and do not have an audio description available.</p> <p>Electronic Docs: No videos have an audio description available.</p>
<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:</p> <p>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: Supports</p>	<p>Web: Forms on website do not include correct programmable labels for form fields.</p> <p>Electronic Docs:</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: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>Some HTML elements on other pages below color contrast ratio requirements.</p> <p>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</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>does, but images may be contingent on product UI itself being compliant.</p> <p>Video documentation captions are white text on a black background overlay.</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: Written documentation HTML publishing site is configured to move to the mobile view around 200% magnification, the layout changes, but the site retains functionality.</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: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Some page elements are images of text instead of live text.</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. 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.</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>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>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option.</p> <p>For other pages, line height conforms to 1.5x the font height, but letter spacing is not addressed.</p> <p>Electronic Docs:</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does Not Support</p>	<p>Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		Electronic Docs: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Most elements show a focus indicator, but some focus indicators may not be readily visible. Electronic Docs:
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	Web: Web content only in English Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
<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>3.2.4 Consistent Identification (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>3.3.3 Error Suggestion (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>3.3.4 Error Prevention (Legal, Financial, Data) (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: Not Applicable</p>	<p>Web:</p> <p>Electronic Docs: No legal, financial, or data transactions in documentation.</p>
<p>4.1.3 Status Messages (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: Partially Supports</p>	<p>Web: Website doesn't provide status messages.</p> <p>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.</p>

Table 3: Success Criteria, Level AAA

Notes: Not evaluated. Level AAA does not apply.

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>Audible ring and alert tones. Dial pads on Poly CCX phones are touch-only.</p> <p>CCX phones can be used as an audio speakerphone accessory adhering to the USB human interface device class (USB HID class) specification when connected to a personal computer (PC) running a communications application, like the Microsoft TEAMS desktop client, that been tested for screen reader compatibilities.</p> <p>CCX phones provide an audible indication of incoming calls, although audible caller ID is not provided.</p> <p>Exception: navigating menus for advanced controls and administrative functions is not conducive for blind users. (However standard call functionality is).</p>
302.2 With Limited Vision	Supports	<p>Information can be provided via audio communication. Supported.</p> <ul style="list-style-type: none">• CCX phones provide an audible indication of incoming calls, although audible caller ID is not provided.• 5" high-resolution color screen with adjustable brightness.• Adjustable Color Correction Mode (Deuteranomaly, Protonomaly, Tritanomaly)

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Acoustic feedback for touch interactions including “keyboard clicks”, volume up/down and mute/un-mute. • Status indicators for system status (including in call, mute, unmute) are clearly visible. • Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible. • The device can provide a way to increase the font size • The device is also compatible with optical and electro- optical assistive technology such as magnifying glasses and image magnification systems.
302.3 Without Perception of Color	Supports	All colored icons on keys are supported by universally recognized symbols. Number and volume controls are provided in high contrast white on black background. Display contrast can be adjusted over a wide range.
302.4 Without Hearing	Supports	Compatible with commercially-available TTY adapter equipment.
302.5 With Limited Hearing	Supports	<p>All CCX phones offer loudspeaker mode.</p> <p>All Poly handsets have primary inductive coils that interface with conventional hearing aid pickup and meet FCC Part 68 requirements for Hearing Aid Compatibility.</p> <p>Alternatively, the product supports Ethernet pass-through and most deployment include a PC plugged into the phone that supports email, IM, and presence.</p>
302.6 Without Speech	Supports	The device can be controlled and operated without the use of speech and offers use of IM.
302.7 With Limited Manipulation	Supports	<p>Physical operation does not require fine motor control or simultaneous actions.</p> <p>Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and</p>

Criteria	Conformance Level	Remarks and Explanations
		meet the minimum touch target size of 48 dp wherever possible.
302.8 With Limited Reach and Strength	Supports	<p>The unit can be moved to a position where limited reach will not be a restriction. Limited strength is also not a restriction.</p> <p>The product features a 5" high-resolution, capacitive touch display based control user interface as well as dedicated volume control touch buttons (volume up/down and mute), headset, speaker, mute and requires minimal strength to operate.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>Written text is accompanied by icons for users who have limited language. Basic understanding of how to use a telephone is required.</p> <p>Advanced features (such as Busy Lamp Field) may be beyond the scope of some users with limited cognitive, language, and learning abilities.</p>

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.

Criteria	Conformance Level	Remarks and Explanations
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.
<u>403 Biometrics</u>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not part of the design (no ID or biometric control).
<u>404 Preservation of Information Provided for Accessibility</u>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	CCX phones do not modify or remove any information that is to be sent.
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The screen on CCX phones is never blanked during operation.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	CCX phones use standard LAN connections and protocols. Additionally, their Bluetooth (CCX 500 Series), USB and WLAN interfaces use standard protocols and profiles.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
407.2 Contrast	Supports	Standard color scheme for the phones is to use white text/images on dark grey/black buttons. On the UI we maintain at least 85% contrast ratio between foreground text and the background color.
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Does Not Support	Poly CCX products have only a touch screen and touch buttons.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Does Not Support	Poly CCX products have only a touch screen and touch buttons.
407.4 Key Repeat	Not Applicable	No keyboard in product.
407.5 Timed Response	Not Applicable	Not part of the design
407.6 Operation	Supports	No part of the CCX phone weighs 5 pounds or more. All operations may be carried out with a single hand with no tight grasping, pinching or twisting required.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Product is not stationary.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not stationary.
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not stationary.
407.8.2 Side Reach	Not Applicable	Product is not stationary.
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not stationary.
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not stationary.
407.8.3 Forward Reach	Not Applicable	Product is not stationary.

Criteria	Conformance Level	Remarks and Explanations
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary.
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary.
<u>408 Display Screens</u>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Product is not stationary.
408.3 Flashing	Supports	
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	Status indicators are discernable visually, and by sound. Visual indicators of status such as ringing, on hold, active call etc., are displayed on the user interface.
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	Icons and wording are provided such that color coding is not required. For example, the active call state is indicated by an icon, presence state is indicated by both a colored icon and a text string. All color-coded items are supported by text and use of industry standard icons.
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	A screen flash shall be provided to indicate an incoming call. Other signals (such as call waiting) are also indicated by UX elements on the display.

Criteria	Conformance Level	Remarks and Explanations
		Audible signals or cues are not used as the only means of conveying information.
<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	47CFR 68.317 is a FCC mandatory requirement, so we will meet this requirement. Ringer and speaker/headset volume controls are provided. Gain can also be adjustable in excess of 20 dB. More than one intermediate step is provided.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Product is a wireline 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	Product is a wireline device.
412.3.2 Wireline Handsets	Supports	
412.4 Digital Encoding of Speech	Partially Supports	Only Opus is supported. Poly does not plan to support G722.2 (AMR-WB) for CCX phones.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Partially Supports	Caller ID is provided on a visual display, but not audibly.
412.7 Video Communication	Not Applicable	Phone doesn't support video communication.
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	Compatible with commercially-available TTY adapter equipment.
412.8.2 Voice and Hearing Carry Over	Supports	Compatible with commercially-available TTY adapter equipment.

Criteria	Conformance Level	Remarks and Explanations
412.8.3 Signal Compatibility	Supports	Compatible with commercially-available TTY adapter equipment.
412.8.4 Voice Mail and Other Messaging Systems	Supports	Compatible with commercially-available TTY adapter equipment. CCX Phones are compatible with caller identifications (ID) systems but is not a caller ID or IVR system.
<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	Phone doesn't support video communication.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Phone doesn't support video communication.
<u>414 Audio Description Processing Technologies</u>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Phone doesn't support video communication.
414.1.2 Other ICT	Not Applicable	Phone doesn't support video communication.
<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	Phone doesn't support video communication.
415.1.2 Audio Description Controls	Not Applicable	Phone doesn't support video communication.

Chapter 5: [Software](#)

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

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

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 CCX Business Media Phones User Guide</i> and <i>Poly CCX Business Media Phones Setup Sheet</i> contain sections specific to accessibility information for users with disabilities.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made available on request. Contact accessibility@poly.com .
<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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