

# Poly Accessibility Conformance Report

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

**Name of product:** Poly Edge E series IP Phones: Poly Edge E100, Poly Edge E220, Poly Edge E300, Poly Edge E320, Poly Edge E350, Poly Edge E400, Poly Edge E450, Poly Edge E500, Poly Edge E550.

**Version(s):** A

**Publish date(s):** 08/2022

**Product description:** Poly Edge E series IP phones are next generation desk phones that contain advanced features like mobile phone pairing (E220, E320, E350, E450, E550), integrated WiFi (E350, E450), text to speech, user friendly screens, hot desking, and contact directories.

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**Notes:** This document describes accessibility features. It does not include maintenance and troubleshooting procedures. Poly has created a full accessibility user guide for this product, which describes the phone features from an accessibility perspective and is organized by disability type.

**Evaluation methods used:** This document uses IP Telephony evaluation methods in the field of Voice over Internet Protocol (VoIP). User validation through traditional human factors testing was performed on prototype samples and obtained positive user feedback. This was additional to internal Alpha user testing and external Beta testing.

### Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

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

## Terms

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

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

## Web Content Accessibility Guidelines (WCAG 2.x)

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

- Chapter 6 – 602.3 Electronic Support Documentation

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

### Table 1: Success Criteria, Level A

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	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.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No audio or video in documentation.
<a href="#">1.3.1 Info and Relationships</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: Supports	Web:

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Electronic Docs: Supports</p>	<p>Electronic Docs:</p>
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p>	<p>Web:</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Some underlined elements are used inconsistently between headings and link elements when all text is the same color. Some links only use color to differentiate them from the surrounding text.</p> <p>Electronic Docs:</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p>	<p>Web: No auto-played audio on web pages.</p> <p>Electronic Docs: No audio in documentation.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p>	<p>Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p>

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		Electronic Docs:
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: 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:
<a href="#">2.1.4 Character Key Shortcuts</a> (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.
<a href="#">2.2.1 Timing Adjustable</a> (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 time limits to accessing content.
<a href="#">2.2.2 Pause, Stop, Hide</a> (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.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No dynamic content in documentation.

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

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Electronic Docs: Not Applicable	Electronic Docs: Electronic content doesn't require multipoint gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: 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.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: Product information tiles are dynamic when you mouse over them, but they are blank when you tab through the page. You can only retrieve the tile information by using the mouse. Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse. Electronic Docs:
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">4.1.1 Parsing</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">4.1.2 Name, Role, Value</a> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: 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. For software functionality of other integrated components, see the appropriate product accessibility conformance report. This product is not an authoring tool.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA) Also applies to: 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.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support  Electronic Docs: 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.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports  Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support  Electronic Docs: Not Applicable	Web: Forms on website do not include correct programmable labels for form fields.  Electronic Docs: Electronic documentation not in HTML format.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports  Electronic Docs: Partially Supports	Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.  Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		contrast ratio requirements (images may be contingent on product UI itself being compliant).
<p data-bbox="96 232 394 261"><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p data-bbox="96 280 260 310">Also applies to:</p> <p data-bbox="96 329 317 358">Revised Section 508</p> <p data-bbox="96 378 317 407">501 (Web)(Software)</p> <p data-bbox="96 427 338 456">504.2 (Authoring Tool)</p> <p data-bbox="96 475 327 505">602.3 (Support Docs)</p>	<p data-bbox="632 232 793 261">Web: Supports</p> <p data-bbox="632 280 911 310">Electronic Docs: Supports</p>	<p data-bbox="953 232 1010 261">Web:</p> <p data-bbox="953 280 1129 310">Electronic Docs:</p>
<p data-bbox="96 521 436 550"><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p data-bbox="96 570 260 599">Also applies to:</p> <p data-bbox="96 618 317 647">Revised Section 508</p> <p data-bbox="96 667 317 696">501 (Web)(Software)</p> <p data-bbox="96 716 338 745">504.2 (Authoring Tool)</p> <p data-bbox="96 764 327 794">602.3 (Support Docs)</p>	<p data-bbox="632 521 793 550">Web: Supports</p> <p data-bbox="632 570 911 599">Electronic Docs: Supports</p>	<p data-bbox="953 521 1010 550">Web:</p> <p data-bbox="953 570 1476 755">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 data-bbox="96 810 453 839"><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p data-bbox="96 859 260 888">Also applies to:</p> <p data-bbox="96 907 506 937">Revised Section 508 – Does not apply</p>	<p data-bbox="632 810 793 839">Web: Supports</p> <p data-bbox="632 859 911 888">Electronic Docs: Supports</p>	<p data-bbox="953 810 1010 839">Web:</p> <p data-bbox="953 859 1129 888">Electronic Docs:</p>
<p data-bbox="96 954 569 984"><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p data-bbox="96 1003 260 1032">Also applies to:</p> <p data-bbox="96 1052 506 1081">Revised Section 508 – Does not apply</p>	<p data-bbox="632 954 793 984">Web: Supports</p> <p data-bbox="632 1003 911 1032">Electronic Docs: Supports</p>	<p data-bbox="953 954 1010 984">Web:</p> <p data-bbox="953 1003 1129 1032">Electronic Docs:</p>
<p data-bbox="96 1099 520 1128"><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p data-bbox="96 1148 260 1177">Also applies to:</p> <p data-bbox="96 1196 506 1226">Revised Section 508 – Does not apply</p>	<p data-bbox="632 1099 793 1128">Web: Supports</p> <p data-bbox="632 1148 905 1206">Electronic Docs: Partially Supports</p>	<p data-bbox="953 1099 1476 1190">Web: User can control contrast for website using integrated AudioEye plug-in, a third-party AT option.</p> <p data-bbox="953 1209 1476 1300">Electronic Docs: Most written documentation conforms to line height, but letter spacing is not addressed.</p>
<p data-bbox="96 1328 611 1386"><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p data-bbox="96 1406 260 1435">Also applies to:</p> <p data-bbox="96 1455 506 1484">Revised Section 508 – Does not apply</p>	<p data-bbox="632 1328 890 1357">Web: Does Not Support</p> <p data-bbox="632 1373 911 1403">Electronic Docs: Supports</p>	<p data-bbox="953 1328 1476 1419">Web: No mechanism to dismiss hover content without moving the mouse or changing the keyboard focus.</p> <p data-bbox="953 1438 1129 1468">Electronic Docs:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (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><a href="#">2.4.6 Headings and Labels</a> (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><a href="#">2.4.7 Focus Visible</a> (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><a href="#">3.1.2 Language of Parts</a> (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: Supports</p>	<p>Web: Web content only in English</p> <p>Electronic Docs: PDF documents that include live localized text are tagged with the appropriate language information. Other documentation is English only.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</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) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
<a href="#">3.2.4 Consistent Identification</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.3 Error Suggestion</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable	Web: Electronic Docs: No legal, financial, or data transactions in documentation.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Not Applicable	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation not in HTML format.

### 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: [Any notes that apply to this conformance level]

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	Number 5 key with bumps. Keys are different shapes. Audible tones for ringing, on hold. Tactile feedback from key pressing. DTMF tones audible feedback when dialing. Supports text to speech
302.2 With Limited Vision	Supports	Adjustable backlight. Line keys light up and hand free keys light up (call state, mute). Alerting lamp. Number 5 key with bumps. Keys are different shapes. Audible tones for ringing, on hold. Tactile feedback from key pressing. DTMF tones audible feedback when dialing. Supports text to speech
302.3 Without Perception of Color	Supports	Some keys have an LED to provide indication of phone states. Status information is duplicated on the monochrome LCD.
302.4 Without Hearing	Supports	Visual message indicators. Adjustable ring tone and volume. Adjustable Call Volume. Visual notifications. Visual ringing. Electronic hook switch (EHS) you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset. Headset Memory Mode. Hearing Aid Compatible (HAC) handsets. Supports TTY.
302.5 With Limited Hearing	Supports	Adjustable ring tone and volume. Adjustable Call Volume. Additionally, you may be able to mute calls and control volume from your headset. Hearing Aid Compatible (HAC) handsets. Adheres to ADA requirements 12dB boost. HAC (hearing aid compatible). Supports TTY.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	TTY support. Adjustable microphone gain.
302.7 With Limited Manipulation	Supports	Physical operation does not require fine motor control or simultaneous actions. Built in speakerphone. Large tactile keys. Electronic hook switch (EHS) you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset. Headset Memory Mode.
302.8 With Limited Reach and Strength	Supports	Adjustable stand. Large tactile keys. Desk phone can be moved and placed in a position where reach will not be a restriction. Additional wall mount bracket can be purchased. Built in speakerphone. Electronic hook switch (EHS) you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset. Headset Memory Mode.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Supports basic telephone operation. Advanced features may be beyond the scope of some users with limited cognitive, language and learning abilities. Supports text to speech. Adjustable backlight. Visual ringing. Large tactile keys. Electronic hook switch (EHS) you can use the controls on your headset to answer and end calls. Additionally, you may be able to mute calls and control volume from your headset. Headset Memory Mode.

## Chapter 4: [Hardware](#)

**Notes:** [Any notes that apply to this conformance level]

For information on this section, view the following US Access Board webinar: <https://www.accessibilityonline.org/cioc-508/archives/110614>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">402 Closed Functionality</a>	Heading cell – no response required	Heading cell – no response required
<b>402.1 General</b>	Heading cell – no response required	Heading cell – no response required
<b>402.2 Speech-Output Enabled</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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.
<b>402.3 Volume</b>	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.
<b><u>403 Biometrics</u></b>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	Not part of the design (no ID or biometric control).
<b><u>404 Preservation of Information Provided for Accessibility</u></b>	Heading cell – no response required	Heading cell – no response required
404.1 General	Supports	Poly Edge E series desk phones do not modify or remove any information that is to be sent.
<b><u>405 Privacy</u></b>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	Phone can be locked [need password to access]. Supports hoteling and hot desking, every time a user logs out the phone address and call logs are cleared.
<b><u>406 Standard Connections</u></b>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	Industry standard connections or converters are provided.
<b><u>407 Operable Parts</u></b>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Standard color scheme for the phones is to use white text/images on dark grey/black buttons. On the screen, we maintain at least 85% contrast

Criteria	Conformance Level	Remarks and Explanations
		ratio between foreground text and the background color.
<b>407.3 Input Controls</b>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	Different functions keys have different shaped and have tactile response when pressed. Number 5 key has a raised bump for identification.
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).
407.3.3 Numeric Keys	Supports	Has a dial pad [numeric pad]
407.4 Key Repeat	Not Applicable	Not part of the design. Product has no keyboard.
407.5 Timed Response	Supports	Through various actions. The only area that applies is when pairing a headset to the phone. The headset will provide an audible and visual notification [LED flashing], while the phone will provide a visual notification.
407.6 Operation	Supports	No operation requires 5 or more pounds of force. All operations may be carried out with a single hand with no tight grasping, pinching, or twisting required.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	Not part of the design.
<b>407.8 Reach Height and Depth</b>	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	Product is not stationary
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	Product is not stationary
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	Product is not stationary
407.8.2 Side Reach	Not Applicable	Product is not stationary
407.8.2.1 Unobstructed Side Reach	Not Applicable	Product is not stationary
407.8.2.2 Obstructed Side Reach	Not Applicable	Product is not stationary
407.8.3 Forward Reach	Not Applicable	Product is not stationary
407.8.3.1 Unobstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2 Obstructed Forward Reach	Not Applicable	Product is not stationary
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary



Criteria	Conformance Level	Remarks and Explanations
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	Product is not stationary
<b><u>408 Display Screens</u></b>	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	Product is not stationary
408.3 Flashing	Supports	
<b><u>409 Status Indicators</u></b>	Heading cell – no response required	Heading cell – no response required
409.1 General	Supports	Visual indicators of status such as ringing, on hold, active call etc. are displayed on the user interface and have audible tones associated with them. Product has text to speech functionality.
<b><u>410 Color Coding</u></b>	Heading cell – no response required	Heading cell – no response required
410.1 General	Supports	LED status indicators are supplemented by text and icons on the display screen.
<b><u>411 Audible Signals</u></b>	Heading cell – no response required	Heading cell – no response required
411.1 General	Supports	Audible tones also have visual indicators.
<b><u>412 ICT with Two-Way Voice Communication</u></b>	Heading cell – no response required	Heading cell – no response required
<b>412.2 Volume Gain</b>	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Supports	The EUT exceeded the 24 dB limit at maximum volume, but after ending the call and starting a new call, the conversational gain was measured at 10.1 dB the volume automatically reverted to a nominal level below 24 dB, in this situation the EUT is compliant and passed.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	Product is a wireline telephone.
<b>412.3 Interference Reduction and Magnetic Coupling</b>	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Does not support wireless handsets.
412.3.2 Wireline Handsets	Supports	
412.4 Digital Encoding of Speech	Supports	Wideband codecs supported.

Criteria	Conformance Level	Remarks and Explanations
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future.
412.6 Caller ID	Supports	
412.7 Video Communication	Not Applicable	Does not support video communication
<b>412.8 Legacy TTY Support</b>	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	Compatible with commercially-available TTY adapter equipment when using acoustic coupling.
412.8.2 Voice and Hearing Carry Over	Supports	Compatible with commercially-available TTY adapter equipment when using acoustic coupling.
412.8.3 Signal Compatibility	Supports	Compatible with commercially-available TTY adapter equipment when using acoustic coupling.
412.8.4 Voice Mail and Other Messaging Systems	Supports	Compatible with commercially-available TTY adapter equipment when using acoustic coupling.
<b><u>413 Closed Caption Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	Video not part of the design.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Video not part of the design.
<b><u>414 Audio Description Processing Technologies</u></b>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	Not part of the design (no tuner).
414.1.2 Other ICT	Not Applicable	Not part of the design (no audio description).
<b><u>415 User Controls for Captions and Audio Descriptions</u></b>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	Not part of the design (no caption control).
415.1.2 Audio Description Controls	Not Applicable	Not part of the design (no audio description).

## Chapter 5: [Software](#)

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

## Chapter 6: Support Documentation and Services

**Notes:** [Any notes that apply to this conformance level]

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

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The <i>Poly Edge E Phones User Guide</i> and <i>Poly Edge E Phones Administrator Guide</i> contain sections specific to accessibility information for users with disabilities. Poly has also created the <i>Poly Edge E Phones Accessibility User Guide</i> , which provides full accessibility information for the phone features by disability type.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product documentation is available in a screen reader format. Other formats may be made available on request. Contact <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required
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 <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .
603.3 Accommodation of Communication Needs	Supports	Global Support provides support services to individuals with disabilities in the following ways: (1) the Web for hearing impaired, (2) the phone for site impaired or individuals using speech devices. The hearing-impaired individual has access to opening a service ticket via the web and communicating about the issue via the web, as well as taking advantage of Poly's knowledge

Criteria	Conformance Level	Remarks and Explanations
		base articles, documentation or community forums, depending on the products used. Individuals can make contact by email via <a href="mailto:accessibility@poly.com">accessibility@poly.com</a> .

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