

Poly Accessibility Conformance Report

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

Name of product: *Polycom SoundStation Duo*

Version(s): *Revision F*

Publish date(s): *October, 2020*

Product description: *Large organization or small, thousands of conference rooms or just one, you have a need to bring dispersed teams, business partners, and customers together to communicate and collaborate. Conference phones from Polycom have become the de facto standard for connecting groups of people across multiple locations. With the Polycom SoundStation Duo conference phone, Polycom has taken the concepts of group productivity tool and standard office workhorse to a new level for small to midsize rooms, delivering the ultimate in deployment flexibility, ease of use, and audio quality. Unrivaled Investment Protection with the Broadest Connection Options Whether you currently have a traditional circuit-switched connection or have already migrated to Voice over IP (VoIP) telephony, the Polycom SoundStation Duo phone works. In VoIP environments, the SoundStation Duo conference phone delivers the most robust standards-based interoperability in the industry.*

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Notes: *For the accessibility of the integrated software see the appropriate accessibility conformance report. We performed user validation through traditional human factors testing on the preceding product model Polycom SoundStation Duo and obtained positive user feedback. Although we're leveraging these human factors testing for the Polycom SoundStation Duo product, this testing didn't specifically include participants with disabilities. This is because the Polycom SoundStation Duo 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 Polycom SoundStation Duo. 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*

Evaluation methods used: *This document uses the accessibility criteria described in the Revised Section 508 and Section 255 standards published January 18, 2017 and corrected January 22, 2018.*

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.

Accessibility Summary Table

Section	Criteria	Reviewed	Applicable	Supported
Chapter 3: Functional Performance Criteria				
301	General	Yes	Yes	Partially
302	Functional Performance Criteria	Yes	Yes	Partially
Chapter 4: Hardware				
401	General	Yes	Yes	Yes
402	Closed Functionality	Yes	No	
403	Biometrics	Yes	No	

Section	Criteria	Reviewed	Applicable	Supported
404	Preservation of Accessibility Information	Yes	Yes	Yes
405	Privacy	Yes	Yes	Yes
406	Standard Connections	Yes	Yes	Yes
407	Operable Parts	Yes	Yes	Partially
408	Display Screens	Yes	No	
409	Status Indicators	Yes	Yes	Yes
410	Color Coding	Yes	Yes	Yes
411	Audible Signals	Yes	Yes	Yes
412	ICT with Two-Way Voice Communication	Yes	Yes	Yes
413	Closed Caption Processing Technologies	Yes	No	
414	Audio Description Technologies	Yes	No	
415	User Control for Captions and Audio Descriptions	Yes	No	
Chapter 5: Software				
501	General	Yes	No	
502	Interoperability with Assistive Technology	Yes	No	
503	Applications	Yes	No	
504	Authoring Tools	Yes	No	
Chapter 6: Support Documentation and Services				
601	General	Yes	Yes	Yes
602	Support Documentation	Yes	Yes	Yes
603	Support Services	Yes	Yes	Yes
User Experience / User Design				
<p>Were Poly's User eXperience (UX) or Industrial Design (ID) teams consulted during the specification and development of this product or product upgrade? Yes or No in the Reviewed column only.</p> <p>If you answer "No", you must include the justifications on why it wasn't reviewed.</p> <p>UX must consult with people with disabilities to understand their needs and improve accessibility for our products in accordance with CVAA requirements.</p>		No		

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
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: Does not Supports	Web: Alt-text or adjacent text for most images. Electronic Docs: No alt-text or adjacent text for 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: Electronic Docs: No audio-only or video-only content.
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: Supports Electronic Docs: Does Not Applicable	Web: Videos on corporate website are decorative only. Electronic Docs: No video content on 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: Supports</p> <p>Electronic Docs: Does Not Support</p>	<p>Web: Videos on corporate website are decorative only.</p> <p>Electronic Docs: No video content on 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>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>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.2 Audio Control (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: Supports</p>	<p>Web: No auto-played audio on web pages.</p> <p>Electronic Docs:</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <p>501 (Web)(Software)</p> <p>504.2 (Authoring Tool)</p> <p>602.3 (Support Docs)</p>	<p>Web: Partially Supports</p> <p>Electronic Docs: Partially Supports</p>	<p>Web: Pages contain a layer to indicate live chat with a representative, but the option is only available by clicking on a mouse.</p> <p>Some pages also contain dynamic information tiles that become blank when you tab through the page. You can only retrieve the tile information by using the mouse.</p> <p>Electronic Docs: Written documentation fully supports. 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. 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 natively involves 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:</p>

Criteria	Conformance Level	Remarks and Explanations
<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:</p>
<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>

Criteria	Conformance Level	Remarks and Explanations
<p>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)</p>	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>	<p>Web: Web pages don't require multipoint gestures. Electronic Docs: Electronic content doesn't require multipoint gestures.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p>2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Partially Supports Electronic Docs: Not Applicable</p>	<p>Web: Some web pages include a programmatic name for labeled elements. Electronic Docs: Electronic docs don't have programmable elements that require labels.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply</p>	<p>Web: Not Applicable Electronic Docs: Not Applicable</p>	<p>Web: Web pages don't require motion to use. Electronic Docs: Electronic content doesn't require motion to use.</p>
<p>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)</p>	<p>Web: Supports Electronic Docs: Supports</p>	<p>Web: Electronic Docs:</p>
<p>3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)</p>	<p>Web: Partially Supports Electronic Docs: Supports</p>	<p>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:</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (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>3.3.1 Error Identification (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>3.3.2 Labels or Instructions (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: Partially Supports</p>	<p>Web:</p> <p>Electronic Docs: Written documentation fully supports. For video documentation, some elements on the BrightCove player do not have labels.</p>
<p>4.1.1 Parsing (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>4.1.2 Name, Role, Value (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 use standard controls, but dynamic product information tiles can't be programmatically determined using a standard screen reader.</p> <p>Electronic Docs: Electronic docs use standard controls.</p>

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
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: Videos on corporate website are decorative only.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	Web: Electronic Docs:
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support	Web: Forms on website do not include correct programmable labels for form fields. Electronic Docs: Electronic documentation portal doesn't programmatically provide information on input fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: User can control contrast for corporate website using integrated AudioEye plug-in, a third-party AT option. Some HTML elements on other pages below color contrast ratio requirements. Electronic Docs: Written documentation: some page elements below color contrast ratio requirements. Text and images meet color

Criteria	Conformance Level	Remarks and Explanations
		<p>contrast ratio requirements (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:</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: Partially 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: 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>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. Other documentation is English only.
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
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		
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.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Does Not Support	Web: Website doesn't provide status messages. Electronic Docs: Electronic documentation doesn't provide status messages.

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	Partially Supports	<p>Audible ring and alert tones. Dial pads on Poly phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button.</p> <p>The On/Off hook button, volume buttons, and mute keys are all tactilely discernible without activating the controls or keys.</p> <p>Functionality of the product provided through LCD screen is visual only.</p>
302.2 With Limited Vision	Supports	<p>All Poly conference phones have a level of contrast adjustment to increase the brightness of the display. Dial pads on Poly phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button.</p> <p>The On/Off hook button, volume buttons, and mute keys are all tactilely discernible without activating the controls or keys.</p> <p>The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems.</p>
302.3 Without Perception of Color	Supports	<p>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.</p>
302.4 Without Hearing	Supports	<p>SoundStation Duo may be used in conjunction with an Analogue Terminal Adaptor (ATA) to permit connection of TTY alongside with the SoundStation Duo based connection.</p> <p>Visual feedback and indications of user interactions are displayed on an integrated 2.5" Monochrome LCD screen.</p>
302.5 With Limited Hearing	Supports	<p>As aloud speaking conference phone, SoundStation Duo offers more than 20dB of receive gain.</p> <p>SoundStation Duo may be used in conjunction with an Analogue Terminal Adaptor (ATA) to</p>

Criteria	Conformance Level	Remarks and Explanations
		permit connection of TTY alongside with the SoundStation Duo based connection. Visual feedback and indications of user interactions are displayed on an integrated 2.5" Monochrome LCD screen.
302.6 Without Speech	Supports	The device can be controlled and operated without the use of speech.
302.7 With Limited Manipulation	Supports	Physical operation does not require fine motor control or simultaneous actions.
302.8 With Limited Reach and Strength	Supports	The unit can be moved to a position where limited reach will not be a restriction. Limited strength is also not a restriction.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Operation is intuitive using industry standard symbols and text.

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
<u>402 Closed Functionality</u>	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.

Criteria	Conformance Level	Remarks and Explanations
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	SoundStation Duo uses industry-standard codes, translation protocols, or formats.
<u>405 Privacy</u>	Heading cell – no response required	Heading cell – no response required
405.1 General	Supports	The screen on SoundStation Duo is never blanked during operation.
<u>406 Standard Connections</u>	Heading cell – no response required	Heading cell – no response required
406.1 General	Supports	SoundStation Duo uses standard LAN connections and protocols. Additionally its Bluetooth, USB and WLAN interfaces use standard protocols and profiles.
<u>407 Operable Parts</u>	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Supports	Number and Volume controls on keys are provided in high contrast white on black background. Monochrome display contrast can be adjusted over a wide range.
<u>407.3 Input Controls</u>	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Supports	The SoundStation Duo features a physical dial pad arranged in a standard twelve button layout with the conventional raised area on the "5" button. In addition to number dial keys, the On/Off hook buttons, Volume buttons, and Mute keys are all tactilely discernible without activating the controls or keys. Actuating the keys provides the user with tactile response so that it is obvious to the user when they have actuated button controls
407.3.2 Alphabetic Keys	Not Applicable	Not part of the design (no QWERTY keyboard).

Criteria	Conformance Level	Remarks and Explanations
407.3.3 Numeric Keys	Supports	
407.4 Key Repeat	Not Applicable	No keyboard in product.
407.5 Timed Response	Not Supported	SoundStation Duo provides a long period before timing out. However it does not alert the user before reverting to the home screen.
407.6 Operation	Supports	SoundStation Duo can be easily operated using one hand and/or limited force.
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
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	SoundStation Duo is a portable product and may be moved to enable improved viewing.
408.3 Flashing	Supports	Flashing meets recognized safe rates for the frequency of flashing
<u>409 Status Indicators</u>	Heading cell – no response required	Heading cell – no response required
409.1 General	Partially Supports	Status indicators are discernable visually

Criteria	Conformance Level	Remarks and Explanations
<u>410 Color Coding</u>	Heading cell – no response required	Heading cell – no response required
410.1 General	Partially Supports	All color-coded items are supported by use of industry standard icons.
<u>411 Audible Signals</u>	Heading cell – no response required	Heading cell – no response required
411.1 General	Partially Supports	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	SoundStation Duo is a wireline handsfree conference phone.
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	Not a handset product
412.3.2 Wireline Handsets	Not Applicable	Not a handset product
412.4 Digital Encoding of Speech	Supports	Support wideband speech.
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	No video in product, audio only. Does not support communication using sign language with video capability)
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Supports	SoundStation Duo may be used in conjunction with an Analogue Terminal Adaptor (ATA) to permit connection of TTY alongside with the SoundStation Duo based connection. The ATA may be connected to a separate network port (not included on SoundStation Duo) to access the network and establish its

Criteria	Conformance Level	Remarks and Explanations
		own connection independent of the SoundStation Duo system.
412.8.2 Voice and Hearing Carry Over	Supports	Microphone can be turned on and off.
412.8.3 Signal Compatibility	Supports	SoundStation Duo will not interfere with the operation of TTY connected via ATA. ICT supports all commonly used cross-manufacturer non-proprietary standard TTY signal protocols where the system interoperates with the Public Switched Telephone Network (PSTN).
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	SoundStation Duo is 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	SoundStation Duo is an audio conference phone
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	Does not support
<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	Not part of the design (no tuner).
414.1.2 Other ICT	Not Applicable	Not part of the design (no audio description).
<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 (no caption control).
415.1.2 Audio Description Controls	Not Applicable	Not part of the design (no audio description).

Chapter 5: [Software](#) (**Remove Justification and TD columns to create VPAT*)

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 Polycom products and Poly products hosted on the [Poly Online Support Center](#) (the Polycom Support site) or at the [Polycom Documentation Library](#) (PDL).

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 WCAG 2.x 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
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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