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Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom RealPresence® Web Suite - Service Portal against the criteria described in Section 508 of the United States Rehabilitation Act of 1973, as amended (29 U.S.C. 794d). The template format is intended to permit easy evaluation of conformance to Section 508

Name of Product: Polycom® RealPresence® Web Suite - Service Portal.

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Note: This document describes normal operational functionality. It does not include maintenance and troubleshooting procedures.

SUMMARY TABLE

VOLUNTARY PRODUCT ACCESSIBILITY SUMMARY

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Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
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** Section 1194.31 Functional Performance Criteria	Supports with exceptions	
** Section 1194.41 Information, documentation, and support.	Supports	

Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	All major functionalities are accessible and executable using keyboard tab and arrow keys, this would help people

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		who cannot use mouse, including old age users with limited fine motor control. Events can be triggered though the keyboard and are intuitive to the user.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Service Portal interface does not interfere with or deactivates the accessibility features of the operating system.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Service Portal interface elements provide a well-defined on-screen indication of the current focus.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Icon usage is unique and consistent. All controls are identified by text.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Does not support	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Service Portal interface remains mostly visible in Windows High Contrast mode, as well as respecting most color settings. Color contrast ratio of 7.5:1 in most of the text elements.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Focus tracking is visible and works predictably on most of our UI components, except few custom elements. All controls should receive focus via tabbing though the keyboard.

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(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports with exceptions	All Images are supported with text with few exceptions. For example, change password and edit Person details button for the local user. (But tooltip is provided).
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Does not support	Service Portal interface does not currently allow color setting adjustments.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Service Portal has no flashing or blinking text, objects or other elements are not used.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with Exceptions	Most form controls in Service Portal interface are accessible to assistive technologies, with some exceptions including the following (not all issues listed): <ul style="list-style-type: none"> • Inline error messages are not programmatically associated with their corresponding form fields.

Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	Almost all core interactive elements are text elements.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	No multimedia presentations within Service Portal console.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	All information in Service Portal is conveyed in text.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	As Service Portal is a web-based application (not a document), its user interface depends on the availability of associated style sheets.
(e) Redundant text links shall be provided for each		Service Portal does not use server-

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active region of a server-side image map.	Supports	side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports	Service Portal does not use image maps.
(g) Row and column headers shall be identified for data tables.	Supports	Simple and identifiable data tables are only used for admin UI and calendaring page.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	No Data tables with two or more logical levels for row or column headers are used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	No frames designed for interactivity are used for Service Portal core features.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Service Portal does not cause screen flicker with a frequency greater than 2 Hz and lower than 55 Hz.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not applicable	As Service Portal is a web-based application (not a document), its UI and data cannot readily be represented and maintained in a text-only page.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does not support	Much of the core scripting functionality critical to interacting with Service Portal is not usable through interaction with Assistive Technology.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).	Supports	Service Portal does not require a plug-in for its core functionality.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports with exceptions	Some of the forms do not have proper form labels. Field elements Information at few places are left to right.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exceptions	While scheduling a meeting, the user can add the contacts from the Scheduling page itself. This is the only "skip" navigation mechanism supported.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed response is required for any major functionality

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Section 1194.23 Telecommunications Products

Section 1194.24 Video and Multi-media Products

Section 1194.25 Self-Contained, Closed Products

Section 1194.26 Desktop and Portable Computers

Section 1194.31 Functional Performance Criteria

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	The core functionality of Service Portal is accessible to assistive technology users.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported by equivalent facilitation.	The Service Portal is accessed via the user's computer and can be used with screen magnifier and other Assistive Technology present on the computer.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Service portal does not require user hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	Audio information is not important for use of the Service Portal
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	Service portal does not require use of speech.

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(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Service Portal allows use of Tab and Key navigation as an alternative to using a mouse.
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Section 1194.41 Information, documentation, and support.

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Product documentation will be made available in a screen readable format. Other formats may be made available on request. Contact accessibility@polycom.com
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Product documentation will be made available in a screen readable format. Other formats may be made available on request. Contact accessibility@polycom.com
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is primarily provided by audio, email (text) or video.

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