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Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom’s CloudAXIS 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 Real Presence Web Suite – Experience Portal (components MEA, Web RTC, and ECS)

This is a description of the client side user interface when used accessed via a Windows™ based PC endpoint supporting standard Microsoft accessibility functions.

Please Note that Accessibility may vary according to the type of endpoint used to access CloudAXIS.

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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 1194.22 Web-based internet information and applications	Supports with exceptions	
Section 1194.23 Telecommunications Products	Supports with exceptions	
Section 1194.24 Video and Multi-media Products	Not Applicable	CloudAXIS is not a Video or Multimedia Product
Section 1194.25 Self-Contained, Closed Products	Not Applicable	CloudAXIS is not a Self-Contained or Closed Product
Section 1194.26 Desktop and Portable Computers	Not Applicable	CloudAXIS is not a Desktop or Portable Computer
** Section 1194.31 Functional Performance Criteria	Supports with exceptions	
** Section 1194.41 Information, documentation, and support.	Supports	

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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.	Does not Support	Experience Portal requires use of mouse for navigation.
(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	Experience Portal does not disrupt or disable activated features of other products that are identified as accessibility features.
(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	Experience 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	Tooltips or labels are provided for almost all interface elements of Experience Portal, these can be read by Assistive Technologies.
(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	All images used in Experience Portal are consistent and are supported 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.	Supports with exceptions	A limited number of functions in Experience Portal user interface support these criteria.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	User selected color and contracts settings are not affected.
(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	Text messages are provided along with any animations.
(i) Color coding shall not be used as the only means of	Supports	Where color coding is used

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conveying information, indicating an action, prompting a response, or distinguishing a visual element.		information is provided as screen text or as a tooltip when button is selected.
(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	Experience 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	Experience Portal does not make use of flashing images; however video of flashing text or objects or content containing flashing text or objects may be transmitted via the product.
(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	Assistive Technology can access and read only some text forms.

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	Text equivalent is provided for every non text element using alt and/or title attributes as applicable.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Does not Support	Content is transmitted as a video rendering, alternatives are not provided. This will be supported in a future release.
(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	Color is not used to convey information. All information is provided in text.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	As Experience 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 active region of a server-side image map.	Not Applicable	Experience Portal does not make use of server-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.	Not Applicable	Experience Portal does not make use of client-side image maps.
(g) Row and column headers shall be identified for data tables.	Not Applicable	Experience Portal does not make use of tabular data sets.

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(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.	Not Applicable	Experience Portal does not make use of data tables that have two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Experience Portal does not make use of Frames.
(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	Experience Portal does not make use of flashing images; however video of flashing text or objects or content containing flashing text or objects may be transmitted via the product.
(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	Information is available in text.
(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.	Supports with exceptions	Functional text can be read by Assistive Technologies where these are supported by tool tips.
(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	A plug in is only required during installation when not in WebRTC mode.
(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	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Navigation links are accessible from all screens.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not applicable	No Timed responses are required

Section 1194.23 Telecommunications Products

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality	Not Applicable	Experience Portal is not an endpoint does not offer connectivity to PSTN. Experience Portal offers

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shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		an in built Instant Messenger that may be used in conjunction with video and /or voice calls.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supported	Experience Portal will support standard TTY signaling frequencies; however performance will be determined by the physical end point used.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Experience Portal does not offer IVR
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Experience Portal does not offer IVR
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports with exceptions	Caller information is displayed visually
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Supported	The exact level of gain depends upon the specification of the end point used, typically this will exceed 20dB
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Does not Support	Receive gain levels will be set by the user and will depend upon the endpoint used.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not a handset product.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not applicable	Not a handset product.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar	Supports	Polycom's products are standards based.

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techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	Compliance will be dependent upon the endpoint chosen by the user.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	Compliance will be dependent upon the endpoint chosen by the user.
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	Compliance will be dependent upon the endpoint chosen by the user.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	Compliance will be dependent upon the endpoint chosen by the user.

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

Criteria	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.	Does not support	Primary function of Experience Portal is sharing of video and visual content. Alternative methods include Audio only or Text chat only. User vision is required to navigate functions.

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(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.	Supports with exception	Images provided by Experience Portal can be magnified and enhanced by accessibility features available on the host endpoint.
(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	Operations can be carried out without the need for user hearing. High quality video permits signing though this will depend on the endpoint used. Additionally, instant Messaging (Text Chat) is supported by Experience Portal
(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.	Supported through equivalent facilitation	Depending upon the endpoint used audio output can be further amplified, or used with inductive loop technology.
(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	User speech is not required. Text chat (Instant messenger) and video are also provided.
(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.	Not Applicable	Compliance will be dependent upon the characteristics of the user supplied endpoint.

Section 1194.41 Information, documentation, and support.

Criteria	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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