Date: **June 21, 2016**

Voluntary Accessibility Template (VPAT)
This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom's RealPresence Group Series 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™ Group Series (All family members)

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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 1194.21 Software Applications and Operating Systems	Supports with exceptions	
Section 1194.22 Web-based internet information and applications	Supports with exceptions	
Section 1194.23 Telecommunications Products	Supports with exceptions	Not traditional telecom product ,product offers LAN connection only
Section 1194.24 Video and Multi-media Products	Supports with exceptions	
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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.	Not Applicable (User Interface) Supports with exceptions (Admin interface)	Primary user control of RealPresence systems is via an Infra Red remote control. RealPresence products offer a web based administrator interface that can be accessed via a standard PC, keyboard and mouse. Administrator functions require use of a combination of mouse and keyboard or can be accessed via a touch screen interface using the RP Touch peripheral. All web UI configuration settings and information are displayed textually. Partial support is provided to navigate through web UI configuration settings using keyboard, but Web page navigation must be performed by using a mouse. There are also text based API commands that can be entered to control the system.
(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.	Not Applicable	RealPresence is stand-alone, embedded application and therefore are not susceptible to application interference.
(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 with exceptions	The main monitor UI uses a graphical representation to indicate which object has focus. There is no support for external identification of the current on-screen focus. When using the PC based administrator function the cursor position is identified as it would be on the PC itself and any suitable PC based

		magnifier tools that work on the PC would continue to function.
(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	When using the IR control all functions are identified in the form of highlighted icons that include in text the name of the function selected. When using PC based web administrator function, an additional short textual description of each icon is provided as it is selected.
(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	The images have a consistent meaning throughout and across both screen based user functions and PC based and administrator functions
(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	Text is available for appropriate text based functions
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	User selection of contrast and color is made on the monitor or screen and is not overridden by video conferencing software.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	No animation is used on the systems
(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	Color coding is accompanied with text and/or icon indications
(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.	Supports	The display monitors used in the system will offer a range of contrast and color settings. For web administration functions, additional color and contrast selections will be provided by the computer's operating system.
(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	System does not use flashing elements in the 2 – 55Hz frequency range.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required	Not Applicable	RealPresence products do not support electronic forms.

for completion and submission of the form, including all directions and cues.		

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	Most on-screen icons have associated text, supported by textual on screen help.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	RealPresence products facilitate the use of multimedia that is synchronized with the presentation.
(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	Both user and administrator functions include a textual indication of all content or selections. Where appropriate selections are also identified by green check marks and red crosses.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Documents are readable without requiring an associated style sheet
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	RealPresence products are embedded endpoints and not a client/server application.
(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	RealPresence products are embedded endpoints and not a client/server application.
(g) Row and column headers shall be identified for data tables.	Supports	Headers are identified
(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	This is not supported by user or administrator functions and does not apply practically to user functions, where for example a calendar would be displayed across the full width of the typically 42" or greater display used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Web pages in these models use one frame that is named 'content frame'. The pages that are in the content frame have a unique title. Navigation is inside the main window

(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	Flickering images are not used.
(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.	Supports	Command line interface (text equivalent) controls are an available option.
(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	Content and graphical interface elements are identified with functional text that can be read by 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).	Not Applicable	The functionality of the video conferencing system is self contained and does not require access to third party products to display information.
(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.	Not Applicable	The functionality of the video conferencing system is self contained and does not require access to third party products to display information.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	No forms are used to interact with the system.
(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 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 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.	Supports by alternative facilitation	RealPresence provides only LAN connections, permitting attachment of a standard PC for Instant Messaging. Microphones are turned off and on using the mute button or remote control.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does not Support	A PC may be used in conjunction with RealPresence to provide Instant Messaging. Do the voice codecs support transmission on in

		band baudot codes? 1400 and 1800Hz 45 Baud?
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	RealPresence does not provide Voice mail and IVR features
(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	RealPresence does not provide Voice mail and IVR features
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	RealPresence is a Video Conference System, however caller details will be shown where these are available.
(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.	Supports	Gain is adjustable in excess of 20 dB. More than one intermediate step is provided
(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.	Not applicable	RealPresence is a room system and provides only a loudspeaking function. Volume settings are persistent between calls
(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	RealPresence does not use an output device that is normally held to the ear. Third party "headset" devices may be used and may include wireless coupling and additional independent volume control for hearing impaired users
(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.	Supports	Interference levels comply with FCC Class A levels or better.
(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 techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	All Polycom products are designed with interoperability in mind and industry standard audio and video protocols, formats are supported. All audio processing enhancements can be disabled by enabling the MusicMode setting
(k)(1) Products which have mechanically operated controls or keys shall comply with the following:	Supports by Alternative Facilitation	On the IR control Key 5 is identified by raised pips. However, keys are

Controls and Keys shall be tactilely discernible without activating the controls or keys.		not tactically discernable based on layout, location, size and shape. A standard PC keyboard is used for Web management functions.
(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.	Supports	Force required to operate IR control is well-below the standard.
(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.	Supports with exceptions	Key repeat is not used except for the "delete Key", which has a fixed repeat period.
(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 .	No Locking or toggle controls are used. The user may control operations via the Web UI from their own PC which may include special adaptations.

Section 1194.24 Video and Multi-media Products **RealPresence Group Series is not a Video or Multimedia Product**

Section 1194.25 Self-Contained, Closed Products **RealPresence Group Series is not a Self-Contained, Closed Product**

Section 1194.26 Desktop and Portable Computers **RealPresence Group Series is not a Desktop or Portable Computer**		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess		

particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

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.	Supports	RealPresence is a video conference system and information can be communicated via audio for those who require it.
(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	Information can be communicated via audio for those who require it.
(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	The system can be operated without the need for hearing. When in a video call, deaf users may communicate visually, in real time (i.e. via sign language). Closed captioning may also be used within video calls. Additionally, the RealPresence Group provides an optional incoming call notification capability for hearing impaired users. The system will provide a flashing on-screen indicator when a call is incoming and needs the user's attention to answer it.
(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.	Supports	The ReaPresence Group provides an optional incoming call notification capability for hearing impaired users. The system will provide a flashing on-screen indicator when a call is incoming and needs the user's attention to answer it. Additionally, the range of gain provided by RealPresence in addition to that of an attached

		speaker system will provide a high level of auditory enhancement. Assistive hearing devices may be attached via the headphone socket provided. As above, information can be communicated via text for those who require it. Starting with the 6.0 release, support has been added to allow Bluetooth enabled headsets and earpieces to be connected to provide enhanced audio for individual participants.
(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	As a video conference system RealPresence provides the capability for real time signing in addition to textual communications described above
(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 with exceptions	Physical operation via IR remote may require fine motor control. Simultaneous actions are not required. User may control operations via the web UI from their own specially adapted PC

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.