



**Date:** 26 June 2017

**Voluntary Accessibility Template (VPAT)**

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom’s CX5500 Unified Conference Station 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® CX5500 Unified Conference Station, Lync based USB device and SIP telephony device.

Polycom’s CX5500 Unified Conference Station includes Microphone, Camera, Speakers and Power Data Box, optimized for use with Microsoft Lync. CX5500 connects via USB to a suitable computer and primary user control is via the Microsoft Lync (or similar) client. The CX5500 also contains a SIP telephony client which has a touchscreen interface and a PC-administrator application. The PC administration VPAT can be found at <http://www.polycom.com/products-services/resources/product-accessibility.html>

**Company contact for more Information:** Ian Jennings, [ian.jennings@polycom.com](mailto:ian.jennings@polycom.com)

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

**SUMMARY TABLE**

**VOLUNTARY PRODUCT ACCESSIBILITY SUMMARY**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	See below	
Section 1194.22 <a href="#">Web-based internet information and applications</a>	See below	
Section 1194.23 <a href="#">Telecommunications Products</a>	See below	
Section 1194.24 <a href="#">Video and Multi-media Products</a>	See below	
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not applicable	
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not applicable	
** Section 1194.31 <a href="#">Functional Performance Criteria</a>	See below	
** Section 1194.41 <a href="#">Information, documentation, and support.</a>	See below	

All contents copyright © 2001-2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

**Section 1194.21 Software Applications and Operating Systems  
CX5500 Unified Conference Station is not a Software Applications or Operating System**

It should be noted that Polycom's CX5500 Unified Conference Station is a video conference system intended for use with the user's PC or laptop, running Microsoft Lync™ or similar client application. Primary user control of the CX5500 is via the Microsoft Lync (or similar) client application on a PC to which the CX5500 is attached as USB peripheral device but some control is possible via the build in touchscreen panel. Please refer to the VPAT for the client that you intend to use for more details of user accessibility interfaces and compliance with Section 508.

The CX5500 is also a SIP-based telephony conference phone intended for registration with a SIP call control platform. Primary user control of the SIP telephony features is via the touchscreen panel.

In order to obtain a copy of the Microsoft Section 508 VPAT for Lync, refer to:  
<http://www.microsoft.com/government/en-us/products/section508/Pages/default.aspx>.

In addition, some functions may be activated through the use of buttons on the unit itself.

Administrative functions are accessed via a PC application provided by Polycom and normally require the use of a combination of mouse and keyboard; however, normal PC accessibility functions may be invoked. Please refer to Polycom 508 VPAT - CX5500 PC Admin Application, which can be found at <http://www.polycom.com/products-services/resources/product-accessibility.html> for details.

**Section 1194.22 Web-based Internet information and applications  
CX5500 Unified Conference Station is not a Web-based Internet information application**

**Section 1194.23 Telecommunications Products**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.	Not supported	The CX5500 is a USB camera, speaker and microphone peripheral device that may be used in conjunction with a PC client application that provides or enables telecommunications. CX5500 connected to a SIP call control platform acts as a telecommunication product.  There is no means to connect a TTY directly to a CX5500 device.

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not supported	There is no means to connect a TTY directly to a CX5500 device.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	The CX5500 device does not provide voice mail, auto-attendant or interactive voice response, or other capabilities.
(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	The CX5500 device does not provide voice mail, auto-attendant or interactive voice response, or other capabilities that require a timed response.
(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 supported	The CX5500 does show call identification and other telecommunication functions on the touchscreen display
(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 with exceptions	Gain is adjustable in excess of 20 dB through controls in the communications application on the PC or Appliance to which the CX5500 is attached or via the touchscreen display
(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	Volume settings persist after a session and do not return to a default level after every use.
(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	The CX5500 is designed for use by groups in a room, and is not designed to be held close the ear.
(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 B levels or better.

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

<p>(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.</p>	<p>Supports</p>	<p>Industry standard audio and video protocols and formats are supported.</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>User accessible controls on the CX5500 are for muting and unmuting the microphones and hiding and exposing the camera (camera off and camera on, respectively) and for interacting with the SIP telephony functions.</p> <p>The mute buttons on the device use capacitive technology; thus, locating them by touch alone may activate the mute toggle function.</p> <p>The camera may be concealed and revealed by moving a camera cap up and down. The cap can be easily discerned by touch without activating any functionality.</p> <p>Note also that both camera on/off and mute/unmute functions are generally operable through controls presented in the interface of the client application on the PC or appliance to which the CX5500 is attached.</p> <p>The SIP telephony features are activated via capacitive technology on the touchscreen display and are not tactilely discernible.</p>

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

<p>(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.</p>	<p>Supports</p>	<p>User accessible controls on the CX5500 are for muting and unmuting the microphones and hiding and exposing the camera (camera off and camera on, respectively) and for interacting with the SIP telephony functions.</p> <p>The mute buttons use capacitive touch technology. Activating the function to toggle the mute state requires only contact by a finger and does not require any force.</p> <p>Raising and lowering the camera cap require a modest grasp by one hand. Less than 2 pounds of force is needed to move the cap from one position to the other.</p> <p>Note also that both camera on/off and mute/unmute functions are generally operable through controls presented in the interface of the client application on the PC or appliance to which the CX5500 is attached.</p> <p>The SIP telephony features are activated via capacitive technology on the touchscreen display and requires only contact by a finger and does not require any force</p>
<p>(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.</p>	<p>Not applicable</p>	<p>Key repeat is not supported</p>
<p>(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.</p>	<p>Supports with exceptions</p>	<p>Microphone mute toggle functions are accompanied by a change in the color of LEDs incorporated into the mute buttons; thus, the change in state is visible. Red indicates a mute state; green indicates an open microphone. Neither the current mute state nor the state transition of the microphone is discernible through either touch or sound.</p>

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

**Section 1194.24 Video and Multi-media Products**  
**CX5500 Unified Conference Station is not a Video or Multi-media Product**

**Section 1194.25 Self-Contained, Closed Products**  
**CX5500 Unified Conference Station is not a Self-Contained, Closed Product**

**Section 1194.26 Desktop and Portable Computers**  
**CX5500 Unified Conference Station is not a Desktop or Portable Computer**

**Section 1194.31 Functional Performance Criteria**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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.	Not Applicable	There is no means of information retrieval on the CX5500.
(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 exceptions	When operated from a PC, screen magnifiers and other assistive technologies supported by MS Lync may be used.
(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.

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*

(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 is not important for the operation of the product or for information retrieval.  For incoming calls, audible alerting is supplemented by on-screen displays. In use, as an audio/visual system, the receive volume may be adjusted to suit the user. Standard audio outputs permit connection of supplemental equipment for further amplification or other assistive capabilities.
(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.	Not applicable	Speech is not required to operate the system or for information retrieval.
(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	Physical operation does not require fine motor control or simultaneous actions, with either the Infrared Remote Control or the Touch Control.

**Section 1194.41 Information, documentation, and support.**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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 <a href="mailto:accessibility@polycom.com">accessibility@polycom.com</a>
(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 <a href="mailto:accessibility@polycom.com">accessibility@polycom.com</a>
(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.

All contents copyright © 2001 – 2017 Polycom, Inc. All rights reserved.

*This information is true and correct to the best of our knowledge as of the date above.*

*This information is supplied for market research purposes only, and is subject to change without notice. The contents of this document do not constitute legal advice, representation, warranty or guarantee regarding the products described, and make no claims regarding anyone's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.*