



Date: 13 March 2014

Name of Product: Polycom® CX8000 Unified Collaboration System

Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom's CX8000 Unified Collaboration System 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

Overview

CX8000 is a dedicated room collaboration solution, intended for use with a standard PC or laptop equipped with Microsoft Lync. Certain features of the user interface may be defined by Lync and may differ according to the version used. Accessibility details for the Lync user interface can be found here:

<http://www.microsoft.com/government/en-us/products/section508/Pages/default.aspx>

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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

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with exceptions	
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Section 1194.23 Telecommunications Products	Supports with exceptions	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
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** Section 1194.41 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	User interaction with the system is via a USB Wireless keyboard and mouse or via a supplied touch panel. It is not possible for the function or its result to be discerned textually.
(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	The CX8000 is a stand-alone, embedded application and therefore is not susceptible to application interference. It is not possible to install assistive applications.
(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	As the user interacts with the system, focus is indicated through highlighted icons or fields that <i>may</i> include, in text, the name of the function selected. The focus is not programmatically exposed.
(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.	Does not support	No provision exists for making information associated with normal use available to Assistive Technology.
(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	Bitmap images used to identify controls, status indicators, and other programmatic elements have a consistent meaning throughout the application's performance.

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(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	In normal use, textual information is provided through operating system functions for displaying text, showing text input caret location.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not support	In normal room use, no provision exists for user selection of alternative contrast or color schemes.
(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 in the operation of the system.
(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 by text and/or differentiated icon indications or context.
(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 CX8000 has user selectable color and contract controls.
(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 for completion and submission of the form, including all directions and cues.	Not applicable	There is no provision of information, field elements or functionality suitable for use with Assistive Technology.

Section 1194.22 Web-based Internet information and applications
Polycom's CX8000 Unified Collaboration System is not a Web-based Internet information or application

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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 through equivalent facilitation	There is no means to connect a TTY directly to a CX8000 system. The CX8000 is equipped with a touch panel and supports the use of Instant Messaging through its Microsoft Lync functionality. In addition, the video functionality of the CX8000 permits visual communication between participants using sign language.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does not support	The CX8000 does not support TTY protocols.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable	The CX8000 does not provide any voice mail, auto-attendant or interactive voice response systems.
(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 CX8000 system 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.	Does not support	Caller ID and calling party information is provided 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.	Supports	Gain is adjustable in excess of 20 dB. Multiple intermediate steps are provided.

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(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.	Supports	A default volume can be configured.
(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	As a group video conferencing system, the CX8000 product uses loudspeakers for audio, and does not use an output device that is normally held to 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 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	Industry standard audio and video protocols and formats are supported. Telecom protocols comply with FCC requirements.
(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.	Does no support	User control of the system is via a touch panel. The mute button is not tactilely discernible without activating the control.
(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	Input is via a touch screen.

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(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.	Does not support	Key repeat delay and rate are not adjustable.
(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.	Does not support	The status of all locking or toggle controls or keys on the keyboard is discernible visually through indications provided on the main system touch screen. These indications are not discernible through touch or sound.

Section 1194.24 Video and Multi-media Products
Polycom's CX8000 Unified Collaboration System is not a Video or Multi-media Product.

Section 1194.25 Self-Contained, Closed Products
Polycom's CX8000 Unified Collaboration System is not a Self-Contained, Closed Product

Section 1194.26 Desktop and Portable Computers
Polycom's CX8000 Unified Collaboration System is not a Desktop or Portable Computer

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	As a video conferencing system, the CX8000 is very visually oriented in its control and use. Information retrieval—of a directory search, for example—normally requires vision. Vision is normally required to interact with the system through information and controls presented on the main monitor. No provision for the use of Assistive Technology is provided.

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<p>(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.</p>	<p>Does not support</p>	<p>Although typically a large screen of 42" or more is used in the room for normal use, there is no means of magnifying screens or sections of screens for those with diminished vision; nor is any audio indication of function or state normally provided. No provision for the use of Assistive Technology is provided.</p> <p>For some operations, like dialing a call, call progress indications like ringback and busy tones will be heard.</p>
<p>(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</p>	<p>Supports</p>	<p>The system can be operated without the need for hearing. When in a video call, deaf users may communicate visually, via sign language. Instant messaging that is supported by the system via Microsoft Lync may also be used to communicate.</p>
<p>(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.</p>	<p>Not applicable</p>	<p>Audio is not important for the operation of the product or for information retrieval.</p> <p>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.</p>
<p>(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.</p>	<p>Supported</p>	<p>Speech is not required to operate the system or for information retrieval.</p>
<p>(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.</p>	<p>Supports</p>	<p>Physical operation does not require fine motor control or simultaneous actions. Normal user interaction is via a standard Microsoft Windows compact USB wireless keyboard and mouse that is supplied with the system. The keyboard and mouse may be replaced by any USB keyboard and mouse (or similar pointing device) that do not require the installation of special drivers.</p>

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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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