



**Date:** 28 Sept 2016

**Voluntary Accessibility Template (VPAT)**

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom’s SoundPoint IP3xx, IP4xx, IP5xx, IP6xx IP Telephones 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 SoundPoint IP3xx, IP4xx, IP5xx, IP6xx IP Telephones

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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**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
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Section 1194.22 <a href="#">Web-based internet information and applications</a>	Not Applicable	
Section 1194.23 <a href="#">Telecommunications Products</a>	Supports with Exceptions	
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**Section 1194.21 Software Applications and Operating Systems  
Polycom SoundPoint IP Telephones are not Software Applications or Operating Systems**

**Section 1194.22 Web-based Internet information and applications  
Polycom SoundPoint IP Telephones are not Web-based Internet information and applications**

**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.	Supports	In addition to compatibility with a standard acoustic coupler, network access can be provided by a standard ATA (Analog Telephone Adapter) for the RJ-11 POTS interface common on TTY devices. The standard headset connection jack provides another standard alternative for direct non-acoustic coupling.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	The standard G.711 coder reliably supports the transport of normal Baudot code signals.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This applies only to interactive voice response, voicemail, and auto-attendant 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	This applies only to interactive voice response, voicemail, and auto-attendant systems.
(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	These functions are supported by the network that hosts the VoIP telephone, rather than by the telephone itself. Access to the network is provided to the TTY by the means described in 1194.23(a).
(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 when combined with compatible assistive technology.	Polycom VoIP phones meet the FCC Part 68 requirement of a minimum of 12 dB gain range. Additional gain is available via assistive technology amplifiers,

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		such as the Walker Clarity, the Ameriphone HA-40, and the Plantronics EC-225.
(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	The device is shipped in this mode. Automatic reset can also be disabled, when desired, via a user-accessible menu.
(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.	Supports	All Polycom handsets have primary inductive coils that interface with conventional hearing aid pickup, and meet FCC Part 68 requirements for Hearing Aid Compatibility.
(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	
(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	Polycom phones fully comply with open standards, including SIP call control and the G.711 codec that provides excellent performance with standard Baudot audio band data encoding algorithms.
(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.	Supports	Dial pads on Polycom phones are arranged in a standard twelve-button layout with the conventional raised area on the "5" button. Buttons follow a consistent arrangement across different phones in the product line, to facilitate navigation by touch.
(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	The keys and buttons on Polycom IP phones comply with the requirements of this section.
(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	There is no auto-repeat function for buttons used in conventional telephony features.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The	Supports when combined with compatible	Within the conventional telephony function set, only the microphone

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status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	assistive technology	mute, headset, speaker, hold and Do Not Disturb (DND) buttons have a locking function. The headset and speaker state is signaled both by an LED and by the audible performance of the device. The mute button state is signaled by a large LED which can be transformed into an audible signal using commonly available assistive technology such as a light probe or light detector available from MaxiAids.com and other sources. Hold is signaled by the audio performance of the device and by an indication on the display which can be seen using optical and electro-optical assistive technology such as magnifying glasses and image magnification systems. DND has an indication on the display which can be seen.
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**Section 1194.24 Video and Multi-media Products  
Polycom SoundPoint IP Telephones are not Video and Multi-media Products**

**Section 1194.25 Self-Contained, Closed Products  
Polycom SoundPoint IP Telephones are not Self-Contained, Closed Products**

**Section 1194.26 Desktop and Portable Computers  
Polycom SoundPoint IP Telephones are not Desktop and Portable Computers**

**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.	Supports	Primary telephone functionality is supported using means other than vision as described in 1194.23(a)-(k)
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than	Supports	Usage of the device is compatible with visual

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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.		acuity of 20/70 and less. The device is also compatible with optical and electro-optical assistive technology such as magnifying glasses and image magnification systems.
(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 device can be controlled visually, without auditory interaction.
(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	Enhanced audio is supported as described in 1194.23(f) and 1194.23(h)
(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	The device can be controlled and operated without the use of speech, as described in 1194.23(a), (b), (c)
(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	None of the subject devices require two or more simultaneous button presses. The buttons on Polycom IP phones conform with the requirements of 1194.23((k)(2).

#### 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.

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