



Date: 18 May 2018

Voluntary Accessibility Template (VPAT)

This Voluntary Product Accessibility Template (VPAT) describes accessibility of Polycom® RealPresence Trio™ 8500 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 Trio 8500

This document describes accessibility of the Polycom Trio 8500 conference phone (including the PolycomTrio Visual+ accessory, the Polycom Trio VisualPro accessory, the Group Series 310/500 operating in ‘Trio Pairing’ mode as an accessory, and accessibility of the Web based administrator user interface.

Polycom Trio 8500 is also known as Polycom RealPresence Trio 8500.
Polycom Trio Visual+ is also known as Polycom RealPresence Trio Visual+.

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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	Not applicable	Product is not a Software Application or Operating systems but depends on the Operating System
Section 1194.22 Web-based internet information and applications	Supports with exceptions	Describes accessibility of Web – based administrator interface.
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	Not applicable	Product is not a Video or Multimedia product
Section 1194.25 Self-Contained, Closed Products	Not applicable	Product is not a Self-Contained, Closed Product.
Section 1194.26 Desktop and Portable Computers	Not applicable	Product 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
Polycom Trio 8500 is not a Software Application or Operating System**

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).	Not Supported	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	When used as an audio-visual collaboration system Polycom Trio 8500 (requires Polycom Trio Visual+ accessory) facilitates 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.
(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	Polycom Trio 8500 is an embedded endpoint 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	Polycom Trio 8500 is an embedded endpoint and not a client/server application.
(g) Row and column headers shall be identified for data tables.	Supports	Headers are identified in the primary touchscreen based user interface for Contacts, Recents, Calendar and other data tables used.
(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	Where tables are used in the user interface data cells are labeled to provide context. For complex tables (two or more logical levels of row and column headers) 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 integrated 5"

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		high-resolution touchscreen.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	Pages of the browser based administrator interface 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.	Not Applicable	Pages of the browser based administrator interface accessible from a standard computer are designed to comply by being all text or readable by assistive technology.
(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 in the browser based administrator interface accessible via a standard computer 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 Polycom Trio 8500 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 Polycom Trio 8500 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.	Supports	There are no repetitive navigation links in the user interface.
(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	Supports by alternative	Polycom Trio 8500 provides local

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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.	facilitation	area network (LAN) connection only. The 'LAN OUT' port of the Polycom Trio 8500 is a pass through that allows a standard computer to be connected, enabling instant messaging (PC to PC) or TTY over IP/VoIP applications to be used in parallel with an audio conversation on Polycom Trio 8500. Microphones are turned off and on using any of the mute buttons.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	As an open-air speakerphone, Polycom Trio 8500 is not used to interface the network to a TTY. This interface is available and best provided by means described in 1194.23(a). G.711 is supported.
(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, voice mail, and auto-attendant features. These features are provided by the network to which the Polycom Trio 8500 is connected.
(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	There is no timeout on these functions in Polycom Trio 8500. This applies only to interactive voice response, voice mail, and auto-attendant systems provided by the network to which the Polycom Trio 8500 is connected.
(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 by alternative facilitation	These functions are supported by the network that hosts the Polycom Trio 8500, rather than by the product itself. Polycom Trio 8500 displays this information where these are available. When connected to a computer by a USB connection at the user's option, the computer can operate in concert with the phone. Assistive technologies on the computer may be used to interpret caller identification and similar information that will also appear on the tethered computer.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a	Supports	Polycom Trio 8500 provides a minimum of 20dB gain adjustment

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minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		range. More than one intermediate step is provided. In addition, as an open-air conferencing adjunct, Polycom Trio 8500 is compatible with Commonly used Assistive Technology such as hearing aids that can provide additional gain adjustment.
(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	Polycom Trio 8500 can be configured to have audio levels reset after each call. Sound levels are adjustable both in Polycom Trio 8500 and in the optional external loudspeaker system used (connected via the HDMI or 3.5mm Aux Audio port of the Polycom Trio Visual+ accessory).
(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 an open-air speakerphone Polycom Trio 8500 is designed for use by groups in a room and is not normally held up 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 of the Polycom Trio 8500 open-air speakerphone comply with FCC Class B 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. Protocols include the Session Initiation Protocol (SIP), G.711 audio and various H.264 video codecs.
(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	Product does not have any mechanically operated controls. User accessible controls on Polycom Trio 8500 and its expansion microphone accessories are for muting and unmuting the microphones and for interacting with the audio and video telephony and content presentation functions. The mute buttons on the device use capacitive technology; thus,

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		<p>locating them by touch alone may activate the mute toggle function. The audio and video telephony and content presentation features are activated via capacitive technology on the touchscreen display and are not tactilely discernable.</p> <p>In addition, the audio and video telephony and content presentation features can be carried out using the user's own keypad and mouse from a connected personal computer (PC) or directly connected to Polycom Trio 8500.</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.	Not Applicable	<p>Product does not have any mechanically operated controls. Please see (k)(1) above. The audio and video telephony and content presentation features are activated via capacitive technology on the touchscreen display and requires only contact by a finger and does not require any force.</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.	Not Applicable	<p>Product does not have any mechanically operated controls.</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.	Not Applicable	<p>Product does not have any mechanically operated controls. Microphone mute toggle functions are accompanied by a change in the color of 3 large LEDs incorporated into the mute buttons plus additional LEDs on extension microphones when installed; thus, the change in state is visible. Microphone mute on/off status changes are accompanied by an audible notification and an acoustic reminder of microphone 'mute' is played periodically (when 'acoustic feedback' is enabled). Red indicates a mute state; green indicates an open microphone. Note the visible mute states can be transformed into an audible signal using commonly available assistive technology such as a light probe or</p>

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		light detector available from www.maxiAids.com and other sources.
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Section 1194.24 Video and Multi-media Products Polycom Trio 8500 is not a Video or Multi-media Product

Section 1194.25 Self-Contained, Closed Products Not Applicable to Polycom Trio 8500 and its Accessories
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Section 1194.26 Desktop and Portable Computers Not Applicable to Polycom Trio 8500 and its Accessories

Section 1194.31 Functional Performance Criteria		
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<i>Criteria</i>	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.	Not supported	Information can be provided via audio communication.
(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.	Supported with Exceptions	Information can be provided via audio communication. Supported: <ul style="list-style-type: none"> • 5" high-resolution color screen with adjustable brightness. • Acoustic feedback for touch interactions including 'keyboard clicks', volume up/down and mute/un-mute. • Status indicators for system status (including in call, mute, unmute) are clearly visible from any viewing angle (360 degree). • Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be	Supports	The system can be operated without the need for hearing. When

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<p>provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>		<p>in a video call, deaf users may communicate visually, in real time (i.e. via sign language). Closed captioning may also be received within video calls when embedded in the receiving video stream.</p> <p>Information can also be communicated via text through use of content/data sharing functions or via Instant Messaging (IM) through an attached PC for those who require it.</p> <p>Visual feedback and indications of user interactions.</p> <p>Visual alerts are displayed on an integrated 5" high-resolution LCD screen or on an external customer supplied monitor using one of the following Polycom accessories with HDMI interface: the Polycom Trio Visual+ accessory or, the Polycom Trio VisualPro accessory, or the Group Series 310/500 operating in 'Trio Pairing' mode as an accessory</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>Supports</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.</p> <p>The range of gain provided by Polycom Trio 8500 in addition to that of an attached speaker system will provide a high level of auditory enhancement.</p> <p>Standard audio outputs provided with the (optional), Polycom Trio Visual+ accessory, or the Polycom Trio VisualPro accessory, or the Group Series 310/500 operating in 'Trio Pairing' mode as an accessory permit connection of supplemental equipment for further amplification or connection to inductive loop system.</p> <p>Information can be communicated via text or visually for those who require it.</p>

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		Volume of audio transducer (speaker) can be adjusted.
(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	<p>The device can be controlled and operated without the use of speech, as described in 1194.23(a), (b), (c).</p> <p>The product features a 5" high-resolution, capacitive touch display based control user interface as well as dedicated volume control touch buttons (volume up/down and mute).</p> <p>The product can also be operated and controlled using an optional (user supplied) external physical keyboard and mouse.</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.	Supports	<p>Physical operation does not require fine motor control or simultaneous actions.</p> <p>Visible and touchable elements of the user interface are designed in a way that they are visually separable (e.g. contrast, separated) and meet the minimum touch target size of 48dp wherever possible.</p> <p>The product features a 5" high-resolution, capacitive touch display based control user interface as well as dedicated volume control touch buttons (volume up/down and mute).</p> <p>The product can also be operated and controlled using an optional (user supplied) external physical keyboard and mouse.</p>

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	Supports	Product documentation will be

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accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		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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