Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.4

Name of Product/Version: Zoom Desktop Client v6.0.0 (Windows)

Product Description: Zoom's product suite runs on mobile, desktop, and conference room systems. Zoom platform unifies video and audio conferencing, simple online meetings, group messaging, and a software-defined conference room solution into one easy-to-use platform that is simple to deploy. The report below covers Zoom Meetings, Zoom Webinars, and Zoom Phone products.

Date: April 16, 2024

Contact information: access@zoom.us

Notes:

Evaluation Methods Used: The following testing was done on Windows 10 with NV Access's NVDA screen reader v2023.1, and JAWS screen reader Version 2023, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard keyboard.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at https://www.w3.org/TR/WCAG21/	Level A (Yes) Level AA (Yes) Level AAA (No)
[Revised Section 508 standards](#) as published by the U.S. Access Board in the Federal Register on January 18, 2017 [Corrections to the ICT Final Rule](#) as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.1.1 (Web)
   • 10.1.1.1 (Non-web document)
   • 11.1.1.1.1 (Open Functionality Software)
   • 11.1.1.1.2 (Closed Functionality Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The product provides text-alternatives to non-text content such as buttons, and graphics. Programmatic labels allow assistive technologies users to decipher the nature and purpose of non-text content.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	The product supports closed captioning for its audio-only and video-only recorded meetings. Users can assign a dedicated participant to type closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions.
		
		The product does not provide pre-recorded audio-only or video-only media. Meeting participants may share video-only/audio-only files during the meeting and provide the necessary alternative for the time-based media using in-meeting file-transfer.

1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web)	Supports	The product supports open and closed captioning for its recorded meetings. Users can assign a dedicated participant to type in closed captioning, add a 3rd party

Criteria	Conformance Level	Remarks and Explanations
• 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		closed captioning provider, or use automatic transcriptions. The product does not provide pre-recorded media. Meeting participants may share pre-recorded audio-only content during a meeting and provide the necessary captioning using in-meeting file transfer.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product supports closed captioning for its recorded meetings. Users can assign a dedicated participant to type in closed captioning, use a 3rd party closed captioning provider, or use automatic transcriptions. The product does not provide pre-recorded video content. Meeting participants may share time-based media during a meeting and provide the necessary audio descriptions or alternative using in-meeting file transfer.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Supports	The product programmatically presents the visual structure, context, and relationships between elements to assistive technologies. Labels are associated with form controls to ensure they are announced when focused upon, and semantic elements are used to markup structure (i.e. list of tabs are programmatically announced as part of a tab control group, and list of items are programmatically announced as part of a list).

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product employs a tab order that is logical and follows the visual order of elements.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product does not rely solely on sensory characteristics to convey information about content and elements.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document)	Supports	The product conveys information without solely using color differences.

Criteria	Conformance Level	Remarks and Explanations
11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Meeting participants must choose to Join Audio upon entering a meeting before meeting audio is enabled (unless 'Automatically join audio by computer when joining a meeting' is enabled). A dismissible audio chime (that pauses in 4 second intervals) is automatically played when a user receives a call. However, the product does not yet provide a dedicated keyboard shortcut to 'Leave Computer Audio' while in-meeting.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Supports with Exceptions	The product provides keyboard support to most elements in the meeting interface. **Exceptions Include:** - In large Gallery Views when there are multiple pages of participants, users can click on the next and previous buttons to scroll through the pages. These controls do not receive keyboard focus, but instead can be activated using the Page Up / Page Down keystroke. - Gallery View thumbnail re-ordering is not keyboard accessible. Zoom is actively researching and working on making the thumbnail re-ordering feature keyboard accessible.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		- Drag-and-drop to re-order the Main Navigation Tabs and the Chat Compose Shortcuts List is not keyboard accessible. Zoom is working on providing keyboard accessibility to this feature. - Dragging-and-dropping to reorder buttons in the meeting toolbar is not yet keyboard accessible. Zoom is working on building support for this via keyboard shortcut.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product allows for keyboard navigation throughout the application without keyboard trap.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product provides keyboard shortcuts that are only active when the Zoom application is in focus. Keyboard shortcut support is described in "Hot keys And Keyboard for Zoom" page: https://support.zoom.us/hc/enus/articles/205683899-HotKeys-for-Zoom. The product ensures that its shortcuts respect the native Windows keyboard shortcuts described in the "Keyboard shortcuts in Windows" document: https://support.microsoft.com/en-us/help/12445/windowskeyboard-shortcuts
2.2.1 Timing Adjustable (Level A)	Supports	Zoom meetings time out after either 24 hours or 40 minutes depending on what plan the user is on and how

Criteria	Conformance Level	Remarks and Explanations
Also applies to: EN 301 549 Criteria ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		many participants are in the meeting. For more details see: https://support.zoom.us/hc/en-us/articles/202460676-Will-My-Meeting-Time-Out- . The application warns users prior to timing out with a notification dialog. When a meeting moderator closes a Breakout Room, the breakout room participants will be removed from the breakout room after a 60 second warning. This timeout may not be adjusted due to the nature of the of breakout room feature.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The Participants lists auto-update when new participants join, and the in-meeting chat updates when new chat messages are received. Both the participants and in-meeting chat panes may be hidden by the users.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1(Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs)	Supports	There are no instances of blinking of flashing that are within the frequency of 2Hz and 55Hz in Zoom meeting user interfaces. The microphone indicator image button at left-bottom corner of main meeting window blinks when audio input is received. However the image icon is very small (10 x 16 pixels) and does not take up more than 2% of the screen.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Additionally the microphone indicator can be hidden by hiding the toolbar altogether. The speaker and microphone input level bar image in the Settings/Audio dialog blinks when user clicks on Test Speaker or Test Mic buttons, and when microphone or audio input is received. However the image icons are very small (4 x 70 pixels) and do not take up more than 5% of the screen. The CPU and memory usage indicator bar in the Settings/Statistics dialog blink when CPU or memory usage changes. However the image icons are very small (5 x 70 pixels)
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Not Applicable	This product is not a web application.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply	Supports	The product properly and programmatically titles all of its windows to ensure users understand where they are in the application.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product provides a focus order that is consistent with the visual order of the application.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The program includes several external links within the Settings window (i.e. links within the "Advanced Features" tab). All links have clear text to allow the user to understand the purpose of each link.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product does not require any multi-point gestures in order to operate content.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not use down-events to execute most functions. Down-events are only used in the Whiteboard feature for annotations where it is essential.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports with Exceptions	The product includes some instances where the accessible name differs from the visible text label. Some programmatic labels have been slightly tweaked to increase understandability for screen reader users.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to:	Not applicable	The product does not contain any functionality that is triggered by gestures or by moving a device.

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Criteria
   • 9.2.5.4 (Web)
   • 10.2.5.4 (Non-web document)
   • 11.2.5.4 (Open Functionality Software)
   • 11.2.5.4 (Closed Software
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply		

3.1.1 Language of Page (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.1.1 (Web)
   • 10.3.1.1 (Non-web document)
   • 11.3.1.1.1 (Open Functionality Software)
   • 11.3.1.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Not applicable	The product is not a web application.

3.2.1 On Focus (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.2.1 (Web)
   • 10.3.2.1 (Non-web document)
   • 11.3.2.1 (Open Functionality Software)
   • 11.3.2.1 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
	Supports	The product does not initiate changes of context upon the focusing of elements.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product does not initiate changes of context upon user input.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Zoom provides visual error messages that are also programmatically announced to Screen Readers (e.g. an invalid meeting ID or invalid meeting password). In some other cases, the product does not use form fields with automatic error detection and error messages. Instead, buttons to proceed are disabled until the user provides a valid input (e.g. incomplete meeting ID).
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software)	Supports	The product uses visible input labels.

Criteria	Conformance Level	Remarks and Explanations
11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	This product is not implemented using markup languages.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Supports	Controls in the product provide the necessary role, state, property, and value information to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The product supports closed captioning for its meetings. Meeting hosts can assign a dedicated participant to type closed captioning, use a 3rd party closed captioning provider, or use automated captioning.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports with Exceptions	Meeting participants may share video content with audio descriptions included into the main audio track. However, Zoom does not provide the ability for participants to select a separate audio track while viewing shared video content. The product does not provide a way to include alternate audio descriptions tracks into meeting recordings.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product does not restrict its view to a single display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.3.5 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.5 (Open Functionality Software) ● 11.1.3.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool)	Supports	The product follows the minimal color contrast ratio for text over background.

Criteria	Conformance Level	Remarks and Explanations
● 602.3 (Support Docs)		
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The product currently inherits the text resizing options set through the operating system.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)	Supports	The product uses text rather than images of text to present information.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10.1 (Open Functionality Software) ● 11.1.4.10.2 (Closed Software)	Supports	The product does not require scrolling in two dimensions to present content without loss of information.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product UI follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	Content shown on hover are persistent, dismissible, and remains visible when hovered over.

Criteria	Conformance Level	Remarks and Explanations
● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		

2.4.5 Multiple Ways (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.2.4.5 (Web)
    ● 10.2.4.5 (Non-web document) – Does not apply
    ● 11.2.4.5 (Open Functionality Software) – Does not apply
    ● 11.2.4.5 (Closed Software) – Does not apply
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software) – Does not apply to non-web software
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs) – Does not apply to non-web docs
	Not applicable	The product is not a web application

2.4.6 Headings and Labels (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.2.4.6 (Web)
    ● 10.2.4.6 (Non-web document)
    ● 11.2.4.6 (Open Functionality Software)
    ● 11.2.4.6 (Closed Software)
    ● 11.8.2 (Authoring Tool)
    ● 12.1.2 (Product Docs)
    ● 12.2.4 (Support Docs)
Revised Section 508
    ● 501 (Web)(Software)
    ● 504.2 (Authoring Tool)
    ● 602.3 (Support Docs)
	Supports	The product provides descriptive headings and labels throughout the application.

2.4.7 Focus Visible (Level AA)
Also applies to:
EN 301 549 Criteria
    ● 9.2.4.7 (Web)
    ● 10.2.4.7 (Non-web document)
    ● 11.2.4.7 (Open Functionality Software)
	Supports	The product provides a visible focus indicator when elements receive keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product does not provide content written in multiple languages at once.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Not applicable	This product is not a web application.

Criteria	Conformance Level	Remarks and Explanations

3.2.4 Consistent Identification (Level AA)
 	
Also applies to:
EN 301 549 Criteria
   • 9.3.2.4 (Web)
   • 10.3.2.4 (Non-web document) – Does not apply
   • 11.3.2.4 (Open Functionality Software) – Does not apply
   • 11.3.2.4 (Closed Software) – Does not apply
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Not applicable	This product is not a web application.

3.3.3 Error Suggestion (Level AA)
 	
Also applies to:
EN 301 549 Criteria
   • 9.3.3.3 (Web)
   • 10.3.3.3 (Non-web document)
   • 11.3.3.3 (Open Functionality Software)
   • 11.3.3.3 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports with Exceptions	Zoom provides visual error messages that are also programmatically announced to Screen Readers (e.g. an invalid meeting ID or invalid meeting password).
		
		In some other cases, the product does not use form fields with automatic error detection and error messages. Instead, buttons to proceed are disabled until the user provides a valid input (e.g. incomplete meeting ID).

3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.4 (Web)
   • 10.3.3.4 (Non-web document)
   • 11.3.3.4 (Open Functionality Software)
   • 11.3.3.4 (Closed Software)
	Not applicable	The product does not cause legal commitments or financial transactions for the user.

Criteria	Conformance Level	Remarks and Explanations
● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs)		
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria ● 9.4.1.3 (Web) ● 10.4.1.3 (Non-web document) – Does not apply ● 11.4.1.3 (Open Functionality Software) – Does not apply ● 11.4.1.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	The products provides function that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. Exceptions include:

Criteria	Conformance Level	Remarks and Explanations
		● There are several instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard)
302.2 With Limited Vision	Supports	The product is accessible to users with low vision.
302.3 Without Perception of Color	Supports	The product can be used without the perception of color.
302.4 Without Hearing	Supports	The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts(see 1.2.4 Captions) The product allows recorded meetings to be fully captioned (see 1.2.2 Captions (Prerecorded))
302.5 With Limited Hearing	Supports	Software: The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts(see 1.2.4 Captions) Authored Content (Recording): The product allows recorded meetings to be fully captioned (see 1.2.2 Captions Prerecorded)
302.6 Without Speech	Supports	The product can be fully operated without the use of speech.
302.7 With Limited Manipulation	Supports with Exceptions	The product provides keyboard-accessible functions to ensure that the product is usable with limited manipulation. Exceptions include ● The product provides several features that are currently only accessible with a mouse (See 2.1.1 Keyboard)
302.8 With Limited Reach and Strength	Supports	The product is fully functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exception	The product is functional for users with limited language, cognitive, and learning abilities. Exceptions include: ● A few features and dialogs are by design timing restricted (2.2.1 Timing Adjustable) ● Some input fields by design do not use error messages and error suggestions (3.3.3 Error Suggestions)

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.x](#) section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software
502.2.2 No Disruption of Accessibility Features	Supports	Application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, text resizing, and the on-screen keyboard.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Controls in the product provide the necessary role, state, property, and value information to assistive technologies.
502.3.2 Modification of Object Information	Supports	The product provides assistive technologies with the ability to modify states and properties of all applicable objects.
502.3.3 Row, Column, and Headers	Supports with Exceptions	Most of the product does not use tables to represent information. A table is used to display keyboard shortcuts. While the column headers are not programmatically determined, the table only has 3 columns (Shortcut description, shortcut keystroke, global shortcut checkbox), and each cell provides enough context and information to understand the table.
502.3.4 Values	Supports	All values can be programmatically determined by assistive technologies
502.3.5 Modification of Values	Supports	The products allows assistive technologies to modify values of all applicable objects.
502.3.6 Label Relationships	Supports	All controls are programmatically associated with their respective labels.
502.3.7 Hierarchical Relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
502.3.8 Text	Supports	The product ensures that all text can be programmatically determined by assistive technologies.
502.3.9 Modification of Text	Supports	The product allows assistive technologies to modify all applicable texts.
502.3.10 List of Actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.
502.3.11 Actions on Objects	Supports with Exceptions	The product programmatically exposes the available actions to assistive technologies. See Section 502.3.1 Object Information for exceptions.
502.3.12 Focus Cursor	Supports	The product uses visible focus indicators throughout the application to indicate where the keyboard focus is at all times.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports with Exceptions	The product allows assistive technologies to control the focus and selection cursor on all controls. Exceptions include: ● A few elements are not accessible with keyboard-only (see 2.1.1 Keyboard) ● Text in the chat history list is selectable via keyboard. However, users are not afforded the ability of granular selection of text.
502.3.14 Event Notification	Supports	The product makes notification information available to assistive technology users.
502.4 Platform Accessibility Features	Not applicable	This product is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The product supports inheriting the system display and contrast settings.
503.3 Alternative User Interfaces	Not applicable	The product does not provide an alternate user interface that functions as an assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Supports	The product provides controls for live captioning.
503.4.2 Audio Description Controls	Not applicable	The Zoom meeting client hosts live meetings, and not pre-recorded video with synchronized video. If the host wishes to provide a separate audio track with an interpreter providing live audio description, they can use Zoom's Language Interpretation feature to set up an alternate audio description channel.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.x](#) section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
504.2.2 PDF Export	Not applicable	This product does not export to PDF.
504.3 Prompts	Not applicable	The product is not an authoring tool
504.4 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 6: Support Documentation and Services

Notes: [SEPARATE TODO FOR HELP DOCUMENTATION]

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
603.3 Accommodation of Communication Needs	Support	Zoom support services accommodates the diverse needs of individuals with disabilities.

EN 301 549 Report

Notes:

Chapter 4: [4.2 Functional Performance Statements](#) (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports with Exceptions	The products provides function that can be used by users without vision. The majority of the features and content in the product is keyboard and screen reader accessible. Exceptions include: ● There are a few instances where features can only be accessed with a mouse. (see 2.1.1 Keyboard)
4.2.2 Usage with limited vision	Supports	The product provides many functions that may not be accessible to users with low vision.
4.2.3 Usage without perception of colour	Supports	The product can be used without the perception of color.
4.2.4 Usage without hearing	Supports	The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts(see 1.2.4 Captions) The product allows recorded meetings to be fully captioned (see 1.2.2 Captions Prerecorded)
4.2.5 Usage with limited hearing	Supports	The product can be used without the use of hearing by supporting live closed captioning, and post-meeting transcripts(see 1.2.4 Captions) The product allows recorded meetings to be fully captioned (see 1.2.2 Captions Prerecorded)
4.2.6 Usage without vocal capability	Supports	The product can be fully operated without the use of speech.
4.2.7 Usage with limited manipulation or strength	Supports	The product is fully functional with limited strength.
4.2.8 Usage with limited reach	Supports	The product is fully functional with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	The product does not contain flashing content that might trigger seizures.
4.2.10 Usage with limited cognition	Supports with Exceptions	The product is functional for users with limited language, cognitive, and learning abilities. Exceptions include: ● A few features and dialogs are by design timing restricted (2.2.1 Timing Adjustable)

Criteria	Conformance Level	Remarks and Explanations
		• Some input fields by design do not use error messages and error suggestions (3.3.3 Error Suggestions)
4.2.11 Privacy	Supports	The product's accessibility components maintains the users' privacy.

Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	[Not Applicable]	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	Not applicable	The product is not closed software
5.1.3.2 Auditory output delivery including speech	Not applicable	The product is not closed software
5.1.3.3 Auditory output correlation	Not applicable	The product is not closed software
5.1.3.4 Speech output user control	Not applicable	The product is not closed software
5.1.3.5 Speech output automatic interruption	Not applicable	The product is not closed software
5.1.3.6 Speech output for non-text content	Not applicable	The product is not closed software
5.1.3.7 Speech output for video information	Not applicable	The product is not closed software
5.1.3.8 Masked entry	Not applicable	The product is not closed software
5.1.3.9 Private access to personal data	Not applicable	The product is not closed software
5.1.3.10 Non-interfering audio output	Not applicable	The product is not closed software
5.1.3.11 Private listening	Not applicable	The product is not closed software
5.1.3.12 Speaker volume	Not applicable	The product is not closed software
5.1.3.13 Volume reset	Not applicable	The product is not closed software
5.1.3.14 Spoken languages	Not applicable	The product is not closed software
5.1.3.15 Non-visual error identification	Not applicable	The product is not closed software
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	The product is not closed software
5.1.4 Functionality closed to text enlargement	Not applicable	The product is not closed software
5.1.5 Visual output for auditory information	Not applicable	The product is not closed software

Criteria	Conformance Level	Remarks and Explanations
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not applicable	The product is not closed software
5.2 Activation of accessibility features	Not applicable	The product is not closed software
5.3 Biometrics	Not applicable	The product does not use biometrics
5.4 Preservation of accessibility information during conversion	Not applicable	The product does not provide authoring tools to convert content from one format to another.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	The product is not hardware
5.5.2 Operable parts discernibility	Not applicable	The product is not hardware
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	The product is not hardware
5.6.2 Visual status	Not applicable	The product is not hardware
5.7 Key repeat	Not applicable	The product is not hardware
5.8 Double-strike key acceptance	Not applicable	The product is not hardware
5.9 Simultaneous user actions	Not applicable	The product is not hardware

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Software: Supports	The product can encode and decode audio with a frequency range that ensures clear audio quality.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Does not support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals.

Criteria	Conformance Level	Remarks and Explanations
		Zoom Phone platform does not support transmitting RTT signals.
6.2.1.2 Concurrent voice and text	Does not Support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals. Zoom Phone platform does not support transmitting RTT signals.
6.2.2.1 Visually distinguishable display	Does not Support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals. Zoom Phone platform does not support transmitting RTT signals.
6.2.2.2 Programmatically determinable send and receive direction	Does not Support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals. Zoom Phone platform does not support transmitting RTT signals.
6.2.3 Interoperability	Does not Support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals. Zoom Phone platform does not support transmitting RTT signals.
6.2.4 Real-time text responsiveness	Does not Support	A TTY adapter can be used with a Zoom Appliance Phone to transmit TTY signals. Zoom Phone platform does not support transmitting RTT signals.
6.3 Caller ID	Supports	Zoom Phone softphone in the application supports displaying the caller ID for incoming and outgoing calls. For users who cannot see the display, the caller ID will be announced.

Criteria	Conformance Level	Remarks and Explanations
6.4 Alternatives to voice-based services	Supports	Zoom Phone softphone in the application supports voicemails. Received voicemails may be accessed through the Zoom application.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Supports	The product supports at least CIF resolution.
6.5.3 Frame rate	Supports	The product supports a frame rate of at least 12 frames per second.
6.5.4 Synchronization between audio and video	Supports	The product ensures that audio and video latency fall at least below 100 ms.
6.6 Alternatives to video-based services (advisory only)	Heading cell – no response required	Heading cell – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	The product provides the ability to display closed captions.
7.1.2 Captioning synchronization	Supports	The products supports the synchronization of captions with the live media.
7.1.3 Preservation of captioning	Not applicable	The product is not a media player nor does it contain embedded players.
7.2.1 Audio description playback	Not applicable	The product is not a media player nor does it contain embedded players.

Criteria	Conformance Level	Remarks and Explanations
7.2.2 Audio description synchronization	Not applicable	The product is not a media player nor does it contain embedded players.
7.2.3 Preservation of audio description	Not applicable	The product is not a media player nor does it contain embedded players.
7.3 User controls for captions and audio description	Not applicable	The product is not a media player nor does it contain embedded players.

Chapter 8: Hardware

Notes: Not applicable

Chapter 9: Web

Notes: (See WCAG section)

Chapter 10: Non-web Documents

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG section
10.5 Caption positioning	Supports	Captions can be repositioned by the user.
10.6 Audio description timing	Not applicable	The product does not contain synchronized media with audio description

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	See 11.3.2.5 through 11.3.2..17	
11.3.2.4 Assistive technology	Not applicable	This product is not an assistive technology
11.3.2.5 Object information	Supports	Controls in the product use standard provide the necessary role, state, property, and value information to assistive technologies.
11.3.2.6 Row, column, and headers	Supports with Exceptions	Most of the product does not use tables to represent information. A table is used to display keyboard shortcuts. While the column headers are not programmatically determined, the table only has 3 columns (Shortcut description, shortcut keystroke, global shortcut checkbox), and each cell provides enough contextual information to understand the table.
11.3.2.7 Values	Supports	All values can be programmatically determined by assistive technologies
11.3.2.8 Label relationships	Supports	All controls are programmatically associated with their respective labels.
11.3.2.9 Parent-child relationships	Supports	The product exposes all parent-child relationship programmatically to assistive technologies.
11.3.2.10 Text	Supports	The product ensures that all text can be programmatically determined by assistive technologies.
11.3.2.11 List of available actions	Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.12 Execution of available actions	Supports	The product programmatically exposes the available actions to assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports	The product provides a visible focus indicator when elements receive keyboard focus.
11.3.2.14 Modification of focus and selection attributes	Supports with Exceptions	The product allows assistive technologies to control the focus and selection cursor on all controls. Exceptions include: ● There a few instances where elements are not accessible with keyboard-only (see 2.1.1 Keyboard) ● Text in the chat history list is selectable via keyboard. However, users are not afforded the ability of granular selection of text
11.3.2.15 Change notification	Supports	The product makes notification information available to assistive technology users.
11.3.2.16 Modifications of states and properties	Supports	The product programmatically exposes the available actions to assistive technologies.
11.3.2.17 Modifications of values and text	Supports	The product allows assistive technologies to modify all applicable texts.
11.4 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Not Applicable	The product is not platform software.
11.4.2 No disruption of accessibility features	Supports	Application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, text resizing, and the on-screen keyboard.
11.4 User preferences	Supports with Exception	The product provides a dedicated set of accessibility settings that include changing caption font size, and keyboard shortcuts. The product does not yet support customizations of UI color and size.
11.6 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.6.1 Content technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not applicable	The product does not provide authoring tools to convert content from one format to another.
11.6.4 Repair assistance	Not applicable	The product is not an authoring tool
11.6.5 Templates	Not applicable	The product does not provide templates for content creation.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Product documentation regarding the product's accessibility features can be found online at the Zoom Help Center and Zoom Accessibility page.
12.2.3 Effective communication	Supports	Zoom support services accommodates the diverse needs of individuals with disabilities.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG section

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.