

Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: Zoom Rooms v5.0.2 (macOS)

Product Description: Zoom Rooms and Zoom Rooms Touch, Zoom’s software-based video conference room solution, runs on macOS and PC hardware with optional touch screens, and iPad or Android tablet as remote, features audio and video conferencing, wireless content sharing, annotation, whiteboarding, integrated calendaring. Zoom Rooms supports three displays and touch screens

Date: June 4, 2019

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Notes:

Evaluation Methods Used: The following testing was done on Mac OS X 10.14 (Yosemite) to macOS 10.14.1 (Mojave), with Apples’ Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option, 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 |
|--|-------------------|--|
| <p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 |
| <p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>The product supports closed captioning for its audio-only and video-only recorded meetings. Users can assign a dedicated participant to type closed captioning, or add a 3rd party closed captioning provider.</p> <p>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.</p> |
| <p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> | Supports | The product supports open and closed captioning for its recorded meetings. Users can assign a dedicated participant to type closed captioning, or add a 3 rd party |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>closed captioning provider.</p> <p>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.</p> |
| <p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | <p>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.</p> <p>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.</p> |
| <p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) | Supports | <p>The product programmatically presents the necessary visual structure, context, and relationships between elements to assistive technologies.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.3.2 Meaningful Sequence (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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. |
| <p>1.3.3 Sensory Characteristics (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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. |
| <p>1.4.1 Use of Color (Level A)</p> | Supports | The product conveys information without solely using |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | color differences. |
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | The product does not automatically play any audio apart from in-meeting audio. Audio controls are located on the Zoom Room Controller device. |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) | Supports with Exceptions | <p>The product provides keyboard support to most elements</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • The Exit and Sign In button are not keyboard accessible after they auto-hide |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product allows for keyboard navigation throughout the application without keyboard trap. |
| <p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Not applicable | The product does not support any keyboard shortcuts |
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> | 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 |
|--|-------------------|---|
| <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>many participants are in the meeting. For more details see: https://support.zoom.us/hc/en-us/articles/202460676-Will-My-Meeting-Time-Out- .</p> <p>The application warns users prior to timing out with a notification dialog.</p> <p>When a meeting moderator closes a Breakout Room, the breakout room participants will be kicked out of the breakout room after a 60-second warning. This timeout may not be adjusted due to the nature of the breakout room feature</p> |
| <p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not contain any moving, blinking, scrolling, or auto-updating information. |
| <p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) | Supports | The product does not contain any flashing content |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>2.4.1 Bypass Blocks (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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. |
| <p>2.4.2 Page Titled (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product is not a web application |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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. |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product provides link purpose for all links |
| <p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) | Not applicable | The product does not require any multi-point gestures in order to operate content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 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 | | |
| <p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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. |
| <p>2.5.3 Label in Name (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 | The product provides programmatic names that match the label of elements |
| <p>2.5.4 Motion Actuation (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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) | 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 |
|--|-------------------|---|
| <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The language of the product can be programmatically determined |
| 3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not initiate changes of context upon the focusing of elements. |
| 3.2.2 On Input (Level A) Also applies to: | Supports | The product does not initiate changes of context upon user input. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <u>3.3.1 Error Identification</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product properly displays error messages visually and programmatically. |
| <u>3.3.2 Labels or Instructions</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) | Supports | The product employs adequate form labels both visually and programmatically. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|---|
| <ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>4.1.1 Parsing (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Not applicable | This product is not implemented using markup languages. |
| <p>4.1.2 Name, Role, Value (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with Exceptions | The product provides the necessary role, state, property, and value information to assistive technologies |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------|---|
| <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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, or use a 3 rd party closed captioning provider. |
| <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with Exception | <p>Meeting participants may share video content with audio descriptions included in the main audio track. However, Zoom does not provide the ability for participants to select a separate audio track while viewing shared video content</p> <p>The product does not provide a way to include alternate audio descriptions tracks into meeting recordings.</p> |
| <p>1.3.4 Orientation (Level AA 2.1 only)</p> | Supports | The product does not restrict its view to a single display |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | | orientation |
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p> | Not applicable | The product is not implemented using markup languages. |
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Supports | The product meets the minimum color contrast ratio for text. Color contrast for text in the Zoom Room home screen can vary depending on the custom image set by the user. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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. |
| <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The product uses text rather than images of text to present information. |
| <p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) | Supports | The product does not require scrolling in two dimensions to present content without loss of information. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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. |
| <p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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. |
| <p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) | Not applicable | The product does not utilize the on-hover or on-focus technique. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| <p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 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 |
| <p>2.4.6 Headings and Labels (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product provides descriptive headings and labels throughout the application. |
| <p>2.4.7 Focus Visible (Level AA)</p> | Supports | The product provides a visible focus indicator when |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | elements receive keyboard focus. |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | The product does not provide content written in multiple languages at once. |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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 | Not applicable | This product is not a web application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 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 | | |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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. |
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) | Not applicable | The product does not utilize automatic error suggestions |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not applicable | The product does not cause legal commitments or financial transactions for the user. |
| <p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508 – Does not apply</p> | 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 Exception | The product provides functions 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: <ul style="list-style-type: none"> There are 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 | Most of 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 <ul style="list-style-type: none"> 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 | The product is functional for users with limited language, cognitive, and learning abilities. |

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 | The application does not disrupt or disable macOS operating system accessibility features such as Zoom and Mouse Keys, text resize, and VoiceOver. However the product does not yet support high contrast mode, or Dark Mode. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports | The product provides 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 | Not applicable | The product does not utilize tables to organize information. |
| 502.3.4 Values | Supports | All values can be programmatically determined by assistive technologies |
| 502.3.5 Modification of Values | Supports | The product 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 Exception | The product programmatically exposes the available actions to assistive |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--|
| | | technologies. |
| 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. |
| 502.3.13 Modification of Focus Cursor | Supports with Exception | The product allows assistive technologies to control the focus and selection cursor on all controls. Exceptions include: <ul style="list-style-type: none"> Several different features and elements are not accessible with keyboard-only (see WCAG 2.1.1 Keyboard) |
| 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 the font and contrast settings defined by system 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 | Does not Support | The product does not provide controls for audio descriptions |
| 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 | Does not support | The product provides users with the ability to add a closed captioning provider, and automatic transcripts for recordings. However, it does not prompt content creators to provide captioning. |
| 504.4 Templates | Not applicable | The product does not provide templates for content creation. |

Chapter 6: Support Documentation and Services

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

| 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 accommodate 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 Exception | The product provides functions 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: <ul style="list-style-type: none"> There are 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 is accessible to users with low vision. |
| 4.2.3 Usage without perception of colour | Supports | Most of 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. |
| 4.2.11 Privacy | Supports | The product's accessibility components maintain 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 |
| 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 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: Not applicable

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 product 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 | Does not support | The product does not yet support viewing of captions outside of the content area. |
| 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 |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG section |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|---|
| 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 | The product provides the necessary role, state, property, and value information to assistive technologies. |
| 11.3.2.6 Row, column, and headers | Supports | The product does not utilize tables to organize information. |
| 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. |
| 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 | The product allows assistive technologies to control the focus and selection cursor on all |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| | | controls. |
| 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 provides assistive technologies with the ability to modify states and properties of all applicable objects. |
| 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 | The application does not disrupt or disable macOS operating system accessibility features such as Zoom and Mouse Keys, text resize, and VoiceOver. However the product does not yet support high contrast mode, or Dark Mode. |
| 11.4 User preferences | Supports | The application does not disrupt or disable macOS operating system accessibility features such as Zoom and Mouse Keys, text resize, and VoiceOver. However the product does not yet support high contrast mode, or Dark Mode. |
| 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 |
| 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 | Does not support | The product does not offer accessibility repair assistance. |
| 11.6.5 Templates | Not applicable | The product does not provide templates for |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
| | | content creation. |

Chapter [12: Documentation and Support Services](#)

Notes: Full information about the accessibility of Zoom Support pages can be found on the Zoom Product Web Pages VPAT

| 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 accommodate the diverse needs of individuals with disabilities. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG section |

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.