

Zoom Video Communications Accessibility Conformance Report

International Edition

VPAT® Version 2.3

Name of Product/Version: Zoom Mobile App v5.7.0 (Android)

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: July 14, 2021

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Notes:

Evaluation Methods Used: The following testing was done on Android 11, with Android's Accessibility Display options (color inversion, color correction, font size settings, default size settings, magnification), Android Talkback option and standard keyboard.

Applicable Standards/Guidelines

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

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

| 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><u>1.1.1 Non-text Content</u> (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><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (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, add a 3rd party closed captioning provider, or use automatic transcriptions.</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><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> | Supports | The product supports open and closed captioning for its |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | <p>recorded meetings. Users can assign a dedicated participant to type in closed captioning, add a 3rd party closed captioning provider, or use automatic transcriptions.</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>1.2.3 Audio Description or Media Alternative (Prerecorded) (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>1.3.1 Info and Relationships (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) | Supports | <p>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</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | announced as part of a tab control group, and list of items are programmatically announced as part of a list). |
| <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 Talkback focus 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 | Supports | The product does not rely solely on sensory characteristics to convey information about content and elements. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.4.1 Use of Color (Level A)</p> <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) | Supports | The product conveys information without solely using 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) | Supports with Exceptions | <p>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).</p> <p>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.</p> |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> | Supports with Exceptions | The product provides keyboard support to most elements in the application, when paired with Android's Talkback. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <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) • 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>Keyboard navigation to many elements is also possible without Android Talkback.</p> <p>Exceptions Include:</p> <ul style="list-style-type: none"> • Some elements, such as the “Search Contacts” and “Search Channels” do not have focus indicators without Talkback, but they can be activated with a keyboard. |
| <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) | Not applicable | The Zoom mobile application does not support keyboard shortcuts. |

| 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 | | |
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <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) | Supports | <p>Zoom meetings time out after either 24 hours or 40 minutes depending on what plan the user is on and how 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.</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>2.2.2 Pause, Stop, Hide (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 with Exceptions | <p>The majority of dynamic moving content can be dismissible on demand by users.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • When a user receives an in-meeting chat, the message is displayed as a dialog at the bottom of the screen. However, this moving content can be disabled by activating the Mute Notifications button within the chats pane. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <p>2.3.1 Three Flashes or Below Threshold (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) • 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 majority of the product does not contain instances of flashing. |
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <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>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) | 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 |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 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) | | |
| <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 (through Talkback) 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) | Supports | The Zoom mobile application uses a limited number of external links. All links have clear text to allow the user to understand the purpose of each link. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| 2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria <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) • 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 <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. |
| 2.5.3 Label in Name (Level A 2.1 only) 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) | Supports | The product utilizes elements that have the same accessible name as its visual label. |

| 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 | | |
| 2.5.4 Motion Actuation (Level A 2.1 only) 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) • 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 contain any functionality that is triggered by gestures or by moving a device. |
| 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 product inherits the language settings configured in through the operating system. |
| 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) | Supports | The product does not initiate changes of context upon the focusing of elements. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|---|
| <ul style="list-style-type: none"> • 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) | | |
| <p>3.2.2 On Input (Level A)</p> Also applies to: 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) | Supports | The product does not initiate changes of context upon user input. |
| <p>3.3.1 Error Identification (Level A)</p> 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) | 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). |

| 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>3.3.2 Labels or Instructions (Level A)</p> 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) • 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 uses visible form labels pages with many input fields. However, some forms rely on placeholder text as an alternative for visible form labels. These exceptions include but are not limited to: <ul style="list-style-type: none"> • Invite screen • Join a Meeting screen • Add a Contact screen • Sign In screen |
| <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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports with Exceptions | <p>Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Several elements and controls do not announce their roles. For example, “Mute my Audio” and “Stop my Video” do not announce as buttons. However, Talkback properly announces how to interact with all controls. |

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) | Supports | <p>The product supports closed captioning for its meetings. Meeting hosts can assign a dedicated participant to type closed captioning, or use a 3rd party closed captioning provider.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <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 Exceptions | <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 in meeting recordings.</p> |
| <p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.4 (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> | Does not support | <p>Many of the product’s features are limited to portrait on phone devices.</p> <p>Tablet devices allow for the product to be viewed in landscape orientation.</p> |
| <p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.4 (Non-web document) 11.1.3.5 (Open Functionality Software) | Not applicable | The product is not implemented using markup languages. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> • 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> | | |
| <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>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) • 602.3 (Support Docs) | Supports | The product follows the minimal color contrast ratio for the text over the background. |
| <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 inherits the text resize options configured in the Android settings. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <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) • 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) <p>Revised Section 508 – Does not apply</p> | Supports | The product does not require scrolling in two dimensions to present content without loss of information. |
| <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) | Supports | The product UI follows the 3:1 minimal contrast ratio for the visual presentation UI components against adjacent colors. |

| 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 – Does not apply | | |
| <p>1.4.12 Text Spacing (Level AA 2.1 only)</p> Also applies to: EN 301 549 Criteria <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> Also applies to: EN 301 549 Criteria <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) • 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 | Not applicable | The product does not use the on-hover design pattern |
| <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) | Not applicable | The product is not a web application |

| 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) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | | |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports with Exceptions | <p>The product provides descriptive headings and labels throughout the application. However, several forms rely on placeholder text as an alternative for visible form labels. These exceptions include but are not limited to:</p> <ul style="list-style-type: none"> • Invite screen • Join a Meeting screen • Add a Contact screen • Sign In screen |
| <p>2.4.7 Focus Visible (Level AA)</p> <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) | Supports | <p>The product provides a visible focus indicator when elements receive keyboard focus through Android Talkback.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <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 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>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> | Not applicable | This product is not a web application. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------|--|
| <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 | | |
| <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) • 602.3 (Support Docs) | Supports with Exceptions | <p>Zoom provides visual error messages that are also programmatically announced to Screen Readers (e.g. an invalid meeting ID or invalid meeting password).</p> <p>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).</p> |
| <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) | Not applicable | The product does not cause legal commitments or financial transactions for the user. |

| 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>4.1.3 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 Exceptions | The product provides functions that can be used by users without vision. The majority of the features and content in the product is |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------|--|
| | | Talkback accessible. Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated (see WCAG 4.1.2 Name, Role, Value) |
| 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 |
| 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 |
| 302.6 Without Speech | Supports | The product can be fully operated without the use of speech. |
| 302.7 With Limited Manipulation | Supports | The product provides keyboard-accessible functions (through Talkback) to ensure that the product is usable with limited manipulation. |
| 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 Exceptions | The product is functional for users with limited language, cognitive, and learning abilities. Exceptions include: <ul style="list-style-type: none"> Several features and dialogs are timing restricted (2.2.1 Timing Adjustable) Some input fields by design do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions) |

Chapter 4: Hardware

Notes: Not Applicable

Chapter 5: Software

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|--------------------------|
|----------|-------------------|--------------------------|

| 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 Android operating system accessibility features. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports with Exceptions | Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies. Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 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 use tables to present 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 Talkback |
| 502.3.9 Modification of Text | Supports | The product allows assistive technologies to modify all applicable texts. |
| 502.3.10 List of Actions | Supports with Exceptions | The product ensures that most controls programmatically expose its list of information to assistive technologies. Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 502.3.11 Actions on Objects | Supports with Exceptions | The product programmatically exposes the available actions to assistive technologies. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|---|
| | | Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 502.3.12 Focus Cursor | Supports | The product supports Talkback's focus cursor throughout the application to indicate where the focus is at all times. |
| 502.3.13 Modification of Focus Cursor | Supports | The product allows assistive technologies to control the focus and selection cursor on all controls. |
| 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 inherits the accessibility settings configured in the Android 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 Exceptions | The product provides functions that can be used by users without vision. The majority of the features and content in the product is Talkback accessible. Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated (see WCAG 4.1.2 Name, Role, Value) |
| 4.2.2 Usage with limited vision | Supports with Exceptions | Most of the product is accessible to users with low vision. Exceptions include: <ul style="list-style-type: none"> The product currently does not support resizing of text in the user interface (see WCAG 1.4.4 Resize text) |
| 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 |
| 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 WCAG 1.2.4 Captions) The product allows recorded meetings to be fully captioned (see WCAG 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|----------------|-------------------|--|
| | | Exceptions include: <ul style="list-style-type: none"> • Several features and dialogs are timing restricted (see WCAG 2.2.1 Timing Adjustable) • Some input fields by design do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions) |
| 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 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 |
| 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 |
|----------|-------------------|--------------------------|
|----------|-------------------|--------------------------|

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 6.1 Audio bandwidth for speech | 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 | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals. |
| 6.2.1.2 Concurrent voice and text | Does not Support | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals. |
| 6.2.2.1 Visually distinguishable display | Does not Support | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals. |
| 6.2.2.2 Programmatically determinable send and receive direction | Does not Support | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals. |
| 6.2.3 Interoperability | Does not Support | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT signals. |
| 6.2.4 Real-time text responsiveness | Does not Support | Zoom Phone softphone in the application does not support TTY or RTT functionalities. Zoom Phone platform does not support transmitting TTY or RTT |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| | | 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 by |
| 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 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 7.2.1 Audio description playback | Not applicable | The product is not a media player nor does it contain embedded players. |
| 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 |
| 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 with Exceptions | Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies. Exceptions include: <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 11.3.2.6 Row, column, and headers | Not applicable | The product does not use tables to present 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 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|----------------------------|---|
| | | programmatically determined by Talkback |
| 11.3.2.11 List of available actions | Supports with Exception | <p>The product ensures that most controls programmatically expose its list of information to assistive technologies.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 11.3.2.12 Execution of available actions | Supports with Exception | <p>The product programmatically exposes the available actions to assistive technologies.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) |
| 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 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 with Exceptions | The product contains several instances where elements' programmatic roles are inadequately communicated to assistive technologies (see WCAG 4.1.2 Name, Role, Value) and thus do not afford the necessary state/property modifications. |
| 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 | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|--|
| | 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 Android operating system accessibility features. |
| 11.4 User preferences | Supports with Exceptions | Application inherits the accessibility settings configured in the Android settings. |
| 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 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 |

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