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Name of Product: Zoom Product Web Pages

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Zoom's video communications 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.

1. Zoom Video Meeting runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video conferencing application features video and audio conferencing for up to 500 live video participants, online meeting capabilities such as integrated meeting scheduling with calendar systems, telephone dial-in or call-me, mobile meeting scheduling, video breakout rooms, desktop and mobile screen sharing, mobile content sharing, remote screen control, co-annotation, whiteboarding, local and cloud recording, polling, chat and closed captioning.
2. Zoom Video Webinar runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video webinar application supports up to 100 interactive video panelists with up to 10,000 view-only attendees, with ability to broadcast the webinar to YouTube or Facebook Live. It's full-featured with video and audio conferencing, telephone dial-in or call-me, screen sharing, co-annotation, whiteboarding, local and cloud recording, polling, chat, Q/A, closed captioning, reporting, and the ability to elevate an attendee to a video panelist.
3. Zoom Business IM runs on Windows, macOS, Linux, iOS and Android devices. The IM application supports presence status, sending text, image, audio and file instantly to individual or group, creating groups and inviting users, collaborating from the group.
4. 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.
5. H323/SIP Connector cloud or on-premise (VM) enables H.323/SIP rooms to communicate with desktop, tablet and mobile devices. It works with video endpoints from Polycom, Cisco, Lifesize and others, supports H.264, H.239, H.235 and G.722 protocols.
6. Zoom administrative web pages consist of Account Users Management user interfaces, which allow users to start and join meetings, as well as manage personal profile and some of their own meeting settings; Account Administrators Management user interfaces, which allow the administrator to add, remove and edit users, as well as managing advanced features like API, SSO, and Meeting Connector; and Account Owners user interfaces, which allow the account owner to add, remove, and edit administrators, and restrict billing settings to only themselves.
7. Productivity tools: Zoom extension for browsers allows users to schedule meetings or start instant meetings from within the browser or Google calendar. Zoom plug-in for Outlook for Windows and macOS allows user to schedule and edit meetings or start instant meetings from within the Outlook application. Zoom plug-in for Skype for Business (Microsoft Lync) for Windows allow users to start instant meetings and invite contacts within the Skype for Business application.

The following testing was done on Chrome v48.0 to v68.0 with Wave Extension for WCAG 2.0 compliance and WebAIM for section 508 compliance, Firefox v45.0 to v61.0 with FireEyes for WAI-ARIA and Internet Explorer v11 on Windows 10 with NVDA screen reader v2016.1 to v2018.1, JAWS screen reader v17.0 to v18.0, Microsoft's Accessibility Display options (Filter keys and Display/Contrast settings) and standard Keyboard, on Safari v9.0 to v11.1 on Mac OS X 10.10 (Yosemite) to macOS 10.13 (High Sierra) with Apples' Accessibility Display options (invert colors, use grayscale, color settings, contrast settings and transparency settings), Zoom options, VoiceOver options and standard Keyboard.

Summary Table - Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based Internet Information and Applications	Applicable	Support
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Applicable	Support
Section 1194.41 Information, Documentation and Support	Applicable	Support

Section 1194.22 Web-based internet information and applications – Detail

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	<p>Consistent with WCAG 2.0 1.1.1 (Level A).</p> <p>Zoom’s administrative web pages support it by meeting WCAG 2.0 1.1.1 Non-text Content (Level A). See more details in in Zoom’s WCAG 2.0 compliance document.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	<p>Zoom’s administrative web pages do not use multimedia content. The meeting recording are multimedia but they are user content, and Zoom provides real-time closed captioning functionality in meeting to generate closed captioning enabled meeting recording, and closed captioning functionality for meeting replay.</p>
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	<p>Zoom’s administrative web pages do not rely on color coding to convey information.</p>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	<p>Consistent with WCAG 2.0 1.3.1 (Level A), 1.3.2 (Level A), 1.3.3 (Level A).</p> <p>Zoom’s administrative web pages support it by meeting WCAG 2.0 1.3.1 Info and Relationships (Level A), 1.3.2 Meaningful Sequence (Level A) and 1.3.3 Sensory Characteristics (Level A). See more details in in Zoom’s WCAG 2.0 compliance document.</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	<p>Zoom’s administrative web pages do not use server-side image map.</p>

<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p>	<p>Not Applicable</p>	<p>Zoom’s administrative web pages do not use client-side image map.</p>
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Supports</p>	<p>Consistent with WCAG 2.0 1.3.1 (Level A). Zoom’s administrative web pages support it by meeting WCAG 2.0 1.3.1 Info and Relationships (Level A). See more details in in Zoom’s WCAG 2.0 compliance document.</p>
<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Not Applicable</p>	<p>Zoom’s administrative web pages do not have any complex table structure.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation.</p>	<p>Supports</p>	<p>Consistent with WCAG 2.0 4.1.2 (Level A). Zoom’s administrative web pages support it by meeting WCAG 2.0 4.1.2 Name, Role, Value (Level A). See more details in in Zoom’s WCAG 2.0 compliance document.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	<p>Zoom’s administrative web pages do not have flashing content.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Supports</p>	<p>Zoom’s administrative web pages do not provide text-only page, however, users can use 3rd party browser extension to view text-only web pages and the pages are accessible with screen reader software.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Supports</p>	<p>Zoom’s administrative web pages are supported with screen reader software such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS, BackTalk on Android.</p>

<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	<p>Not Applicable</p>	<p>Zoom's administrative web pages do not use applet or plug-in content.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<p>The forms in Zoom's administrative web pages are supported with screen reader software such as NVDA and JAWS on Windows, VoiceOver on Mac and iOS, BackTalk on Android.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>Consistent with WCAG 2.0 2.4.1 (Level A). Zoom's administrative web pages supports bypassing blocks to skip repetitive navigation links.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>Zoom's administrative web pages do not have timed response pages.</p>

Section 1194.31 Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	The support is implemented with 1194.22 (a)(c)(d)(g)(l)(n).
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	The support is implemented with 1194.22 (a)(c)(d)(g)(l)(n)(o).
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not Applicable	There are no audio features in this product.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	There are no audio features in this product.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	User speech is not required for application control.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The support is implemented with 1194.22 (a).

Section 1194.41 Information, Documentation and Support – Detail

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Zoom can produce alternative format of documentation for customer upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Zoom can produce alternative format of documentation for customer upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<p>Product support for Zoom products is available in a variety of formats and from a number of online sources found at https://support.zoom.us</p> <p>For information on additional support services, visit the Zoom Accessibility Web site at https://www.zoom.us/accessibility</p>