Date: Jan 23, 2019
Name of Product: Zoom Video Conferencing and Webinar v4.3.0 (Windows)
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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 Chat runs on Windows, macOS, Linux, iOS and Android devices. The Chat 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 Voice softphone runs on Windows, macOS, iOS and Android devices. The Zoom Voice softphone is a cloud phone application that is available as an add-on to our video communications suite. It supports inbound and outbound calling through the public switched telephone network (PSTN) and seamlessly integrated traditional telephony features will enable customers to replace their existing PBX solution and consolidate all of their business communication and collaboration requirements into their favorite video service.

5. 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.

6. Zoom 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.

7. 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.

8. Zoom productivity tools: Zoom extension for browsers allows uses 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 a Windows 10 with NV Access's NVDA screen reader v2016.1 to v2018.4, and JAWS screen reader v17.0 and v18.2, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard keyboard.

Summary Table - Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	Partial support
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	
Section 1194.23 Telecommunications Products	Applicable	Partial support
Section 1194.24 Video and Multi-media Products	Applicable	Support
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	Partial support
Section 1194.41 Information, Documentation and Support	Applicable	Support

Section 1194.21 Software Applications and Operating Systems – Detail

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports	Application provides keyboard support for all elements of the meeting interface, with additional shortcuts support described in "Hot keys And Keyboard for Zoom" in document: https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-for-Zoom, while also respecting the Windows keyboard shortcuts described in the "Keyboard shortcuts in Windows" document: https://support.microsoft.com/en-us/help/12445/windows-keyboard-shortcuts.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Application does not disrupt or disable Windows operating system accessibility features such as narrator, magnifier, filter keys, toggle keys, sticky keys, and the on-screen keyboard.

(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Application supports keyboard tabbing. Application also supports the well-defined on-screen outline that represents current focus, in conjunction with assistive technology such as Microsoft accessibility narrator option and JAWS and NVDA screen reader.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	Application provides support for Microsoft's Accessibility MSAA interface, this support can be leveraged by other assistive technology such as Microsoft accessibility narrator option and JAWS and NVDA screen reader.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Application uses different icons and text.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	Application displays all text through operating system function.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does not Support	Application does not honor user-defined color and high contrast settings in Windows. Zoom meeting user interfaces in Windows use Owner-Draw technique, which does not inherit operating system high contrast settings.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Application does not use animation to convey information. Users sharing animated information during a Zoom meeting will need to

		provide an alternative rendering.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	Application does not use color coding to convey information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	Application does not have color or contrast adjustment settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	There are no instances of blinking of flashing that are within the frequency of 2Hz and 55Hz in Zoom meeting user interfaces. The microphone indicator image button at left-bottom corner of main meeting window, blinks when audio input is received, but the image icon is very small (10 x 16 pixels) and is not in more than 2% of the screen. The speaker and microphone input level bar image, in Settings/Audio dialog, blink when user clicks on Test Speaker or Test Mic buttons and microphone or audio input is received, but the image icons are very small (4 x 70 pixels) and are not in more than 5% of the screen. The CPU and memory usage indicator bar image, in Settings/Statistics dialog, blink when CPU or memory usage changes, but the image icons are very small (5 x 70 pixels)

		and are not in more than 5% of the screen.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	Application does not use forms.

Section 1194.23 Telecommunications Products – Detail

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Does not Support	Zoom Voice softphone in the application does not support TTY or RTT functionalities. Zoom Voice platform does not support transmitting TTY or RTT signals.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Does not Support	Zoom Voice softphone in the application does not support TTY or RTT functionalities. Zoom Voice platform does not support transmitting TTY or RTT signals.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Does not Support	Zoom Voice softphone in the application does not support TTY or RTT functionalities. Zoom Voice platform does not support transmitting TTY or RTT signals.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Supports	Zoom Voice softphone in the application does not use design that requires a timed response.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports	Zoom Voice 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 the screen reader software.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Support	Zoom Voice softphone in the application inherits the audio settings from the operating system, which supports the gain adjustable up to 20 dB and the incremental volume control at a step of 1 dB of gain.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Does not Support	Zoom Voice softphone in the application does not provide a means of resetting the volume to the default level.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not	Not Applicable	

require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	

Section 1194.24 Video and Multi-media Products – Detail

Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	Application does not include any display hardware.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	Application does not include any television tuner hardware.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	Application provides support for real-time captioning, described in "Closed Captioning" in document: https://support.zoom.us/hc/en-us/articles/207279736-Closed-Captioning.

(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supports	Content presented in a Zoom meeting can be described by a participant functioning as a live audio describer.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	The user can select to display captions in their Zoom meeting.

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	Application provides support for Microsoft's accessibility MSAA interfaces. This support can be leveraged by assistive technologies such as Microsoft Accessibility Options and JAWS and NVDA screen reader.
(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 with Exceptions	Application provides support for assistive technologies with the exceptions explained in 1194.21 (g).
(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	Supports	Application provides multiple features support including chat and closed captioning functionalities. If desired an ASL interpreter can also attend the meeting and share video of real-time ASL translation.
(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.	Supports	Chat functionality provides text communication. Audio levels rely on the associated computer and/or phone devices. Application inherits computer audio level settings.

(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 can take advantage of text chat for speech alternative. 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	

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	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 For information on additional support services, visit the Zoom Accessibility Web site at https://www.zoom.us/accessibility