Date: October 22, 2016
Name of Product: Zoom Video Conferencing and Webinar v3.5 (MAC OSX)
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Zoom's video communications product suite runs on mobile, desktop, and conference room systems. Our platform unifies video and audio conferencing, online meetings, IM/presence, and a software-defined conference room system into one experience that is simple to deploy and easy to use.

1. Zoom Video Conferencing for desktop runs on Windows, Mac, Linux and Chrome OS devices. It features video and audio conferencing for up to 200 live video participants, online meeting capabilities such as recording and screen sharing, and group messaging.

2. Zoom Video Conferencing for mobile runs on iOS, Android, and Blackberry. On these platforms, Zoom also features the ability to start, join, and schedule, video and audio conferencing for up to 200 live video participants, cloud recording, screen sharing of cloud documents or - via iOS Airplay - apps, and group messaging.

3. Zoom Video Webinars, our webinar solution, supports up to 25 video panelists interacting and screen sharing with up to 10,000 attendees. The platform features Q/A, polling, reporting, and the ability to elevate an attendee to a video panelist.

4. Zoom Rooms, our software-defined video conference room solution, runs on Mac and PC hardware, and features audio and video conferencing, wireless content sharing, integrated calendaring. Zoom Rooms supports three displays and touch screens.

5. Zoom Web Pages for Account Users allows users to start and join meetings, as well as manage some of their own meeting settings.

6. Zoom Web Pages for Account Administrators has all the privileges of users, with the addition of adding, removing, and editing users, as well as managing advanced features like API, SSO, and Meeting Connector.

7. Zoom Web Pages for Account Owners has all the privileges of users and administrators, but can also add, remove, and edit administrators, and restrict billing settings to only themselves.

The following testing was done on a MAC OS X Yosemite (10.10.5) with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option 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	Not Applicable	
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 with Exceptions	Application provides keyboard support for all elements of the meeting interface, with a few exceptions in user interfaces in video panel and participant's Polling window.
(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 Mac OSX operating system accessibility features such as Zoom and Mouse Keys, high contrast settings, and VoiceOver.
(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 with Exceptions	Application supports keyboard tabbing. Application also supports the well-defined on-screen outline that represents current focus, as provided by the operating system in conjunction with VoiceOver, with a few exceptions in user interfaces in video panel and participant's Polling window.

(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 with Exceptions	Application provides support for Apple's Accessibility APIs, this support can be leveraged by other technologies such as the VoiceOver technology which is provided by Mac OS with a few exceptions in user interfaces in video panel.
(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	
(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 with Exceptions	Application displays all text through operating system functions with exception when displaying user name in video pane.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Application does honor user-defined color and 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	Application uses flashing image icons for microphone and speaker volume indicator, the frequency is not in the range of 2 Hz and 55 Hz, and the image icons are very small and are not in more than 2% 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 1194.24 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. This feature is disabled by default. The account administrator can enable it in Zoom administration webpage.

(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 with Exceptions	Application provides support for Apple's Accessibility APIs (with exceptions). This support can be leveraged by other technologies such as the VoiceOver technology that is provided by Mac OS. Therefore, application supports VoiceOver with exceptions explained in 1194.21(a) (c) (d) (f).
(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	Support for Assistive Technology is provided, with the exceptions explained in 1194.21(a) (c) (d) (f).
(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	Multiple features support, including chat functionalities and available closed captioning. 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 with Exceptions	Refer to 1194.21(a) (c) (d) (f).

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