Date: October 22, 2016
Name of Product: Zoom Video Conferencing and Webinar v3.5 (Windows)
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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 Windows 10 with NVDA screen reader v2016.1, and JAWS v17.0, 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	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 the following exceptions:
		
		Exception 1: When video is on, the buttons contained in the video window are image and therefore cannot be accessed by the "Tab" key. These buttons include:
		
		a. "Speaker View" button
		    Workaround: (Alt + F1)
		b. "Gallery View" button
		    Workaround: (Alt + F2)
		c. "Enter/Exit Full Screen" button
		    Workaround: (Alt + F)
		d. "Stop Recording" button
		    Workaround: (Alt + C)
		e. The popup menu when right clicking on a video frame
		    Workaround: the same menu can be accessed through the participant's dialog, which fully supports keyboard, except for item 6 and item 7.
		f. "Pin Video", "Switch to Active Speaker" and "Cancel the Spotlight Video" buttons

		no workaround at this time
		g. "Hide Non-video" participants
		no workaround at this time
		h. "Swap shared screen with window" button
		no workaround at this time
		Exception 2: When meeting window is minimized and user video has been turn on, Zoom shows a small thumbnail video floating on desktop. The buttons contained in this thumbnail window are image and therefore cannot be accessed by "Tab" key. These buttons include:
		a. "Hide video" and "Show Video" buttons
		b. "Mute My Audio" and "Unmute My Audio" buttons
		Workaround: Alt + A
		c. "Start Video" and "Stop Video" buttons
		Workaround: Alt + V
		d. "Exit Minimized Video";
		The functionalities a, b and c can be archived by using "Back to Meeting" button to exit the minimized mode, then operating on toolbar in main meeting window.
		Exception 3: In gallery view mode, when there are more than 25 video participants in the meeting, or in speaker view mode, when there are more than 4 video participants in the meeting, the pagination buttons "Next Page" and "Previous Page" are image and therefore cannot be accessed by "Tab";

		Workaround: user can use "Page Down" and "Page Up" on physical keyboard to switch page.
		
		Exception 4: In Zoom Video Webinar participant side, the buttons contained in the video window are image and therefore cannot be accessed by "Tab" key. These buttons include:
		
		   a. "Audio Settings" button
		
		       Workaround: The same settings dialog can be accessed by opening "Settings" dialog in main Zoom window
		
		   b. "Q&A" button
		
		       no workaround at this time
		
		   c. "Chat" button
		
		       no workaround at this time
		
		   d. "Closed Caption" button
		
		       no workaround at this time
		
		   e. "Raise Hand" and "Lower Hand" buttons
		
		       no workaround at this time
		
		Exception 5: In Zoom meeting, user can request remote camera control of a participant's PTZ camera which supports "pan-tilt-zoom". The user interfaces to switch, pan, tilt and zoom the remote camera are image and are composed to video, therefore cannot be accessed by "Tab" key.

(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 with Exceptions	Focus is well-defined visually and exposed to assistive technology via the MSAA interface, with the following exceptions: Exception 1: All user interfaces referred in 1194.21.a cannot be tabbed using "Tab" key, therefore they don't have indication of current focus. Exception 2: A few user interfaces implemented by List can get input focus, however they do not have outline. These interfaces include: a. The participants list window in Zoom Meeting chat window b. The chat message list window in Zoom Meeting chat window c. The participants list window in Manage Participants dialog at meeting host side, in Participants dialog at meeting participant side.

(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 information about user interfaces to assistive technology, with the following exceptions: Exception 1: The UI interfaces referred in 1194.21.a cannot be accessed by keyboard, therefore they are not compatible with Assistive Technology. Exception 2: The participant's name shown in video panel in gallery view or thumbnail view is part of video format, therefore they are not compatible with Assistive Technology
(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 with Exceptions	Textual information is made available to assistive technologies via the MSAA interface, with the following exceptions when the user interfaces are semi-transparent, or the text is mixed to video panel: Exception 1: In Zoom Video Webinar practice mode, a few informative information strings shown at webinar host side are not rendered through operating system functions, it includes "Practice Mode Only: Viewers cannot join until you broadcast", "Broadcast", "The webinar is now broadcasting to all viewers" Exception 2: At meeting host side, when host selecting "Closed Caption", the text in semi-transparent dialog "Assign

		someone to type" is not compatible with Assistive Technology. Exception 3: At meeting participant side, when joining a scheduled meeting and the meeting host has not yet arrived, the text in semi-transparent dialog "Please wait for the host to start this meeting" is not compatible with Assistive Technology.
(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 1194.24 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	Support for Assistive Technology is provided, with the 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) (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	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