

# Zoom Video Communications Accessibility Conformance Report

## International Edition

VPAT® Version 2.5

**Name of Product/Version:** Zoom Mobile Application v6.5.0 (Android and iOS)

**Product Description:** Zoom Workplace brings communication, employee engagement, spaces, and productivity solutions together on a single platform with Zoom AI Companion capabilities woven throughout. This report contains accessibility information regarding features like Meetings, Webinars, Team Chat, AI Companion and other related features for the Zoom mobile application.

**Date:** June 25, 2025

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**Notes:**

**Evaluation Methods Used:** The following testing was done on the latest Android and iOS versions. For Android testing, testing was completed using Accessibility Display options, and Android Talkback option. For iOS, testing was completed using Apple accessibility display options and VoiceOver.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1 at <a href="https://www.w3.org/TR/WCAG21/">https://www.w3.org/TR/WCAG21/</a>	Level A (Yes) Level AA (Yes) Level AAA (No )
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> 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 <a href="https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf">https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf</a>	(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.
- **Partially supports:** 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><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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 3<sup>rd</sup> 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>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.2 (Web)</li> <li>● 10.1.2.2 (Non-web document)</li> <li>● 11.1.2.2 (Open Functionality Software)</li> <li>● 11.1.2.2 (Closed Software) – Does not apply</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The product supports open and closed captioning for its recorded meetings. Users can assign a dedicated participant to type in closed captioning, add a 3<sup>rd</sup> 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><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.2.3 (Web)</li> <li>● 10.1.2.3 (Non-web document)</li> <li>● 11.1.2.3.1 (Open Functionality Software)</li> <li>● 11.1.2.3.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	<p>The product supports closed captioning for its recorded meetings. Users can assign a dedicated participant to type in closed captioning, use a 3<sup>rd</sup> 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><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.3.1 (Web)</li> <li>● 10.1.3.1 (Non-web document)</li> </ul>	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 announced</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		as part of a tab control group, and list of items are programmatically announced as part of a list).
<a href="#">1.3.2 Meaningful Sequence</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product employs a screen reader focus order that is logical and follows the visual order of elements.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product conveys information without solely using color differences.
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<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><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p>	Partially supports	The product provides keyboard support to most elements in the application when paired with a screen reader.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.1.2 No Keyboard Trap</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product allows for keyboard navigation throughout the application without keyboard trap.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> </ul>	Not applicable	The Zoom mobile application does not support keyboard shortcuts.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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: <a href="https://support.zoom.us/hc/en-us/articles/202460676-Will-My-Meeting-Time-Out-">https://support.zoom.us/hc/en-us/articles/202460676-Will-My-Meeting-Time-Out-</a> . 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><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<p>The majority of dynamic moving content can be dismissible on demand by users.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p>	Supports	The majority of the product does not contain instances of flashing.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1(Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	This product is not a web application.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> </ul>	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"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">2.4.3 Focus Order</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product provides a focus order (through screen readers) that is consistent with the visual order of the application.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	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
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not applicable	The product does not require any multi-point gestures in order to operate content.
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	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.
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3 (Open Functionality Software)</li> <li>11.2.5.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	The product utilizes elements that have the same accessible name as its visual label.

Criteria	Conformance Level	Remarks and Explanations
<b>2.5.4 Motion Actuation</b> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> 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.
<b>3.1.1 Language of Page</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product inherits the language settings configured in through the operating system.
<b>3.2.1 On Focus</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>	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"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<b>3.2.2 On Input</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not initiate changes of context upon user input.
<b>3.2.6 Consistent Help</b> (Level A 2.2 only) <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Not applicable	The product is native based, and not a web-based application.
<b>3.3.1 Error Identification</b> (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Partially supports	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"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<p>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.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"> <li>Invite screen</li> <li>Join a Meeting screen</li> <li>Add a Contact screen</li> </ul>
<p><b>3.3.7 Redundant Entry</b> (Level A 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	The product ensures form fields are appropriately populated and/or provides the users options to select to reduce the need of remembering information.
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	This product is not implemented using markup languages.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Supports	The product supports closed captioning for its meetings. Meeting hosts can assign a dedicated participant to type closed captioning, or use a 3 <sup>rd</sup> party closed captioning provider.



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	<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><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <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><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.5 (Open Functionality Software)</li> <li>11.1.3.5 (Closed Software)</li> </ul>	Not applicable	<p>The product is not implemented using markup languages.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product follows the minimal color contrast ratio for the text over the background.
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product inherits the text resize options configured in the Android settings.

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.5 (Web)</li> <li>● 10.1.4.5 (Non-web document)</li> <li>● 11.1.4.5.1 (Open Functionality Software)</li> <li>● 11.1.4.5.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Supports	The product uses text rather than images of text to present information.
<p><b>1.4.10 Reflow</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.10 (Web)</li> <li>● 10.1.4.10 (Non-web document)</li> <li>● 11.1.4.10.1 (Open Functionality Software)</li> <li>● 11.1.4.10.2 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> <li>● 12.2.4 (Support Docs)</li> </ul> <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><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>● 9.1.4.11 (Web)</li> <li>● 10.1.4.11 (Non-web document)</li> <li>● 11.1.4.11 (Open Functionality Software)</li> <li>● 11.1.4.11 (Closed Software)</li> <li>● 11.8.2 (Authoring Tool)</li> <li>● 12.1.2 (Product Docs)</li> </ul>	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"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	The product is not implemented using markup languages.
<p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Not applicable	The product does not use the on-hover design pattern
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	Not applicable	The product is not a web application

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<a href="#">2.4.6 Headings and Labels</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Partially supports	The product provides descriptive headings and labels throughout the application. However, several forms rely on placeholder text as an alternative for visible form labels.  <b>These exceptions include but are not limited to:</b> <ul style="list-style-type: none"> <li>Invite screen</li> <li>Join a Meeting screen</li> <li>Add a Contact screen</li> <li>Sign In screen</li> </ul>
<a href="#">2.4.7 Focus Visible</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product provides a visible focus indicator when elements receive keyboard focus through screen readers.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only) <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> </ul>	Supports	The product ensures that focus indicators do not obstruct content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>Revised Section 508 – Does not apply</li> </ul>		
<p><a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Partially supports	<p>The product does not yet provide alternatives to some pointer dragging movements.</p> <p>In areas where drag and drop is supported to re-order elements (such as re-ordering chats in the sidebar, moving apps in the tab panel of the home screen, moving video tiles in gallery view), we support alternate ways of moving to general areas through a right click menu (e.g. move to a specific folder, pin/unpin from toolbar, pinning videos in gallery view). However, these right click menu options do not allow for the same granular change of positioning that drag-and-drop offers.</p>
<p><a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)</p> <ul style="list-style-type: none"> <li>EN 301 549 Criteria – Does not apply</li> <li>Revised Section 508 – Does not apply</li> </ul>	Supports	The product ensures that targets meet the minimum dimensions.
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	The product does not provide content written in multiple languages at once.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> </ul>	Not applicable	This product is not a web application.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not applicable	This product is not a web application.
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	Partially supports	<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>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Not applicable	The product does not cause legal commitments or financial transactions for the user.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document) – Does not apply</li> <li>11.4.1.3 (Open Functionality Software) – Does not apply</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	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	Partially supports	The product provides functions that can be used by users without vision. The majority of the features and content in the product is screen reader accessible.
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 screen readers) 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	Partially supports	<p>The product is functional for users with limited language, cognitive, and learning abilities.</p> <p><b>Exceptions include:</b></p> <ul style="list-style-type: none"><li>• Several features and dialogs are timing restricted (2.2.1 Timing Adjustable)</li><li>• Some input fields by design do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions)</li></ul>

## Chapter 4: Hardware

Notes: Not Applicable

## Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.x</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	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.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies.
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 screen readers
502.3.9 Modification of Text	Supports	The product allows assistive technologies to modify all applicable texts.
502.3.10 List of Actions	Partially supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.
502.3.11 Actions on Objects	Partially supports	The product programmatically exposes the available actions to assistive technologies.
502.3.12 Focus Cursor	Supports	The product supports screen reader 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.

Criteria	Conformance Level	Remarks and Explanations
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
<b>503 Applications</b>	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.
<b>503.4 User Controls for Captions and Audio Description</b>	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
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> 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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	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

Criteria	Conformance Level	Remarks and Explanations
		found online at the Zoom Help Center and Zoom Accessibility page.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided in electronic format.
<b>603 Support Services</b>	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.

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Notes:

## Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially supports	The product provides functions that can be used by users without vision. The majority of the features and content in the product is screen readers accessible.
4.2.2 Usage with limited vision	Supports	Most of the product is accessible to users with low vision.
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	Partially supports	The product is functional for users with limited language, cognitive, and learning abilities. <b>Exceptions include:</b> <ul style="list-style-type: none"><li>• Several features and dialogs are timing restricted (see WCAG 2.2.1 Timing Adjustable)</li><li>• Some input fields by design do not use error messages and error suggestions (see WCAG 3.3.3 Error Suggestions)</li></ul>
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
<b>5.1 Closed functionality</b>	<b>[Not Applicable]</b>	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	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
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
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	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

Criteria	Conformance Level	Remarks and Explanations
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.
<b>5.5 Operable parts</b>	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
<b>5.6 Locking or toggle controls</b>	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
6.1 Audio bandwidth for speech	Supports	The product can encode and decode audio with a frequency range that ensures clear audio quality.
<b>6.2 Real-time text (RTT) functionality</b>	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.

Criteria	Conformance Level	Remarks and Explanations
		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 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.
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
<b>6.5.1 General (informative)</b>	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.
<b>6.6 Alternatives to video-based services (advisory only)</b>	Heading cell – no response required	Heading cell – no response required

## Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>7.1 Caption processing technology</b>	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.
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.

Criteria	Conformance Level	Remarks and Explanations
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
<b>10.0 General</b>	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See <a href="#">WCAG 2.x</a> 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
<b>11.0 General</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
11.1.1.1 through 11.4.1.3	See <a href="#">WCAG 2.x</a> section	See information in WCAG section
<b>11.5 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.1 Closed functionality (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.5.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.5.2.2 Platform accessibility service support for assistive technologies</b>	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	Partially supports	Most of the controls in the product provide the necessary role, state, property, and value information to assistive technologies.
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 programmatically determined by screen readers
11.3.2.11 List of available actions	Partially Supports	The product ensures that most controls programmatically expose its list of information to assistive technologies.
11.3.2.12 Execution of available actions	Partially Supports	The product programmatically exposes the available actions to assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports	The product provides a visible focus indicator when elements receive keyboard focus.

Criteria	Conformance Level	Remarks and Explanations
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	Partially supports	The product adequately provides programmatic roles or values to ensure that the necessary state/property modifications are communicated to assistive technologies.
11.3.2.17 Modifications of values and text	Supports	The product allows assistive technologies to modify all applicable texts.
<b>11.4 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response 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	Partially supports	Application inherits the accessibility settings configured in the Android settings.
<b>11.6 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.6.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> 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
<b>12.1 Product documentation</b>	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 <a href="#">WCAG 2.x</a> section	See information in WCAG section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 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.
12.2.3 Effective communication	Supports	Zoom support services accommodate the diverse needs of individuals with disabilities.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG section

## Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not Applicable

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