

# 2Ring Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** 2Ring Gadgets for Cisco Finesse v8

**Report Date:** April 2024

**Product Description:** an add-on software to enhance feature set of Cisco contact centers

**Contact Information:** [info@2ring.com](mailto:info@2ring.com)

**Notes:** N/A

**Evaluation Methods Used:** Testing is based on knowledge of general product functionality. The following testing was done on a Windows 11 with Microsoft Edge and with standard keyboard.

# Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</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 only be used in WCAG Level AAA criteria.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

**Note: When reporting on conformance with the WCAG 2.0 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:** For the purpose of this document, Config Page is considered an Authoring Tool. Software does not apply since the entire UI of 2Ring Gadgets for Cisco Finesse is web-based.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Does Not Support Software: N/A Authoring Tool: Supports</p>	<p>Web: Audio Content of a call is not available as text transcript. Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content. Electronic Docs: There is no pre-recorded audio only or video only content. Software: Authoring Tool: There is no pre-recorded audio only or video only content.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content. Electronic Docs: There is no pre-recorded audio only or video only content. Software: Authoring Tool: There is no pre-recorded audio only or video only content.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded video only content. Electronic Docs: There is no pre-recorded video only content. Software: Authoring Tool: There is no pre-recorded audio only or video only content.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Does Not Support Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Not all structures and relationships are programmatically determined or available in text Electronic Docs: Structures and relationships are not programmatically determined or available in text Software: Authoring Tool: Not all structures and relationships are programmatically determined or available in text</p>
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Partially Supports Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Keeps meaningful order of the content but not programmatically determined Electronic Docs: Keeps meaningful order of the content but not programmatically determined Software: Authoring Tool: Keeps meaningful order of the content but not programmatically determined</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool: There is no audio content</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.1 Keyboard</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Supports Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Not all interactive actions work with a keyboard. Electronic Docs: Supports Software: Authoring Tool: Not all interactive actions work with a keyboard.</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Does Not Support Electronic Docs: Supports Software: N/A Authoring Tool: Does Not Support</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: adjustable Authoring Tool:</p>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Partially Supports Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Some focus orders are not logical. Electronic Docs: Can navigate with Tab + Enter (Page Up/Page Down) Software: Authoring Tool: Some focus orders are not logical.</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Supports Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Some hyperlinks are not explained Electronic Docs: Software: Authoring Tool: Some hyperlinks are not explained</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: . Electronic Docs: Only English version of the administration UI is available. Software: Authoring Tool: Only English version of the administration UI is available.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool:</p>
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to: WCAG 2.0 – Always answer ‘Supports’ 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>	<p>Supports</p>	<p>For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a>.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to: 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>	<p>Web: Partially Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Partially Supports</p>	<p>Web: Some elements do not have corrected Name, Role and Value. Electronic Docs: There is no content to which a success criterion applies Software: Authoring Tool: Some elements do not have corrected Name, Role and Value.</p>



**Table 2: Success Criteria, Level AA**

**Notes:**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)            Also applies to:            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>	<p>Web: Not Applicable            Electronic Docs: Not Applicable            Software: N/A            Authoring Tool: Not Applicable</p>	<p>Web: There is no live audio or video content.            Electronic Docs: There is no live audio or video content.            Software:            Authoring Tool: There is no live audio or video content.</p>
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)            Also applies to:            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>	<p>Web: Not Applicable            Electronic Docs: Not Applicable            Software: N/A            Authoring Tool: Not Applicable</p>	<p>Web: There is no pre-recorded audio only or video only content.            Electronic Docs: There is no pre-recorded audio only or video only content.            Software:            Authoring Tool: There is no pre-recorded audio only or video only content.</p>
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)            Also applies to:            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>	<p>Web: Supports            Electronic Docs: Supports            Software: N/A            Authoring Tool: Supports</p>	<p>Web:            Electronic Docs:            Software:            Authoring Tool:</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)            Also applies to:            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>	<p>Web: Partially Supports            Electronic Docs: Supports            Software: N/A            Authoring Tool: Supports</p>	<p>Web: Some content may be lost when zooming            Electronic Docs:            Software:            Authoring Tool:</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Does Not Support Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Text size, style and color is not adjustable in documentation Software: Authoring Tool:</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: There are no multiple languages phrases on a page. Electronic Docs: There are no multiple languages phrases on a page. Software: Authoring Tool: There are no multiple languages phrases on a page.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Supports Software: N/A Authoring Tool: Supports</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Supports Electronic Docs: Not Applicable Software: N/A Authoring Tool: Does Not Support</p>	<p>Web: Electronic Docs: Not Applicable Software: Authoring Tool: :</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: 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>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: N/A Authoring Tool: Not Applicable</p>	<p>Web: Electronic Docs: Software: Authoring Tool:</p>

# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	
302.2 With Limited Vision	Supports	
302.3 Without Perception of Color	Partially Supports	The product does not fully support users without perception of color, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Partially Supports	The product does not fully support users without perception of color, please see "W3C WCAG 2.0 Level A and AA for Web Application" table for more details.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Support for users with limited language, cognitive, and learning abilities vary and depends on the user's experience.

## Chapter 4: [Hardware](#)

Notes: 2Ring does not provide any Hardware and thus the entire Hardware section does not apply / is deemed as not applicable.

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Supports	
<b><a href="#">502.3 Accessibility Services</a></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Descriptions are not programmatically determinable.
502.3.2 Modification of Object Information	Does not Support	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Does Not Support	
502.3.5 Modification of Values	Does not Support	
502.3.6 Label Relationships	Does not Support	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Does not Support	
502.3.10 List of Actions	Does not Support	
502.3.11 Actions on Objects	Does not Support	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Does not Support	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Partially Supports	9.3.3,4,5 - Supports 10.6.7,8 - Does not Support 10.6.9, 7.1 - Supports
<b><a href="#">503 Applications</a></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Does Not Support	These preferences are set by the application.

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	There is no alternate user interface used as assistive technology for this product.
<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	Not Applicable	The product does not have multimedia component.
503.4.2 Audio Description Controls	Not Applicable	The product does not have multimedia component.
<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”)	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

## Chapter 6: [Support Documentation and Services](#)

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	Does not Support	There is no specific accessibility features documentation.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Electronic format is used for documentation.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Contact 2Ring via email, <a href="mailto:info@2Ring.com">info@2Ring.com</a> for more information.
603.3 Accommodation of Communication Needs	Supports	2Ring conforms through equal facilitation. Customers may reach 2Ring Service Desk via Phone, Email, or Web Form.

## **Legal Disclaimer (2Ring America, Inc.)**

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