Date: August 24, 2018
Name of Product: Zoom Plug-in for Microsoft Outlook v4.4 (macOS)
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Zoom's video communications product suite runs on mobile, desktop, and conference room systems. Zoom platform unifies video and audio conferencing, simple online meetings, group messaging, and a software-defined conference room solution into one easy-to-use platform that is simple to deploy.

1. Zoom Video Meeting runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video conferencing application features video and audio conferencing for up to 500 live video participants, online meeting capabilities such as integrated meeting scheduling with calendar systems, telephone dial-in or call-me, mobile meeting scheduling, video breakout rooms, desktop and mobile screen sharing, mobile content sharing, remote screen control, co-annotation, whiteboarding, local and cloud recording, polling, chat and closed captioning.

2. Zoom Video Webinar runs on Windows, macOS, Linux, Chrome OS, iOS, Android, and Blackberry devices. The video webinar application supports up to 100 interactive video panelists with up to 10,000 view-only attendees, with ability to broadcast the webinar to YouTube or Facebook Live. It's full-featured with video and audio conferencing, telephone dial-in or call-me, screen sharing, co-annotation, whiteboarding, local and cloud recording, polling, chat, Q/A, closed captioning, reporting, and the ability to elevate an attendee to a video panelist.

3. Zoom Business IM runs on Windows, macOS, Linux, iOS and Android devices. The IM application supports presence status, sending text, image, audio and file instantly to individual or group, creating groups and inviting users, collaborating from the group.

4. Zoom Rooms and Zoom Rooms Touch, Zoom's software based video conference room solution, runs on macOS and PC hardware with optional touch screens, and iPad or Android tablet as remote, features audio and video conferencing, wireless content sharing, annotation, whiteboarding, integrated calendaring. Zoom Rooms supports three displays and touch screens.

5. H323/SIP Connector cloud or on-premise (VM) enables H.323/SIP rooms to communicate with desktop, tablet and mobile devices. It works with video endpoints from Polycom, Cisco, Lifesize and others, supports H.264, H.239, H.235 and G.722 protocols.

6. Zoom administrative web pages consist of Account Users Management user interfaces, which allow users to start and join meetings, as well as manage personal profile and some of their own meeting settings; Account Administrators Management user interfaces, which allow the administrator to add, remove and edit users, as well as managing advanced features like API, SSO, and Meeting Connector; and Account Owners user interfaces, which allow the account owner to add, remove, and edit administrators, and restrict billing settings to only themselves.

7. Productivity tools: Zoom extension for browsers allows uses to schedule meetings or start instant meetings from within the browser or Google calendar. Zoom plug-in for Outlook for Windows and macOS allows user to schedule and edit meetings or start instant meetings from within the Outlook application. Zoom plug-in for Skype for Business (Microsoft Lync) for Windows allow users to start instant meetings and invite contacts within the Skype for Business application.

The following testing was done on Mac OS X 10.10 (Yosemite) to macOS 10.13 (High Sierra), with Apples' Accessibility Display options (color inversion, grayscale, color settings, contrast settings and transparency settings), Zoom option, VoiceOver option and standard keyboard.

Summary Table - Voluntary Product Accessibility Template®

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	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	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	Zoom native plug-in for Microsoft Outlook for macOS ('*the plug-in*') provides keyboard support for all elements of the meeting interface, with the following exceptions: 1. The "Zoom" icon in Outlook's main toolbar. 2. The "Add Zoom Meeting" and "Personal Audio Conference" buttons in Outlook's "Schedule a meeting" window Zoom native plug-in for Outlook for macOS is obsolete, we suggest user installing the Zoom add-in for Office 365 instead. Zoom add-in for Office 365 can be installed on native Outlook client on macOS. This add-in is fully keyboard accessible.

(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	The plug-in does not disrupt or disable Mac OSX operating system accessibility features such as Zoom and Mouse Keys, high contrast settings, and VoiceOver.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	The plug-in supports keyboard tabbing. Application also supports the well-defined on-screen outline that represents current focus, as provided by the operating system in conjunction with VoiceOver.
(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	The plug-in provides support for Apple's Accessibility APIs, this support can be leveraged by other technologies such as the VoiceOver technology which is provided by Mac OSX.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text	Supports	The plug-in displays all text through operating system function.

content, text input caret location, and text attributes.		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The plug-in does honor user-defined color and contrast settings.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	The plug-in 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	The plug-in 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	The plug-in 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	The plug-in does not use flashing or blinking objects.
(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	The plug-in 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	The plug-in 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	The plug-in 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.	Not Applicable	The plug-in does not use or have any multimedia content.

(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.	Not Applicable	The plug-in does not use or have any multimedia content.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	The plug-in does not use or have any multimedia content.

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	The office 365 add-in provides support for Apple's Accessibility APIs. This support can be leveraged by other technologies such as the VoiceOver technology that is provided by Mac OSX. Therefore, application supports VoiceOver.
(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	The plug-in provides support for Apple's Assistive Technology.
(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	The plug-in does not have any audio content or use any audio features.
(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	The plug-in does not have any audio content or use any audio features.
(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	The plug-in does not require user speech to operate the user interfaces.

(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	

Section 1194.41 Information, Documentation and Support – Detail

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Zoom can produce alternative format of documentation for customer upon request.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Zoom can produce alternative format of documentation for customer upon request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Product support for Zoom products is available in a variety of formats and from a number of online sources found at https://support.zoom.us For information on additional support services, visit the Zoom Accessibility Web site at https://www.zoom.us/accessibility