

Mitel Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: OpenScape UC Web Client, Version 11 (V11.0-0.19.0-570)

Report Date: Aug 2025

Product Description: OpenScape UC is a full featured UC solution. It is a very feature rich application for comprehensive unified communications. It enables virtual teams to collaborate seamlessly from anywhere. OpenScape UC helps bring everything and everyone together, seamlessly, securely, and with a great user experience.

Contact Information: accessibility@mitel.com

Notes: In this document, OpenScape is the abbreviated form of OpenScape UC Web Client. The Survey function, along with all associated features, is excluded from the scope of this report.

Evaluation Methods Used:

The evaluation methods were used by on-line accessibility tool, screen readers and manual testing on Chrome. The on-line accessibility tool is the Google Chrome extension “axe DevTools” and color contrast websites such as <https://webaim.org/resources/contrastchecker/>. We used JAWS as the screen reader for Chrome on Windows.

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 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | (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

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:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--------------------------------|
| 1.1.1 Non-text Content (Level A) | Supports | This requirement is fully met. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| | | All non-text content that is presented to the user has a text alternative that serves the equivalent purpose. The non-text content that is a control or accepts user input, has a name that describes its purpose. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) | Not Applicable | OpenScape only has ringtone for incoming calls as prerecorded audio. However, these audios are media alternatives for text in the dropdown menu and are clearly labeled as such. |
| 1.2.2 Captions (Prerecorded) (Level A) | Not Applicable | OpenScape only has ringtone for incoming calls as prerecorded audio. However, these audios are media alternatives for text in the dropdown menu and is clearly labeled as such. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) | Not Applicable | OpenScape only has ringtone for incoming calls as prerecorded audio. However, these audios are media alternatives for text in the dropdown menu and is clearly labeled as such. |
| 1.3.1 Info and Relationships (Level A) | Supports | This requirement is fully met. Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. |
| 1.3.2 Meaningful Sequence (Level A) | Supports | This requirement is fully met. When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. |
| 1.3.3 Sensory Characteristics (Level A) | Supports | This requirement is fully met. Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| | | orientation, or sound. |
| 1.4.1 Use of Color (Level A) | Supports | This requirement is fully met. Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. |
| 1.4.2 Audio Control (Level A) | Not applicable | There is no audio that plays automatically for more than 3 seconds. |
| 2.1.1 Keyboard (Level A) | Supports | This requirement is fully met. All functionality of the content is operable through a keyboard interface. |
| 2.1.2 No Keyboard Trap (Level A) | Supports | This requirement is fully met. The focus can be moved to and away from any component and does not cause a keyboard trap. |
| 2.2.1 Timing Adjustable (Level A) | Supports | This requirement is fully met. The adjustable timing in OpenScape is the Tell-me-when notification that can be edited or reset, and changing the ringing time for adding a new device that can be changed. |
| 2.2.2 Pause, Stop, Hide (Level A) | Not applicable | There is no moving, blinking, scrolling that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, or auto-updating information that (1) starts automatically and (2) is presented in parallel with other content in OpenScape. |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Not applicable | OpenScape does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| | | thresholds. |
| <u>2.4.1 Bypass Blocks</u> (Level A) | Supports | This requirement is fully met. Keyboard users can bypass repeated blocks of content. |
| <u>2.4.2 Page Titled</u> (Level A) | Supports | This requirement is fully met. OpenScape provides sufficient titles to describe the topic or purpose with assistive technology, including the login window. |
| <u>2.4.3 Focus Order</u> (Level A) | Supports | This requirement is partially met. The system menus and submenus could receive focus in an order that preserves meaning and operability. |
| <u>2.4.4 Link Purpose (In Context)</u> (Level A) | Supports | This requirement is fully met. The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context. |
| <u>3.1.1 Language of Page</u> (Level A) | Supports | This requirement is fully met. The default human language can be programmatically determined. |
| <u>3.2.1 On Focus</u> (Level A) | Supports | This requirement is fully met. When any component receives focus, it does not initiate a change of context. |
| <u>3.2.2 On Input</u> (Level A) | Supports | This requirement is fully met. Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| | | behavior before using the component. |
| 3.3.1 Error Identification (Level A) | Supports | <p>This requirement is fully met.</p> <p>OpenScape provides error detections and color alerts on input errors.</p> |
| 3.3.2 Labels or Instructions (Level A) | Supports | <p>This requirement is fully met.</p> <p>Labels or instructions are provided when content requires user input.</p> |
| 4.1.1 Parsing (Level A) | Supports | <p>For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.</p> |
| 4.1.2 Name, Role, Value (Level A) | Partially supports | <p>This requirement is partially met.</p> <p>The name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set in OpenScape, with the exceptions of:</p> <ul style="list-style-type: none"> • All Expand and Close buttons in Dropdown menus (Combobox) do not have aria-label. • The Dropdown menus (Combobox) in Settings do not have valid value so they cause the list items fail to get focus. <p>These will affect users with visual impairment who use assistive technology.</p> |

Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <u>1.2.4 Captions (Live)</u> (Level AA) | Not Applicable | OpenScape only has ringtone for incoming calls as prerecorded audio. However, these audios are media alternatives for text in the dropdown menu and are clearly labeled as such. |
| <u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) | Not Applicable | OpenScape only has ringtone for incoming calls as prerecorded audio. However, these audios are media alternatives for text in the dropdown menu and are clearly labeled as such. |
| <u>1.4.3 Contrast (Minimum)</u> (Level AA) | Supports | This requirement is fully met. The text color against the background color meets the 4.5:1 contrast ratio. |
| <u>1.4.4 Resize text</u> (Level AA) | Supports | This requirement is fully met. OpenScape can be enlarged based on the display settings of the system platform. |
| <u>1.4.5 Images of Text</u> (Level AA) | Supports | This requirement is fully met. The text is used to convey information rather than images of text. |
| <u>2.4.5 Multiple Ways</u> (Level AA) | Not applicable | OpenScape does not contain a set of software programs to locate. |
| <u>2.4.6 Headings and Labels</u> (Level AA) | Supports | This requirement is fully met. The headings and labels are clear and descriptive when they are provided. |
| <u>2.4.7 Focus Visible</u> (Level AA) | Supports | This requirement is fully met. The keyboard focus is always available when a UI component is operated. |
| <u>3.1.2 Language of Parts</u> (Level AA) | Not applicable | OpenScape does not have passages or phrases in different languages. |
| <u>3.2.3 Consistent Navigation</u> (Level AA) | Supports | This requirement is fully met. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| | | OpenScape has a consistent navigation mechanism. |
| 3.2.4 Consistent Identification (Level AA) | Supports | This requirement is fully met. The components of OpenScape are identified consistently. |
| 3.3.3 Error Suggestion (Level AA) | Supports | This requirement is fully met. The system provides error suggestions when an input error occurs in the input field. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) | Not Applicable | Use of OpenScape does not inherently cause legal commitments or financial transactions to occur. |

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------|--------------------|---|
| 302.1 Without Vision | Supports | <p>This requirement is fully met.</p> <p>OpenScape fully supports users without vision.</p> |
| 302.2 With Limited Vision | Partially supports | <p>This requirement is partially met.</p> <p>OpenScape can be used with limited vision, with an exception:</p> <ul style="list-style-type: none"> • In High Contrast White, the navigation menu, all floating buttons, some profile pictures, all buttons under the Contact details, all icons for conferences, all buttons beside the conference title are not visible. • In both High Contrast White and Black modes, all icons of the user status are partially visible. • In High Contrast Black, all Advanced Search and Clear buttons in the search bar are not visible. • The Cancel button in a call or |

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|-------------------|--|
| | | <p>conference is not visible in High Contrast White mode.</p> <ul style="list-style-type: none"> • In High Contrast Black mode, all buttons are not visible in a call or conference, except for the Cancel button. <p>These exceptions may affect users with color blindness, vision difficulties or impairments.</p> |
| 302.3 Without Perception of Color | Supports | <p>This requirement is fully met.</p> <p>OpenScape provides at least one visual mode of operation that does not require user perception of color.</p> |
| 302.4 Without Hearing | Supports | <p>This requirement is fully met.</p> <p>OpenScape provides at least one mode of operation that does not require user hearing.</p> |
| 302.5 With Limited Hearing | Supports | <p>This requirement is fully met.</p> <p>OpenScape provides at least one mode of operation that enables users to make use of limited hearing.</p> |
| 302.6 Without Speech | Supports | <p>This requirement is fully met.</p> <p>OpenScape provides at least one mode of operation that does not require user speech.</p> |
| 302.7 With Limited Manipulation | Supports | <p>This requirement is fully met.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| | | OpenScape provides at least one mode of operation that does not require fine motor control or simultaneous manual operations. |
| 302.8 With Limited Reach and Strength | Not applicable | No manual mode of operation which requires reach or strength is provided. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially supports | <p>This requirement is partially met.</p> <p>The features are designed as user-friendly as possible without compromising core functionality for users with limited language, cognitive and learning abilities depending on the user's experience.</p> <p>These may affect users with cognitive, language or learning disabilities.</p> |

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 WCAG 2.x section | See information in WCAG 2.x section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not applicable | OpenScape is not a platform software. |
| 502.2.2 No Disruption of Accessibility Features | Partially supports | This requirement is partially met. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| | | Some contents do not fully inherit high contrast schemes described in 302.2. These exceptions may affect users with color blindness, vision difficulties or impairments. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not applicable | OpenScape is not a platform software. |
| 502.3.2 Modification of Object Information | Not applicable | OpenScape is not a platform software. |
| 502.3.3 Row, Column, and Headers | Not applicable | OpenScape is not a platform software. |
| 502.3.4 Values | Not applicable | OpenScape is not a platform software. |
| 502.3.5 Modification of Values | Not applicable | OpenScape is not a platform software. |
| 502.3.6 Label Relationships | Not applicable | OpenScape is not a platform software. |
| 502.3.7 Hierarchical Relationships | Not applicable | OpenScape is not a platform software. |
| 502.3.8 Text | Not applicable | OpenScape is not a platform software. |
| 502.3.9 Modification of Text | Not applicable | OpenScape is not a platform software. |
| 502.3.10 List of Actions | Not applicable | OpenScape is not a platform software. |
| 502.3.11 Actions on Objects | Not applicable | OpenScape is not a platform software. |
| 502.3.12 Focus Cursor | Not applicable | OpenScape is not a platform software. |
| 502.3.13 Modification of Focus Cursor | Not applicable | OpenScape is not a platform software. |
| 502.3.14 Event Notification | Not applicable | OpenScape is not a platform software. |
| 502.4 Platform Accessibility Features | Not applicable | OpenScape is not a platform software. |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Partially supports | This requirement is partially met. Some contents do not fully inherit high contrast schemes described in 302.2. These exceptions may affect users with |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|--|
| | | color blindness, vision difficulties or impairments. |
| 503.3 Alternative User Interfaces | Not applicable | OpenScape does not provide alternative UIs for the accessibility mode. |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not applicable | OpenScape does not have multimedia content. |
| 503.4.2 Audio Description Controls | Not applicable | OpenScape does not have multimedia content. |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.x section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | OpenScape is not an authoring tool. |
| 504.2.2 PDF Export | Not applicable | OpenScape is not an authoring tool. |
| 504.3 Prompts | Not applicable | OpenScape is not an authoring tool. |
| 504.4 Templates | Not applicable | OpenScape is not an authoring tool. |

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Supports | This requirement is fully met. OpenScape lists and explains accessibility features in the online documentation. |
| 602.3 Electronic Support Documentation | Partially supports | This requirement is partially supported. |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | <p>The support documentation on web pages meets the criterion below:</p> <p>Level A</p> <ul style="list-style-type: none"> 1.3.1 1.3.2 1.3.3 1.4.1 2.1.1 2.1.2 2.2.1 2.4.1 2.4.2 2.4.3 2.4.4 2.5.3 3.2.1 3.2.2 3.2.6 3.3.1 3.3.2 4.1.1 4.1.2 <p>Level AA</p> <ul style="list-style-type: none"> 1.4.4 1.4.5 1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|--|
| | | <p>2.5.8 3.2.3 3.2.4 3.3.8</p> <p>Below criterion are not supported: Level A 1.1.1 3.1.1</p> |
| | | <p>Below criterion are partially supported: Level AA 1.4.3 1.4.10</p> |
| | | <p>Additionally, the electronic support documentation in PDF format does not support Level A or Level AA criterion related to keyboard interface and assistive technology.</p> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may also affect users with motor impairments, who are unable to use the mouse.</p> |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | OpenScape does not have non-electronic support documentation. |
| <i>603 Support Services</i> | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | | This requirement is fully supported. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| | Supports | The support services provide information on accessibility and compatibility features. |
| 603.3 Accommodation of Communication Needs | Supports | <p>This requirement is fully met.</p> <p>We provide the email address accessibility@mitel.com to receive all general feedback. Customers may reach Mitel technical Support center (TSC) via Phone, or web form. All tickets open through phone or web forms are opened as Medium severity (P3) tickets. All Priority 1 tickets would be required to have a Phone live follow up or can be just open through the IVR.</p> |

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of OpenScape UC Web Client, Version 11 (V11.0-0.19.0-570) as of August 2025. This document is provided “AS IS” for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance. The information reflects the product as of the date of this report and covers all previous versions and is subject to change without notice. Updates will be made available in the same way as this one. No liability is assumed for the accuracy of this document, or the decisions made based on its content.