

Mitel Accessibility Conformance Report

WCAG 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 reader 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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)

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.x Report

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
1.1.1 Non-text Content (Level A)	Supports	<p>This requirement is fully met.</p> <p>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.</p>
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	<p>This requirement is fully met.</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>
1.3.2 Meaningful Sequence (Level A)	Supports	<p>This requirement is fully met.</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can</p>

Criteria	Conformance Level	Remarks and Explanations
		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, 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.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	This requirement is fully met. The character key shortcuts in OpenScape cannot be turned off in Settings>General>Accessibility.
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

Criteria	Conformance Level	Remarks and Explanations
		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 thresholds.
2.4.1 Bypass Blocks (Level A)	Supports	This requirement is fully met. Keyboard users can bypass repeated blocks of content.
2.4.2 Page Titled (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.
2.4.3 Focus Order (Level A)	Supports	This requirement is partially met. The system menus and submenus could receive focus in an order that preserves meaning and operability.
2.4.4 Link Purpose (In Context) (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.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	This requirement is fully met. All functionalities that use multipoint or path-based

Criteria	Conformance Level	Remarks and Explanations
		gestures for operation can be operated with a single pointer without a path-based gesture
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For functionality that can be operated using a single pointer such as dragging the components to a survey, users can abort or undo, and there is no down-event.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	OpenScope does not support any device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (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 behavior before using the component.
3.2.6 Consistent Help (Level A 2.2 only)	Not applicable	There is no content repeated in a set of webpages in OpenScope.
3.3.1 Error Identification (Level A)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		OpenScape provides error detections and color alerts on input errors.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Labels or instructions are provided when content requires user input.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	OpenScape does not apply to redundant entry in any scenarios.
4.1.1 Parsing (Level A)	Supports	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 .
4.1.2 Name, Role, Value (Level A)	Partially supports	This requirement is partially met. 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: <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. These will affect users with visual impairment who use assistive technology.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	OpenScope 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.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	OpenScope 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.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	OpenScope does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. The purpose of each input field collecting information about the user can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Supports	This requirement is fully met. The text color against the background color meets the 4.5:1 contrast ratio.
1.4.4 Resize text (Level AA)	Supports	This requirement is fully met. OpenScope can be enlarged based on the display settings of the system platform.
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully met. The text is used to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. OpenScope UC can be scaled to 400%, and all the content can be presented into one column.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		The graphical objects and UI components against background color meet the 3:1 contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The content implemented using markup languages supports the space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the pointer or the additional content is dismissable, hoverable or persistent.
2.4.5 Multiple Ways (Level AA)	Not applicable	OpenScope does not contain a set of software programs to locate.
2.4.6 Headings and Labels (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. OpenScope ensures when an item gets keyboard focus, it is at least partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Supports	This requirement is fully met. The functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels.
3.1.2 Language of Parts (Level AA)	Not applicable	OpenScope does not have passages or phrases in different languages.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. 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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. OpenScape does not make people solve, recall, or transcribe something to log in.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. The status message can be presented by assistive technology.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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.