Mitel Accessibility Conformance Report

EN 301 549 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.

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Notes: In this document, OpenScape is the abbreviated form of OpenScape UC Web Client.

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)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - 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.

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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. 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

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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)	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

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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) | Supports | This requirement is fully met.

All functionalities that use multipoint or path-based |

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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)	Supports	This requirement is fully met. For functionality that can be operated using a single pointer such as dragging the components, users can abort or undo, and there is no down-event.
2.5.3 Label in Name (Level A 2.1)	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)	Not applicable	OpenScape 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.
3.3.1 Error Identification (Level A)	Supports	This requirement is fully met. OpenScape provides error detections and color alerts on

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Criteria	Conformance Level	Remarks and Explanations
		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.
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: - 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

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Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	OpenScape does not provide broadcast of synchronized media.
1.2.5 Audio Description (Prerecorded) (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.
1.3.4 Orientation (Level AA 2.1)	Not Applicable	OpenScape does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1)	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. OpenScape 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)	Supports	This requirement is fully met. OpenScape 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)	Supports	This requirement is fully met. The graphical objects and UI components against background color meet the 3:1 contrast ratio.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The content implemented using markup languages supports the space rules and has no loss of content or functionality.

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Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1)	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	OpenScape 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.
3.1.2 Language of Parts (Level AA)	Not applicable	OpenScape does not have passages or phrases in different languages.
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.
4.1.3 Status Messages (Level AA 2.1)	Supports	This requirement is fully met. The status message can be presented by assistive technology.

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Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	This requirement is fully met. OpenScape fully supports users without vision.
4.2.2 Usage with limited vision	Partially supports	This requirement is partially met. OpenScape can be used with limited vision, with an exception: • 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.

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Criteria	Conformance Level	Remarks and Explanations
		• The Cancel button in a call or conference is not visible in High Contrast White mode. • In High Contrast Black mode, all buttons are not visible in a call or conference, except for the Cancel button. These exceptions may affect users with color blindness, vision difficulties or impairments.
4.2.3 Usage without perception of colour	Supports	This requirement is fully met. OpenScape provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	This requirement is fully met. OpenScape provides at least one mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met. OpenScape provides at least one mode of operation that enables users to make use of limited hearing.
4.2.6 Usage with no or limited vocal capability	Supports	This requirement is fully met. OpenScape provides at least one mode of operation that does not require user speech.

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Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports	This requirement is fully met. OpenScape provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Not applicable	No manual mode of operation which requires reach or strength is provided.
4.2.9 Minimize photosensitive seizure triggers	Supports	This requirement is fully met. OpenScape provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially supports	This requirement is partially met. 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. These may affect users with cognitive, language or learning disabilities.
4.2.11 Privacy	Supports	This requirement is fully met. When OpenScape provides features for accessibility, it maintains the privacy of users of these features at the same level as other users.

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Chapter 5: Generic Requirements

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	OpenScape does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	OpenScape does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	OpenScape does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	OpenScape does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	OpenScape does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not applicable	OpenScape does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	OpenScape does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	OpenScape does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	OpenScape does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	OpenScape does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	OpenScape does not have closed

Criteria	Conformance Level	Remarks and Explanations
		functionality.
5.1.3.12 Speaker volume	Not applicable	OpenScape does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	OpenScape does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	OpenScape does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	OpenScape does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	OpenScape does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	OpenScape does not have closed functionality.
5.1.5 Visual output for auditory information	Not applicable	OpenScape does not have closed functionality.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	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	OpenScape does not have closed functionality.
5.1.7 Access without speech	Not applicable	OpenScape does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	OpenScape does not have documented accessibility features.
5.3 Biometrics	Not applicable	OpenScape does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Supports	This requirement is fully met. OpenScape preserves all documented non-proprietary information that is provided for accessibility, when it converts

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Criteria	Conformance Level	Remarks and Explanations
		information or communication.
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	This requirement is fully met. When operable parts require grasping, pinching, or twisting of the wrist to operate, there are accessible alternative means such as single press on keyboard interface in OpenScape.
5.5.2 Operable parts discernibility	Supports	This requirement is fully met. Operable parts could be auditorily discernible without requiring vision and performing the action associated with the operable part.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	This requirement is fully met. The toggle controls can be determined by screen readers.
5.6.2 Visual status	Supports	This requirement is fully met. At least one mode of operation of the toggle controls can be visually determined.
5.7 Key repeat	Not applicable	OpenScape does not have a key repeat function.
5.8 Double-strike key acceptance	Supports	This requirement is fully met. The delay between two keystrokes is only valid when it is longer than 0.5 seconds.

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Criteria	Conformance Level	Remarks and Explanations
5.9 Simultaneous user actions	Not applicable	OpenScape does not require simultaneous user actions.

Chapter 6: ICT with Two-Way Voice Communication

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Supports	This requirement is fully met. OpenScape supports ITU-T G.722.2 and encodes and decodes two-way voice communication with a frequency range with an upper limit of at least 7 000 Hz.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not applicable	OpenScape does not currently provide this service.
6.2.1.2 Concurrent voice and text	Not applicable	OpenScape does not currently provide this service.
6.2.2.1 Visually distinguishable display	Not applicable	OpenScape does not currently provide this service.
6.2.2.2 Programmatically determinable send and receive direction	Not applicable	OpenScape does not currently provide this service.
6.2.2.3 Speaker identification	Not applicable	OpenScape does not currently provide this service.
6.2.2.4 Visual indicator of Audio with RTT	Not applicable	OpenScape does not currently provide this service.
6.2.3 Interoperability	Not applicable	OpenScape does not currently provide this service.

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Criteria	Conformance Level	Remarks and Explanations
6.2.4 RTT responsiveness	Not applicable	OpenScape does not currently provide this service.
6.3 Caller ID	Supports	This requirement is fully met. OpenScape provides caller identification of incoming calls, it is available in text and programmatically determinable.
6.4 Alternatives to voice-based services	Does not support	This requirement is not supported. OpenScape does not provide a means to access the information of voice mail and carry out the tasks without the use of hearing or speech. Solutions capable of handling audio, RTT and video media could satisfy the above requirement. It may affect users with limited hearing disabilities.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Supports	This requirement is fully met. OpenScape supports at least QVGA resolution.
6.5.3 Frame rate	Supports	This requirement is fully met. OpenScape supports a frame rate of at least 20 Frames Per Second (FPS).

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Criteria	Conformance Level	Remarks and Explanations
6.5.4 Synchronization between audio and video	Supports	This requirement is fully met. OpenScape supports a maximum time difference of 100 ms between the speech and video presented to the user.
6.5.5 Visual indicator of audio with video	Not applicable	OpenScape does not provide speaker identification.
6.5.6 Speaker identification with video (sign language) communication	Not applicable	OpenScape does not provide speaker identification.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Chapter 7: ICT with Video Capabilities

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Does not support	This requirement is not supported. OpenScape does not offer operations to display the available captions. It may affect users with limited hearing disabilities.
7.1.2 Captioning synchronization	Not applicable	OpenScape does not offer operations to display the available captions.
7.1.3 Preservation of captioning	Not applicable	OpenScape does not offer operations to display the available captions.

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Criteria	Conformance Level	Remarks and Explanations
7.1.4 Captions characteristics	Not applicable	OpenScape does not offer operations to display the available captions.
7.1.5 Spoken subtitles	Not applicable	OpenScape does not offer operations to display the available captions.
7.2.1 Audio description playback	Not applicable	OpenScape is not a media player, nor does it contain embedded players.
7.2.2 Audio description synchronization	Not applicable	OpenScape is not a media player, nor does it contain embedded players.
7.2.3 Preservation of audio description	Not applicable	OpenScape is not a media player, nor does it contain embedded players.
7.3 User controls for captions and audio description	Not applicable	OpenScape is not a media player, nor does it contain embedded players.

Chapter 8: Hardware

Notes: Not applicable. OpenScape is software product.

Chapter 9: Web *(see WCAG 2.x section)*

Notes: See WCAG parts.

Chapter 10: Non-web Documents

Notes: Not applicable. OpenScape does not provide non-web documents.

Chapter 11: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations

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Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through
11.5.2.3 Use of accessibility services	See 11.5.2.5 through 11.5.2.17	See 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not applicable	OpenScape is not a platform software.
11.5.2.5 Object information	Not applicable	OpenScape is not a platform software.
11.5.2.6 Row, column, and headers	Not applicable	OpenScape is not a platform software.
11.5.2.7 Values	Not applicable	OpenScape is not a platform software.
11.5.2.8 Label relationships	Not applicable	OpenScape is not a platform software.
11.5.2.9 Parent-child relationships	Not applicable	OpenScape is not a platform software.
11.5.2.10 Text	Not applicable	OpenScape is not a platform software.
11.5.2.11 List of available actions	Not applicable	OpenScape is not a platform software.
11.5.2.12 Execution of available actions	Not applicable	OpenScape is not a platform software.
11.5.2.13 Tracking of focus and selection attributes	Not applicable	OpenScape is not a platform software.
11.5.2.14 Modification of focus and selection attributes	Not applicable	OpenScape is not a platform software.
11.5.2.15 Change notification	Not applicable	OpenScape is not a platform software.
11.5.2.16 Modifications of states and properties	Not applicable	OpenScape is not a platform software.
11.5.2.17 Modifications of values and text	Not applicable	OpenScape is not a platform software.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not applicable	OpenScape is not a platform software.
11.6.2 No disruption of accessibility features	Not applicable	OpenScape is not a platform software.

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Criteria	Conformance Level	Remarks and Explanations
11.7 User preferences	Partially supports	This requirement is partially met. Some contents do not fully inherit high contrast schemes described in 4.2.2. These exceptions may affect users with color blindness, vision difficulties or impairments.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not applicable	OpenScape is not an authoring tool.
11.8.4 Repair assistance	Not applicable	OpenScape is not an authoring tool.
11.8.5 Templates	Not applicable	OpenScape is not an authoring tool.

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	This requirement is fully met. OpenScape lists and explains accessibility features in the online documentation.
12.1.2 Accessible documentation	Partially supports	This requirement is partially supported. The support documentation on web pages

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Criteria	Conformance Level	Remarks and Explanations
		meets the criterion below:
		Level A
		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
		Level AA
		1.4.4
		1.4.5
		1.4.12
		1.4.13
		2.4.5
		2.4.6
		2.4.7
		2.4.11
		2.5.8

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Criteria	Conformance Level	Remarks and Explanations
		3.2.3 3.2.4 3.3.8 Below criterion are not supported: Level A 1.1.1 3.1.1 Below criterion are partially supported: Level AA 1.4.3 1.4.10 Additionally, the electronic support documentation in PDF format does not support Level A or Level AA criterion related to keyboard interface and assistive technology. 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.
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	This requirement is fully supported. The support services provide information on accessibility and compatibility features.

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Criteria	Conformance Level	Remarks and Explanations
12.2.3 Effective communication	Supports	This requirement is fully met. 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 though the IVR.
12.2.4 Accessible documentation	Partially supports	This requirement is partially met. See 12.1.2.

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes:

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	OpenScape does not have relay services.
13.1.3 Sign relay services	Not applicable	OpenScape does not have relay services.
13.1.4 Lip-reading relay services	Not applicable	OpenScape does not have relay services.
13.1.5 Captioned telephony services	Not applicable	OpenScape does not have relay services.
13.1.6 Speech to speech relay services	Not applicable	OpenScape does not have relay services.
13.2 Access to relay services	Not applicable	OpenScape does not have relay services.

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Criteria	Conformance Level	Remarks and Explanations
13.3 Access to emergency services	Does not support	This requirement is not supported. OpenScape does not provide emergency services. It may affect users with disabilities who need to access emergency services, regardless of their communication needs.

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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.

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