

# Mitel Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT<sup>®</sup> 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. 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
<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

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
<a href="#">1.1.1 Non-text Content</a> (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.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (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.
<a href="#">1.2.2 Captions (Prerecorded)</a> (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.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (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.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	This requirement is fully met.  Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	This requirement is fully met.  When the sequence in which content is presented affects its meaning, a correct reading sequence can

Criteria	Conformance Level	Remarks and Explanations
		be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a> (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.
<a href="#">1.4.1 Use of Color</a> (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.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	There is no audio that plays automatically for more than 3 seconds.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	This requirement is fully met.  All functionality of the content is operable through a keyboard interface.
<a href="#">2.1.2 No Keyboard Trap</a> (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.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	This requirement is fully met.  The adjustable timing in OpenScope 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.
<a href="#">2.2.2 Pause, Stop, Hide</a> (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-

Criteria	Conformance Level	Remarks and Explanations
		updating information that (1) starts automatically and (2) is presented in parallel with other content in OpenScope.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	OpenScope 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.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	This requirement is fully met. Keyboard users can bypass repeated blocks of content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	This requirement is fully met. OpenScope provides sufficient titles to describe the topic or purpose with assistive technology, including the login window.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	This requirement is partially met. The system menus and submenus could receive focus in an order that preserves meaning and operability.
<a href="#">2.4.4 Link Purpose (In Context)</a> (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.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	This requirement is fully met. The default human language can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate

Criteria	Conformance Level	Remarks and Explanations
		a change of context.
<a href="#">3.2.2 On Input</a> (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.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	This requirement is fully met.  OpenScape provides error detections and color alerts on input errors.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	This requirement is fully met.  Labels or instructions are provided when content requires user input.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (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"> <li>• All Expand and Close buttons in Dropdown menus (Combobox) do not have aria-label.</li> <li>• The Dropdown menus (Combobox) in Settings do not have valid value so they cause the list items fail to get focus.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		These will affect users with visual impairment who use assistive technology.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	OpenScope does not provide broadcast of synchronized media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (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.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	This requirement is fully met. The text color against the background color meets the 4.5:1 contrast ratio.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	This requirement is fully met. OpenScope can be enlarged based on the display settings of the system platform.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	This requirement is fully met. The text is used to convey information rather than images of text.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not applicable	OpenScope does not contain a set of software programs to locate.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	This requirement is fully met. The headings and labels are clear and descriptive when they are provided.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not applicable	OpenScape does not have passages or phrases in different languages.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	This requirement is fully met. OpenScape has a consistent navigation mechanism.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	This requirement is fully met. The components of OpenScape are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	This requirement is fully met. The system provides error suggestions when an input error occurs in the input field.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (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	This requirement is fully met.  OpenScape fully supports users without vision.
302.2 With Limited Vision	Partially supports	This requirement is partially met.  OpenScape can be used with limited vision, with an exception: <ul style="list-style-type: none"> <li>• 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.</li> <li>• In both High Contrast White and Black modes, all icons of the user status are partially visible.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• In High Contrast Black, all Advanced Search and Clear buttons in the search bar are not visible.</li> <li>• The Cancel button in a call or conference is not visible in High Contrast White mode.</li> <li>• In High Contrast Black mode, all buttons are not visible in a call or conference, except for the Cancel button.</li> </ul> <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>OpenScope 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>OpenScope 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>OpenScope 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>

Criteria	Conformance Level	Remarks and Explanations
		OpenScape provides at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	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.
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	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.

## Chapter 4: [Hardware](#)

Notes: Not applicable.

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
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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><u>502 Interoperability with Assistive Technology</u></b>	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.  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.
<b><u>502.3 Accessibility Services</u></b>	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.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	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.
503.3 Alternative User Interfaces	Not applicable	OpenScape does not provide alternative UIs for the accessibility mode.
<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	OpenScape does not have multimedia content.
503.4.2 Audio Description Controls	Not applicable	OpenScape does not have multimedia content.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> 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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	<p>This requirement is fully met.</p> <p>OpenScape lists and explains accessibility features in the online documentation.</p>
602.3 Electronic Support Documentation	Partially supports	<p>This requirement is partially supported.</p> <p>The support documentation on web pages meets the criterion below:</p> <p>Level A</p> <ul style="list-style-type: none"> <li>1.3.1</li> <li>1.3.2</li> <li>1.3.3</li> <li>1.4.1</li> <li>2.1.1</li> <li>2.1.2</li> <li>2.2.1</li> <li>2.4.1</li> <li>2.4.2</li> <li>2.4.3</li> <li>2.4.4</li> <li>2.5.3</li> <li>3.2.1</li> <li>3.2.2</li> <li>3.2.6</li> <li>3.3.1</li> <li>3.3.2</li> <li>4.1.1</li> <li>4.1.2</li> </ul> <p>Level AA</p> <ul style="list-style-type: none"> <li>1.4.4</li> <li>1.4.5</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 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,</p>

Criteria	Conformance Level	Remarks and Explanations
		who are unable to use the mouse.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	OpenScape does not have non-electronic support documentation.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	<p>This requirement is fully supported.</p> <p>The support services provide information on accessibility and compatibility features.</p>
603.3 Accommodation of Communication Needs	Supports	<p>This requirement is fully met.</p> <p>We provide the email address <a href="mailto:accessibility@mitel.com"><u>accessibility@mitel.com</u></a> 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.*