

Mitel Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT[®] Version 2.5)

Name of Product/Version: Unify Phone, Client version 5.0.6100, Server version 3.0.104

Report Date: Apr 2026

Product Description: Unify Phone is a cloud-based telephony client working with the OpenScape communication systems: Unify OpenScape Voice, Unify OpenScape 4000, Unify OpenScape Business. It allows you to make and receive phone calls on your business phone number using the Unify Phone app.

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Notes: N/A

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)
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	<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	<p>Unify Phone does not have prerecorded audio or video.</p> <p>The ringtone in Unify Phone for incoming calls are media alternatives for text in the dropdown menu and is clearly labeled as such.</p> <p>There is a mailbox button that links to an external voicemail, however this voicemail is outside of Unify Phone.</p>
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	<p>Unify Phone does not have prerecorded audio or video.</p> <p>The ringtone in Unify Phone for incoming calls are media alternatives for text in the dropdown menu and is clearly labeled as such.</p> <p>There is a mailbox button that links to an external voicemail, however this voicemail is outside of Unify Phone.</p>
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	<p>Unify Phone does not have prerecorded audio or video.</p> <p>The ringtone in Unify Phone for incoming calls are media alternatives for text in the dropdown menu and is</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>clearly labeled as such.</p> <p>There is a mailbox button that links to an external voicemail, however this voicemail is outside of Unify Phone.</p>
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 be programmatically determined.</p>
1.3.3 Sensory Characteristics (Level A)	Supports	<p>This requirement is fully met.</p> <p>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.</p>
1.4.1 Use of Color (Level A)	Supports	<p>This requirement is fully met.</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
1.4.2 Audio Control (Level A)	Not applicable	<p>There is no audio that plays automatically for more than 3 seconds.</p>
2.1.1 Keyboard (Level A)	Supports	<p>This requirement is fully met.</p> <p>All functionality of the content is operable through</p>

Criteria	Conformance Level	Remarks and Explanations
		a keyboard interface without requiring specific timings for individual keystrokes.
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)	Not applicable	There is no adjustable timing in Unify Phone.
2.2.2 Pause, Stop, Hide (Level A)	Not applicable	The auto-updated information such as “Reconnecting...” is part of the reconnect activity, where is essential to the users that reports the system connectivity along with other alerts that report other states of the system. All these alerts serve different states and there is no need to disable them.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	Unify Phone 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. Unify Phone 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.

Criteria	Conformance Level	Remarks and Explanations
		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.
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. Th input errors can be detected and described to the user in text.
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 the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		The name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set in Unify Phone.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	<p>Unify Phone does not have prerecorded audio or video.</p> <p>The ringtone in Unify Phone for incoming calls are media alternatives for text in the dropdown menu and is clearly labeled as such.</p> <p>There is a mailbox button that links to an external voicemail, however this voicemail is outside of Unify Phone.</p>
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	<p>Unify Phone does not have prerecorded audio or video.</p> <p>The ringtone in Unify Phone for incoming calls are media alternatives for text in the dropdown menu and is clearly labeled as such.</p> <p>There is a mailbox button that links to an external voicemail, however this voicemail is outside of Unify Phone.</p>
1.4.3 Contrast (Minimum) (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The text color against the background color meets the 4.5:1 contrast ratio.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Supports	This requirement is fully met. Unify Phone can be enlarged based on the display settings of 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.
2.4.5 Multiple Ways (Level AA)	Not applicable	Unify Phone 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	Unify Phone does not have passages or phrases in different languages.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. Unify Phone has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. The components of Unify Phone are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially supports	This requirement is partially met. When an input error occurred in input field of Settings>Telephony>Alternative number, the system does not provide error suggestion. This feature is constrained by the

Criteria	Conformance Level	Remarks and Explanations
		PBX's capability. This may affect people with cognitive, language, and learning disabilities.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Use of Unify Phone 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.

Criteria	Conformance Level	Remarks and Explanations
		Unify Phone fully supports users without vision.
302.2 With Limited Vision	Partially supports	<p>This requirement is partially met.</p> <p>Unify Phone can be used with limited vision, with an exception: In High Contrast White or Black Mode, all toggle buttons cannot be distinguished between on and off, because they look the same.</p> <p>This 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>Unify Phone 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>Unify Phone 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>Unify Phone 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>Unify Phone provides at least one mode of</p>

Criteria	Conformance Level	Remarks and Explanations
		operation that does not require user speech.
302.7 With Limited Manipulation	Supports	This requirement is fully met. Unify Phone 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
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

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

Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with color blindness, vision difficulties or impairments.
503.3 Alternative User Interfaces	Not applicable	Unify Phone does not provide alternative UIs for the accessibility mode.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	Unify Phone does not have multimedia content.
503.4.2 Audio Description Controls	Not applicable	Unify Phone does not have multimedia content.
<i>504 Authoring Tools</i>	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	Unify Phone is not an authoring tool.
504.2.2 PDF Export	Not applicable	Unify Phone is not an authoring tool.
504.3 Prompts	Not applicable	Unify Phone is not an authoring tool.
504.4 Templates	Not applicable	Unify Phone is not an authoring tool.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</i>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	This requirement is fully met. Unify Phone lists and explain accessibility features in the documentation.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	Supports	This requirement is fully met. The support documentation in HTML format fully supports assistive technology.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Unify Phone does not have non-electronic support documentation.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	This requirement is fully met. The information of the accessibility and compatibility features are provided to sale and pre-sales teams for support services.
603.3 Accommodation of Communication Needs	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.

Legal Disclaimer

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