

Mitel Accessibility Conformance Report

WCAG 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.

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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	<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.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not applicable	There is no character key shortcut in Unify Phone.
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.

Criteria	Conformance Level	Remarks and Explanations
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. The path-based drag for changing profile picture can also be controlled by single click.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	This requirement is fully met. The above path-based drag can be aborted or undo.
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	Unify Phone 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

Criteria	Conformance Level	Remarks and Explanations
		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 Unify Phone.
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.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	Unify Phone 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)	Supports	This requirement is fully 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 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>
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	Unify Phone does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>The purpose of each input field collecting information about the user can be programmatically determined.</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>
1.4.4 Resize text (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Unify Phone can be enlarged based on the display settings of system platform.</p>
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully met.

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		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. Content of Unify Phone can be presented in one column so that scrolling in more than one direction is not necessary when the browser is scaled to 400%.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	This requirement is fully met. The graphical objects and UI components against the 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	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.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met.

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		Unify Phone 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	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 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.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. Unify Phone 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 messages can be programmatically determined by assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of Unify Phone, Client Version 5.0.6100, Server Version 3.0.104 as of April 2026. 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.