# Mitel Network Accessibility Conformance Report

# EN 301 549 Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version: Mitel 6905, 6910, 6920w, 6930w, 6940w IP Phones**

**Report Date: November 2022**

**Product Description: Voice over IP Business Phones**

**Contact Information: accessibility@mitel.com**

**Notes: N/A**

**Evaluation Methods Used: Manual testing**

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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) |
| 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 be used only in WCAG Level AAA criteria.

# WCAG 2.x Report

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Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)

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.<br><br>All non-text content that is presented to the user has a text alternative. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A) | Supports | This requirement is fully met.<br><br>Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content. |
| **1.2.2 Captions (Prerecorded)** (Level A) | Partially supports | This requirement is only partially met.<br><br>The video has short text in synchronized media, although the full sentences of the narration are not provided.<br><br>This may affect users who are deaf or have a hearing loss access the auditory information in the synchronized media content through captions. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A) | Supports | This requirement is fully met.<br><br>An alternative for time-based media or audio description of the prerecorded video content is provided for synchronized media. |
| **1.3.1 Info and Relationships** (Level A) | Supports | This requirement is fully met.<br><br>Information, structure, and relationships conveyed |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | through presentation can be programmatically determined or are available in text. |
| [1.3.2 Meaningful Sequence](#) (Level A) | Supports | This requirement is fully met.<br><br>When the sequence in which content is presented affects its meaning, a correct reading sequence can be programmatically determined. |
| [1.3.3 Sensory Characteristics](#)  (Level A) | Supports | This requirement is fully met.<br><br>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.<br><br>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) | Supports | This requirement is fully met.<br><br>A mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level. |
| [2.1.1 Keyboard](#) (Level A) | Supports | This requirement is fully met.<br><br>All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. |
| [2.1.2 No Keyboard Trap](#) (Level A) | Supports | This requirement is fully met.<br><br>The current keyboard available functionalities do not |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | cause a keyboard trap. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>The electronic support documentation does not include content with a timeout, that is adjustable or under the control of the end user. |
| **2.2.1 Timing Adjustable** (Level A) | Supports | This requirement is fully met.<br><br>All software updates, system alerts, or preload phase provide mechanisms for the user to stop or hide it. |
| **2.2.2 Pause, Stop, Hide** (Level A) | Supports | This requirement is fully met.<br><br>Web pages do 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. |
| **2.3.1 Three Flashes or Below Threshold** (Level A) | Supports | This requirement is fully met.<br><br>keyboard users to different locations of the user interface. |
| **2.4.1 Bypass Blocks** (Level A) | Supports | This requirement is fully met.<br><br>The electronic support documentation provides titles for each page. |
| **2.4.2 Page Titled** (Level A) | Supports | This requirement is fully met.<br><br>Users can navigate sequentially through operational content. Focusable components receive focus in an order that preserves meaning and operability |
| **2.4.3 Focus Order** (Level A) | Supports | This requirement is fully met. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | The current keyboard available functionalities do not cause a keyboard trap. |
| **2.4.4 Link Purpose (In Context)** (Level A) | Supports | This requirement is fully met.<br><br>The links provide meaningful text for identifying the content as the link. |
| **2.5.1 Pointer Gestures** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture. |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>The path-based gesture can be operated by a single pointer. It provides confirmation and cancelation for users to abort or undo from mis-operation. |
| **2.5.3 Label in Name** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>Labels with text or images of text have their accessible names and can be read by screen reader. |
| **2.5.4 Motion Actuation** (Level A 2.1 only) | Not applicable | The electronic support documentation does not have functionalities operated by device motion or user motion. |
| **3.1.1 Language of Page** (Level A) | Supports | This requirement is fully met.<br><br>The default human language of each Web page can be programmatically determined. |
| **3.2.1 On Focus** (Level A) | Supports | This requirement is fully met. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | The electronic support documentation does not cause a change of context on focus. |
| 3.2.2 On Input (Level A) | Supports | This requirement is fully met.<br><br>The electronic support documentation does not change the context/setting of the control itself when entering data or selecting a control. |
| 3.3.1 Error Identification (Level A) | Supports | This requirement is fully met.<br><br>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text. |
| 3.3.2 Labels or Instructions (Level A) | Supports | This requirement is fully met.<br><br>The electronic support documentation provides labels or instructions when content requires user input. |
| 4.1.1 Parsing (Level A) | Supports | This requirement is fully met.<br><br>All UI elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique |
| 4.1.2 Name, Role, Value (Level A) | Supports | This requirement is fully met.<br><br>The electronic support documentation provides the correct names, role, state, and other important accessibility information for some user interface components. |

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## Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** (Level AA) | Not applicable | The electronic support documentation does not have live audio content. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA) | Supports | This requirement is fully met.<br><br>Audio description is provided for all prerecorded video content in synchronized media. |
| **1.3.4 Orientation** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>The electronic support documentation has landscape and portrait according to system display orientation. |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>The electronic support documentation provides information of the purpose on input fields and can be programmatically determined. |
| **1.4.3 Contrast (Minimum)** (Level AA) | Supports | This requirement is fully met.<br><br>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1. |
| **1.4.4 Resize text** (Level AA) | Supports | This requirement is fully met.<br><br>Text is resized to 200% without a loss of content of functionality. |
| **1.4.5 Images of Text** (Level AA) | Supports | This requirement is fully met.<br><br>Text is used to convey information rather than images of text. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.10 Reflow** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>The electronic support documentation can be presented in one column so that scrolling in more one direction is not necessary when the browser is scaled to 400%. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>Non-text content including user interface components and graphical objects follows a contrast ratio at least 3:1 against adjacent color. |
| **1.4.12 Text Spacing** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>The content implemented using markup languages support the space rules and have no loss of content or functionality. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>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) | Supports | This requirement is fully met.<br><br>The electronic support documentation utilizes a fixed navigation of all tabs, search and shortcuts for locating screens. |
| **2.4.6 Headings and Labels** (Level AA) | Supports | This requirement is fully met.<br><br>The headings and labels are clear and descriptive when they are provided. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.7 Focus Visible** (Level AA) | Supports | This requirement is fully met.<br><br>The keyboard focus is always available when a UI component is operated. |
| **3.1.2 Language of Parts** (Level AA) | Not applicable | There is only one language on the web. |
| **3.2.3 Consistent Navigation** (Level AA) | Supports | This requirement is fully met.<br><br>The electronic support documentation has a consistent navigation mechanism. |
| **3.2.4 Consistent Identification** (Level AA) | Supports | This requirement is fully met.<br><br>The components of electronic support documentation are identified consistently. |
| **3.3.3 Error Suggestion** (Level AA) | Supports | This requirement is fully met.<br><br>The electronic support documentation provides error suggestions. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA) | Not applicable | There is no content causing legal commitment or financial transactions. |
| **4.1.3 Status Messages** (Level AA 2.1 only) | Supports | This requirement is fully met.<br><br>Status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus. |

## Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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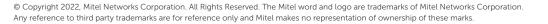Powering connections

# EN 301 549 Report

Notes:

## Chapter 4: **Functional Performance Statements** (FPS)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.1 Usage without vision | Partially supports | This requirement is only partially met.<br><br>Number "5" has braille on the key, so that users can navigate the dial pad, but all function keys do not have any tactile identifications as below:<br>"Contacts", "Call history", "Voicemail", "Settings", "Volume", "Hang Up", "Back", "Pause", "Mute" and "Speaker".<br><br>These exceptions may affect users with vision difficulties or impairments. |
| 4.2.2 Usage with limited vision | Supports | This requirement is fully met.<br><br>All keys have visual symbols or characters with good contrast. |
| 4.2.3 Usage without perception of colour | Supports | This requirement is fully met.<br><br>Color alone is not used to communicate meaning. |
| 4.2.4 Usage without hearing | Supports | This requirement is fully met. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | When the phone rings, the visual cue on the screen and handset are also provided. |
| 4.2.5 Usage with limited hearing | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides physical volume control. It also provides FCC-compliant primary inductive coils, permitting the phone to be used with inductively coupled assistive hearing devices. |
| 4.2.6 Usage with no or limited vocal capability | Supports | This requirement is fully met.<br><br>Speech is not required for input, control, or operation. |
| 4.2.7 Usage with limited manipulation or strength | Supports | This requirement is fully met.<br><br>All keys can be reached and operated using one hand and require minimal dexterity for ease of use by mobility impaired users. |
| 4.2.8 Usage with limited reach | Supports | This requirement is fully met.<br><br>All keys can be operated with minimal force. |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.10 Usage with limited cognition, language or learning | Partially supports | This requirement is only partially met.<br><br>6900 series IP Phone provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience.<br><br>These may affect users with cognitive, language or learning disabilities. |
| 4.2.11 Privacy | Supports | This requirement is fully met.<br><br>Where 6900 series IP Phone provides features for accessibility, it maintains the privacy of users of these features at the same level as other users. |

# 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 | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support built-in speech-out functions or auditory |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.2 Auditory output delivery including speech | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support built-in speech-out functions or auditory output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.3 Auditory output correlation | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support built-in speech-out functions or auditory output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.4 Speech output user control | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 5.1.3.5 Speech output automatic interruption | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.6 Speech output for non-text content | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.7 Speech output for video information | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.8 Masked entry | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | assistive technology. |
| 5.1.3.9 Private access to personal data | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.10 Non-interfering audio output | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.11 Private listening volume | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.12 Speaker volume | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | impairments, including those using assistive technology. |
| 5.1.3.13 Volume reset | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.14 Spoken languages | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.15 Non-visual error identification | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not support speech output.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable | 6900 series IP Phone does not have receipts, tickets or transactional outputs. |
| 5.1.4 Functionality closed to text enlargement | Supports | This requirement is fully met.<br><br>6900 series IP Phone supports the text |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | enlargement features of, and it provides a mode of operation where the text and images of text necessary for all functionality is displayed in such a way that a non-accented capital "H" subtends an angle of at least 0,7 degrees at a viewing distance specified by the supplier. |
| 5.1.5 Visual output for auditory information | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides visual information that is equivalent to the auditory output. |
| *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 | 6900 series IP Phone relies on keyboards for input. |
| 5.1.7 Access without speech | Not applicable | Speech is not needed to operate the functions. |
| 5.2 Activation of accessibility features | Supports | This requirement is fully met.<br><br>6900 series IP Phone supports to activate documented accessibility features that are required to meet a specific need without relying on a method that does not support that need. |
| 5.3 Biometrics | Not applicable | Biometrics means is not provided. |
| 5.4 Preservation of accessibility information during conversion | Supports | This requirement is fully met.<br><br>The settings of volume and display about accessibility are preserved. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **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.<br><br>6900 series IP Phone provide speaker/headset key that allows users to grasp the handset. |
| 5.5.2 Operable parts discernibility | Partially supports | This requirement is only partially met.<br><br>Number "5" has braille on the key, so that users can navigate the dial pad by touch without activation, but all function keys do not have any tactile identifications, listed as below:<br>"Contacts", "Call history", "Voicemail", "Settings", "Volume", "Hang Up", "Back", "Pause", "Mute" and "Speaker".<br><br>It will affect users with vision difficulties or impairments. |
| **5.6 Locking or toggle controls** | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not provide alternatives to the visual lock state.<br><br>It will affect users with vision difficulties or impairments. |
| 5.6.2 Visual status | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides a "locked" prompt on screen and the Phone Lock key |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | turns to light blue. |
| 5.7 Key repeat | Not applicable | There is no auto key repeat feature provided on the phone. |
| 5.8 Double-strike key acceptance | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides at least one mode of operation that does not require simultaneous user actions to operate |
| 5.9 Simultaneous user actions | Not applicable | 6900 series IP Phone 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.<br><br>6900 series IP Phone 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 | 6900 series IP Phone does not provide RTT function. |
| 6.2.1.2 Concurrent voice and text | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.2.2.1 Visually distinguishable display | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.2.2.2 Programmatically determinable send and receive direction | Not applicable | 6900 series IP Phone does not provide RTT |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | function. |
| 6.2.2.3 Speaker identification | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.2.2.4 Visual indicator of Audio with RTT | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.2.3 Interoperability | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.2.4 RTT responsiveness | Not applicable | 6900 series IP Phone does not provide RTT function. |
| 6.3 Caller ID | Partially supports | This requirement is only partially met.<br><br>The caller ID is visible but not audible.<br><br>This may affect users with vision difficulties or impairments. |
| 6.4 Alternatives to voice-based services | Does not support | This requirement is not supported.<br><br>6900 series IP Phone does not provide alternatives to real-time voice-based communication.<br><br>This will affect the users who are deaf or have difficulties in hearing, voice, speech or language disorders. |
| **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 | Not applicable | 6900 series IP Phone does not support video-based communications. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 6.5.3 Frame rate | Not applicable | 6900 series IP Phone does not support video-based communications. |
| 6.5.4 Synchronization between audio and video | Not applicable | 6900 series IP Phone does not support video-based communications. |
| 6.5.5 Visual indicator of audio with video | Not applicable | 6900 series IP Phone does not support video-based communications. |
| 6.5.6 Speaker identification with video (sign language) communication | Not applicable | 6900 series IP Phone does not support video-based communications. |
| *6.6 Alternatives to video-based services (advisory only)* | Advisory – no response required | Advisory – no response required |

# Chapter 7: ICT with Video Capabilities

Notes: Not applicable. 6900 series IP Phone does not display video with synchronized audio.

# Chapter 8: Hardware

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *8.1.1 Generic requirements* | Heading cell – no response required | Heading cell – no response required |
| 8.1.2 Standard connections | Supports | This requirement is fully met.<br><br>6900 series IP Phone provides input and output connection that conforms to an industry standard non-proprietary format, directly or through the use of commercially available adapters. |
| 8.1.3 Colour | Supports | This requirement is fully met.<br><br>Colour is not used as the only visual means of conveying information. |
| *8.2 Hardware products with speech* | Heading cell – no response | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| *output* | required | |
| 8.2.1.1 Speech volume range | Not applicable | 6900 series IP Phone does not support speech output. |
| 8.2.1.2 Incremental volume control | Not applicable | 6900 series IP Phone does not support speech output. |
| 8.2.2.1 Fixed-line devices | Supports | This requirement is fully met.<br><br>All of the 6900 phones are shipped with HAC handsets. |
| 8.2.2.2 Wireless communication devices | Supports | This requirement is fully met.<br><br>6930W and 6940W support a HAC cordless handset. |
| *8.3 Stationary ICT* | Heading cell – no response required | Heading cell – no response required |
| 8.3.2.1 Unobstructed high forward reach | Supports | This requirement is fully met.<br><br>No part of 6900 series IP Phone obstructs the forward reach, and at least one of each type of operable part is located no higher than 1 220 mm (48 inches) above the floor of the access space. |
| 8.3.2.2 Unobstructed low forward reach | Supports | This requirement is fully met.<br><br>No part of 6900 series IP Phone obstructs the forward reach, and at least one of each type of operable part is located no lower than 380 mm (15 inches) above the floor of the access space. |
| 8.3.2.3.1 Clear space | Supports | This requirement is fully met.<br><br>Where an obstruction is an integral part of 6900 series IP Phone and hinders the access to any type of operable part, the phone provides a clear space which extends beneath the obstructing element for a distance not less than the required reach depth over the obstruction. |
| 8.3.2.3.2 Obstructed (< 510 mm) forward reach | Supports | This requirement is fully met.<br><br>Where 6900 series IP Phone has an obstruction which is an integral part of the phone |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | and which is less than 510 mm (20 inches), the forward reach to at least one of each type of operable part could be no higher than 1 220 mm (48 inches) above the floor contact of the phone. |
| 8.3.2.3.3 Obstructed (< 635 mm) forward reach | Supports | This requirement is fully met.<br><br>Where 6900 series IP Phone has an obstruction which is an integral part of the phone and which is not less than 510 mm (20 inches) but is less than 635 mm (25 inches) maximum, the forward reach to at least one of each type of operable part could be no higher than 1 120 mm (44 inches) above the floor contact of the phone. |
| 8.3.2.4 Knee and toe clearance width | Supports | This requirement is fully met.<br><br>Where the space under 6900 series IP phone that is an integral part of the stationary phone is part of access space, the clearance could be at least 760 mm (30 inches) wide. |
| 8.3.2.5 Toe clearance | Supports | This requirement is fully met.<br><br>Where an obstacle is an integral part of the 6900 series IP phone, a space under the obstacle that is less than 230 mm (9 inches) above the floor is considered toe clearance and could: a) extend 635 mm (25 inches) maximum under the whole obstacle; b) provide a space at least 430 mm (17 inches) deep and 230 mm (9 inches) above the floor under the obstacle; c) extend no more than 150 mm (6 inches) beyond any obstruction at 230 mm (9 inches) above the floor. |
| 8.3.2.6 Knee clearance | Supports | This requirement is fully met.<br><br>Where an obstacle is an integral part of 6900 series IP phone, the space under the obstacle that is between 230 mm (9 inches) and 685 mm (25 inches) above the floor is considered knee clearance and could: a) extend no more than 635 mm (25 inches) under the obstacle at a height of 230 mm (9 inches) above the floor; b) extend at least 280 mm (11 inches) under the obstacle at a height of 230 mm (9 inches) above the floor; c) extend at least 205 mm (8 inches) under the obstacle at a height of 685 mm (27 inches) above the floor; d) be permitted to be reduced in depth at a rate of |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 25 mm (1 inch) for each 150 mm (6 inches) in height. |
| 8.3.3.1 Unobstructed high side reach | Supports | This requirement is fully met.<br><br>Where the side reach is unobstructed or obstructed by an element that is an integral part of the 6900 series IP phone and which is less than 255 mm (10 inches), at least one of each type of operable part could be within a high side reach which is less than or equal to 1 220 mm (48 inches) above the floor of the access space. |
| 8.3.3.2 Unobstructed low side reach | Supports | This requirement is fully met.<br><br>Where the side reach is unobstructed or obstructed by an element that is an integral part of the 6900 series IP phone and which is less than 255 mm (10 inches), at least one of each type of operable part could be within a low side reach which is greater than or equal to 380 mm (15 inches) above the floor of the access space. |
| 8.3.3.3.1 Obstructed (≤ 255 mm) side reach | Supports | This requirement is fully met.<br><br>Where 6900 series IP phone has an obstruction which is an integral part of the phone, the height of the obstruction could be less than 865 mm (34 inches). Where the depth of the obstruction is less than or equal to 255 mm (10 inches), the high side reach to at least one of each type of operable part could be no higher than 1 220 mm (48 inches) above the floor of the access space. |
| 8.3.3.3.2 Obstructed (≤ 610 mm) side reach | Supports | This requirement is fully met.<br><br>Where 6900 series IP phone has an obstruction which is an integral part of the phone, the height of the obstruction could be less than 865 mm (34 inches). Where the depth of the obstruction is greater than 255 mm (10 inches) with a maximum depth of 610 mm (24 inches), the high side reach to at least one of each type of operable part could be no higher than 1 170 mm (46 inches) above the floor of the access space. |
| 8.3.4.1 Change in level | Not applicable | 6900 series IP phone does not have a floor within it. |
| 8.3.4.2 Clear floor or ground space | Not applicable | 6900 series IP phone does not have an operating area within it. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 8.3.4.3.2 Forward approach | Not applicable | 6900 series IP phone does not have an access space inside it. |
| 8.3.4.3.3 Parallel approach | Not applicable | No operating area is inside an alcove within 6900 series IP phone. |
| 8.3.5 Visibility | Supports | This requirement is fully met.<br><br>The display screen is visible from a point located 40 inches (1015 mm) above the floor space where the display screen is viewed. |
| 8.3.6 Installation instructions | Supports | This requirement is fully met.<br><br>Installation instructions are provided by manuals. |
| **8.4 Mechanically Operable parts** | Heading cell – no response required | Heading cell – no response required |
| 8.4.1 Numeric keys | Supports | This requirement is fully met.<br><br>Physical numeric keys arranged in a rectangular keypad layout have the number five key tactilely distinct from the other keys of the keypad. |
| 8.4.2.1 Means of operation of mechanical parts | Supports | This requirement is fully met.<br><br>Where picking up the handset requires grasping, pinching, or twisting of the wrist to operate it, the speaker mode that does not require these actions is provided. |
| 8.4.2.2 Force of operation of mechanical parts | Not applicable | The control does not require a force greater than 22,2N. |
| 8.4.3 Keys, tickets and fare cards | Not applicable | 6900 series IP Phone does not support any keys/tickets/fare cards. |
| 8.5 Tactile indication of speech mode | Supports | This requirement is fully met.<br><br>Tactile indication on the keypad is provides for r shared use and speech output. |

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

Notes: See WCAG parts.

# Chapter 10: Non-web Documents

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| ***10.0 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not applicable | 6900 series IP Phone does not contain synchronized media. |
| 10.6 Audio description timing | Not applicable | 6900 series IP Phone does not contain synchronized media. |

# Chapter 11: Software

Notes: Not applicable.

| 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 11.5.2.17 |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not applicable | 6900 series IP Phone is not an assistive technology. |
| 11.5.2.5 Object information | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.6 Row, column, and headers | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.7 Values | Does not support | 6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.8 Label relationships | Does not support | This requirement is not supported. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.9 Parent-child relationships | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.10 Text | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.11 List of available actions | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.12 Execution of available actions | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.13 Tracking of focus and selection attributes | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies. |
| 11.5.2.14 Modification of focus and selection attributes | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.15 Change notification | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.16 Modifications of states and properties | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| 11.5.2.17 Modifications of values and text | Does not support | This requirement is not supported.<br><br>6900 series IP Phone cannot be programmatically determinable by assistive technologies.<br><br>It will affect users with vision difficulties or impairments, including those using assistive technology. |
| *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 | 6900 series IP Phone is not a platform software. |
| 11.6.2 No disruption of accessibility features | Not applicable | 6900 series IP Phone is not a platform software. |
| 11.7 User preferences | Not applicable | 6900 series IP Phone is not a platform software. |
| *11.8 Authoring tools* | Heading cell – no response required | Heading cell – no response required |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **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 | 6900 series IP Phone is not an authoring tool. |
| 11.8.4 Repair assistance | Not applicable | 6900 series IP Phone is not an authoring tool. |
| 11.8.5 Templates | Not applicable | 6900 series IP Phone 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.<br><br>6900 series IP Phone has information about settings of accessibility and compatibility Features. |
| 12.1.2 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |
| **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 met.<br><br>The information is provided on support documentation. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 12.2.3 Effective communication | Supports | This requirement is fully met.<br><br>We provide the email address accessibility@mitel.com to receive all general feedbacks. 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 | See WCAG 2.x section | See information in WCAG 2.x section |

## Chapter 13: ICT Providing Relay or Emergency Service Access

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 | 6900 series IP Phone does not have relay services. |
| 13.1.3 Sign relay services | Not applicable | 6900 series IP Phone does not have relay services. |
| 13.1.4 Lip-reading relay services | Not applicable | 6900 series IP Phone does not have relay services. |
| 13.1.5 Captioned telephony services | Not applicable | 6900 series IP Phone does not have relay services. |
| 13.1.6 Speech to speech relay services | Not applicable | 6900 series IP Phone does not have relay services. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 13.2 Access to relay services | Not applicable | 6900 series IP Phone does not have relay services. |
| 13.3 Access to emergency services | Supports | This requirement is fully met.<br><br>6900 series IP Phone supports emergency services, and access to those emergency services is not prevented for outgoing and incoming calls. |

# Legal Disclaimer

*This Mitel Network Accessibility Conformance Report provides details of the accessibility features of Mitel 6905, 6910, 6920w, 6930w, 6940w IP Phones as of November 2022. This document is for informational purposes only, and does not constitute legal advice, nor is it intended to represent a certification for compliance.*