

# **Mitel Network Accessibility Conformance Report**

## **EN 301 549 Edition**

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version: Mitel CX Ignite, MCX Version 1.0.0.0, CX Ignite Version 1.0.1400.**

**Report Date: April 2025**

**Product Description: Ignite is a web application providing agents with the ability to handle contact center interactions quickly and efficiently. It also provides supervisors with the real-time information to manage their agents and change the parameters to improve customer experience.**

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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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</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 be used only in WCAG Level AAA criteria.

## WCAG 2.x Report

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](#).

**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 have text alternatives.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	Ignite have prerecorded greeting audios but they are defined by users and essential in the system.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	Ignite does not have prerecorded video content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	Ignite does not have prerecorded video content.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	This requirement is fully met.  Information, structure, and relationships conveyed through presentation are available in text.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	This requirement is fully met.  The content that can be programmatically determined in Ignite provides correct reading sequence.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	This requirement is fully met.  Ignite does not rely on one sensory characteristic for instructions.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	This requirement is fully met.  Ignite does not rely on color alone to convey information. Other means such as font size, bold, and

Criteria	Conformance Level	Remarks and Explanations
		text content are utilized to assist conveying the information.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	There is not automatically played audio on any web page in Ignite.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	This requirement is fully met.  All functionalities can be accessed by keyboard (unmodified Tab) in Ignite.
<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="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)	Not applicable	There is no character key shortcut in Ignite.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Supports	In Ignite, the clerical time can be extended repeatedly and canceled. Users can enable or disable it on the call control panel.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	Ignite has auto-updating information that starts automatically or lasts more than five seconds, however, the auto-updating is part of activities where it is essential.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	Ignite does not contain anything that flashes more than three times in any one second period.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	This requirement is fully met.  With JAWS, users can skip to different locations of the user interface by using hotkeys.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	This requirement is fully met.  Ignite provides titles for the webpage.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	This requirement is fully met.  Users can navigate sequentially through operational content with JAWS.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	This requirement is fully met.  Links have their link text alone or provide link purpose.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not applicable	Ignite does not require any path-based pointer gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Not applicable	Ignite does not require any path-based pointer gestures.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	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 and accessed by screen readers.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only)	Not applicable	Ignite does not have functionalities operated by device motion or user motion.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	This requirement is fully met.  The default human language of each Web page can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	This requirement is fully met.  The default human language of each Web page can be programmatically determined.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	This requirement is fully met.  Ignite does not cause a change of context on focus.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.1 Error Identification</a> (Level A)	Support	<p>This requirement is fully met.</p> <p>Ignite restricts the input as numbers for calls. When the user inputs text characters, it will not be allowed.</p>
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>Ignite provides labels or instructions when content requires user input.</p>
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>In content implemented using markup languages, 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.</p>
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	<p>This requirement is partially met.</p> <p>Ignite provides the correct names, role, state, and other important accessibility information for all user interface components.</p> <ul style="list-style-type: none"> <li>On Dashboard, the three icons on the widget “Employee State” are recognized as “Question Mark”.</li> <li>The version information in “About”.</li> <li>On “Agent Groups” dialogue, when the group is active, the screen reader cannot read the status, it announces “to activate it, press enter”.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>When there's a Confirmation dialogue, the close button is announced as "unlabeled zero button".</li> </ul> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>

## 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	Ignite does not have live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	Ignite does not have prerecorded video content.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Not Applicable	Ignite does not have built-in settings for orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>Ignite provides information of the purpose on input fields and can be programmatically determined.</p>
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1.</p>
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Text is resized to 200% throughout Ignite without a loss of content or functionality.</p>



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	Ignite uses text instead of images of text to convey meaning on user profile image.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Partially Supports	<p>This requirement is only partially met.</p> <p>Many contents cannot be presented (in one column) when the browser is scaled to 400%, such as busy codes, History, Cases, Queues, Contacts, Profile in Options, etc.</p> <p>It may affect users with low vision who need to increase text size in content.</p>
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>Non-text content including user interface components and graphical objects follows a contrast ratio of at least 3:1 against adjacent color.</p>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>The content implemented using markup languages supports the space rules and has no loss of content or functionality.</p>
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>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.</p>
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Ignite utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.</p>

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The headings and labels are clear and descriptive when they are provided.</p>
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Partially supports	<p>This requirement is partially met.</p> <p>The focus on some components is not visible or obvious when a UI it is operated.</p> <ul style="list-style-type: none"> <li>Some UI components do not have an obvious focus box, such as all the buttons and checkboxes in blue colors.</li> </ul> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not applicable	Ignite does not contain text with a change in language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Ignite has a consistent navigation mechanism.</p>
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Ignite components are identified consistently.</p>
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Not applicable	Ignite does not automatically detect any input errors.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	Use of Ignite does not inherently cause legal commitments or financial transactions to occur.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p> <p>The status messages in Ignite can be closed.</p>

## Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports	This requirement is fully met.  Ignite provides accessibility information that does not require user vision in all functionalities.
4.2.2 Usage with limited vision	Supports	This requirement is fully met.  Ignite can be used with limited vision in all high contrast modes.
4.2.3 Usage without perception of colour	Supports	This requirement is fully met.  Ignite provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	This requirement is fully met.  Ignite provides at least one mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		Ignite provides at least one mode of operation that enables users to make use of limited hearing.
4.2.6 Usage with no or limited vocal capability	Not Applicable	The vocal in Ignite is not used for input, control, or operation.
4.2.7 Usage with limited manipulation or strength	Supports	This requirement is fully met.  Ignite provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Not applicable	No manual mode of operation which requires reach or strength is provided.
4.2.9 Minimize photosensitive seizure triggers	Not Applicable	Ignite does not have any flashes, blinking, scrolling or auto-updated information that would cause photosensitive seizures.
4.2.10 Usage with limited cognition, language or learning	Partially supports	This requirement is only partially met.  Ignite provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience.  These may affect users with cognitive, language or learning disabilities.
4.2.11 Privacy	Supports	This requirement is fully met.  When Ignite 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
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not applicable	Ignite does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	Ignite does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	Ignite does not have closed functionality.
5.1.3.4 Speech output user control	Not applicable	Ignite does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	Ignite does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not applicable	Ignite does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	Ignite does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	Ignite does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	Ignite does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	Ignite does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	Ignite does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	Ignite does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	Ignite does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	Ignite does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	Ignite does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	Ignite does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	Ignite does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.5 Visual output for auditory information	Not applicable	Ignite does not have closed functionality.
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.6.1 Closed functionality</b>	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	Ignite does not have closed functionality.
5.1.7 Access without speech	Not applicable	Ignite does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	There is no documented accessibility feature that meet a specific need.
5.3 Biometrics	Not applicable	Ignite does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Supports	This requirement is fully met.  Ignite preserves all documented non-proprietary information that is provided for accessibility, when it converts information or communication.
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Supports	This requirement is fully met.  When operable parts require grasping, pinching, or twisting of the wrist to operate, there is accessible alternative means such as unmodified keyboard interface in Ignite.
5.5.2 Operable parts discernibility	Supports	This requirement is fully met.  Operable parts could be auditorily discernible without requiring vision and performing the action associated with the operable part.

Criteria	Conformance Level	Remarks and Explanations
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Supports	This requirement is fully met.  Ignite provide other mode of operation such as touch or sound.
5.6.2 Visual status	Not applicable	There is no locking/toggle control in Ignite.
5.7 Key repeat	Not applicable	Ignite does not have a key repeat function.
5.8 Double-strike key acceptance	Supports	This requirement is fully met.  The delay between two keystrokes is only valid when it is longer than 0.5 seconds.
5.9 Simultaneous user actions	Not applicable	Ignite 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.  Web Ignite uses WebRTC via Unify Phone based softphone, that can be configured to support G.722.
<b>6.2 Real-time text (RTT) functionality</b>	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Does not support	This requirement is not supported. Ignite does not currently provide this service.



Criteria	Conformance Level	Remarks and Explanations
		It may affect users with limited vocal disabilities.
6.2.1.2 Concurrent voice and text	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.2.2.1 Visually distinguishable display	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.2.2.2 Programmatically determinable send and receive direction	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.2.2.3 Speaker identification	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.2.2.4 Visual indicator of Audio with RTT	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.

Criteria	Conformance Level	Remarks and Explanations
6.2.3 Interoperability	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.2.4 RTT responsiveness	Does not support	This requirement is not supported. Ignite does not currently provide this service.  It may affect users with limited vocal disabilities.
6.3 Caller ID	Supports	This requirement is fully met.  Ignite provides caller identification, it is available in text form as well as being programmatically determinable.
6.4 Alternatives to voice-based services	Not applicable	Ignite does not provide voice mail, auto-attendant, or interactive voice response facilities.
<b>6.5 Video communication</b>	Heading cell – no response required	Heading cell – no response required
<b>6.5.1 General (informative)</b>	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not applicable	Ignite does not support real-time video functionality.
6.5.3 Frame rate	Not applicable	Ignite does not support real-time video functionality.
6.5.4 Synchronization between audio and video	Not applicable	Ignite does not support real-time video functionality.
6.5.5 Visual indicator of audio with video	Not applicable	Ignite does not support real-time video functionality.

Criteria	Conformance Level	Remarks and Explanations
6.5.6 Speaker identification with video (sign language) communication	Not applicable	Ignite does not support real-time video functionality.
<b>6.6 Alternatives to video-based services (advisory only)</b>	Advisory – no response required	Advisory – no response required

## Chapter [7: ICT with Video Capabilities](#)

Notes: Not applicable. Ignite does not display video with synchronized audio.

## Chapter [8: Hardware](#)

Notes: Not applicable. Ignite is software product.

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

Notes: See WCAG parts.

## Chapter [10: Non-web Documents](#)

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

## Chapter [11: Software](#)

Notes: Not applicable. The evaluated software is a web client, it is not platform software or an authoring tool.

## Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
12.1.1 Accessibility and compatibility features	Supports	<p>This requirement is fully met.</p> <p>Ignite CX provides accessibility and compatibility features in the documentation.</p>
12.1.2 Accessible documentation	Partially supports	<p>This requirement is partially supported.</p> <p>The support documentation on web pages meets below criterion:</p> <p>Level A</p> <p>1.3.1</p> <p>1.3.2</p> <p>1.3.3</p> <p>1.4.1</p> <p>2.1.1</p> <p>2.1.2</p> <p>2.2.1</p> <p>2.4.1</p> <p>2.4.2</p> <p>2.4.3</p> <p>2.4.4</p> <p>2.5.3</p> <p>3.2.1</p> <p>3.2.2</p> <p>3.2.6</p> <p>3.3.1</p> <p>3.3.2</p> <p>4.1.1</p> <p>4.1.2</p> <p>Level AA</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>1.4.4 1.4.5 1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 2.5.8 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>

Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may also affect users with motor impairments, who are unable to use the mouse.
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	This requirement is fully supported.  The support services provide the information on accessibility and compatibility features.
12.2.3 Effective communication	Supports	This requirement is fully met.  We provide the email address <a href="mailto:accessibility@mitel.com">accessibility@mitel.com</a> 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 through the IVR.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>13.1 Relay services requirements</b>	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not applicable	Ignite does not have relay services.
13.1.3 Sign relay services	Not applicable	Ignite does not have relay services.
13.1.4 Lip-reading relay services	Not applicable	Ignite does not have relay services.
13.1.5 Captioned telephony services	Not applicable	Ignite does not have relay services.
13.1.6 Speech to speech relay services	Not applicable	Ignite does not have relay services.
13.2 Access to relay services	Not applicable	Ignite does not have relay services.
13.3 Access to emergency services	Supports	<p>This requirement is fully met.</p> <p>Ignite supports emergency services, and access to those emergency services is not prevented for outgoing and incoming calls.</p>

## Legal Disclaimer (Mitel)

*This Mitel Accessibility Conformance Report provides details of the accessibility features of Mitel CX Ignite, MCX Version 1.0.0.0, CX Ignite Version 1.0.1400 as of April 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.*