# Mitel Accessibility Conformance Report

# EN 301 549 Edition

**(Based on VPAT® Version 2.5)**

**Name of Product/Version: MiVoice Business Console, Version 10.2.0.7**

**Report Date: June 2024**

**Product Description: The MiVoice™ Business Console is an integrated console application for MiVoice Business. It features an intuitive user interface for smooth, efficient call handling.**

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

**Notes: In this document, MiVB Console is the abbreviated form of MiVoice Business Console.**

## Evaluation Methods Used:

The evaluation methods were used by manual testing with an external USB keyboard and a braille keyboard, correspondently with JAWS screen reader. The external USB keyboard was Dell SK-8115. The braille keyboard was Focus 40 by Freedom Scientific.

# 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)<br>Level AA (Yes)<br>Level AAA (No) |
| Web Content Accessibility Guidelines 2.1 | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)  *AND*<br>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 only be used in WCAG Level AAA criteria.

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# WCAG 2.x Report

Tables 1 and 2 document conformance with EN 301 549:

- Chapter 9 - Web
- Sections 10.1-10.4 of Chapter 10 - Non-Web documents
- Sections 11.1- 11.4 and 11.8.2 of Chapter 11 - Software (open and closed functionality)
- Sections 12.1.2 and 12.2.4 of Chapter 12 - Documentation

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 that serves the equivalent purpose. The non-text content that is a control or accepts user input, has a name that describes its purpose. |
| **1.2.1 Audio-only and Video-only (Prerecorded)** (Level A) | Not Applicable | MiVB Console does not have prerecorded audio and video content. |
| **1.2.2 Captions (Prerecorded)** (Level A) | Not Applicable | MiVB Console does not have prerecorded audio and video content. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A) | Not Applicable | MiVB Console does not have prerecorded audio and video content. |
| **1.3.1 Info and Relationships** (Level A) | Supports | This requirement is fully met.<br><br>Information, structure, and relationships conveyed 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, |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 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 | The audio can be muted, and the audio volume can be adjusted independently from the overall system volume level. |
| 2.1.1 Keyboard (Level A) | Supports | This requirement is fully met.<br><br>The audio can be muted, and the audio volume can be adjusted independently from the overall system volume level. |
| 2.1.2 No Keyboard Trap (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. |
| 2.1.4 Character Key Shortcuts (Level A 2.1 only) | Not applicable | In MiVB Console, the keyboard focus cannot be moved by keystrokes. |
| 2.2.1 Timing Adjustable (Level A) | Supports | This requirement is fully met.<br><br>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters,<br>A mechanism is available to turn the shortcut off when installing and configuring the console. |
| 2.2.2 Pause, Stop, Hide (Level A) | Not applicable | There is no adjustable timing in MiVB Console. |
| 2.3.1 Three Flashes or Below Threshold (Level A) | Supports | This requirement is fully met. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | The auto-updated information from call history can be enabled and disabled. |
| **2.4.1 Bypass Blocks** (Level A) | Not applicable | There is no content repeated in a set of software programs in MiVB Console. |
| **2.4.2 Page Titled** (Level A) | Supports | This requirement is fully met.<br><br>MiVB console provides sufficient titles to describe the topic or purpose with assistive technology, including the login window. |
| **2.4.3 Focus Order** (Level A) | Partially Supports | This requirement is partially met.<br><br>The system menus and submenus could receive focus in an order that preserves meaning and operability. Exception:<br><ul><li>The directory panels.</li><li>The queue calls.</li><li>Sources.</li></ul>These may affect users with mobility impairments who must rely on keyboard access for operating a page benefit from a logical, usable focus order, and users with |
| **2.4.4 Link Purpose (In Context)** (Level A) | Supports | This requirement is fully met.<br><br>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 only) | Supports | This requirement is fully met.<br><br>The path-based drag for adjusting the audio volume can also be controlled by single click. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.2 Pointer Cancellation** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>The above path-based drag can be aborted or undo. |
| **2.5.3 Label in Name** (Level A 2.1 only) | Supports | This requirement is fully met.<br><br>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 only) | Not applicable | MiVB Console does not support any 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 can be programmatically determined. |
| **3.2.1 On Focus** (Level A) | Supports | This requirement is fully met.<br><br>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.<br><br>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) | Partially supports | This requirement is partially met.<br><br>MiVB Console provides error detections and color alerts on input errors, expect for the search field.<br><br>This may affect people with cognitive, language, and learning disabilities. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.2 Labels or Instructions** (Level A) | Supports | This requirement is fully met.<br><br>Labels or instructions are provided when content requires user input. |
| **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) | Partially supports | For the external keyboard, it fully supports that the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.<br><br>For the braille keyboard Focus 40, it partially supports with the exceptions as below:<br>• "Cancel", "Release" and "Hold" calls that are operated by by "-", "+" and "." (minus, plus and period) cannot be triggered by braille keyboard thus are not programmatically determined.<br>• All buttons on Keypad including the numbers cannot be triggered by braille keyboard thus are not programmatically determined.<br>It will be fixed in the next release.<br><br>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. |

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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 | MiVB Console does not have prerecorded audio and video content. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA) | Not Applicable | MiVB Console does not have prerecorded audio and video content. |
| **1.3.4 Orientation** (Level AA 2.1 only) | Not Applicable | MiVB Console does not have built-in settings for orientation. |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only) | Not Applicable | MiVB Console does not have forms with input fields. |
| **1.4.3 Contrast (Minimum)** (Level AA) | Partially Supports | This requirement is partially met.<br><br>Some text color against the background color cannot meet the 4.5:1 contrast ratio. This will be fixed in the next release.<br><br>These may affect users with moderately low vision. |
| **1.4.4 Resize text** (Level AA) | Supports | This requirement is fully met.<br><br>MiVB Console 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.<br><br>The text is used to convey information rather than images of text. |
| **1.4.10 Reflow** (Level AA 2.1 only) | Not applicable | MiVB Console does not use markup languages. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only) | Partially Supports | This requirement is partially met.<br><br>A few icons against the background color cannot meet the 3:1 contrast ratio. This will be fixed in the next release.<br><br>These may affect users with moderately low vision. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.12 Text Spacing** (Level AA 2.1 only) | Not applicable | MiVB Console does not use markup languages. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only) | Not applicable | In MiVB Console, there's no hover over or keyboard focusing actions that trigger additional content. |
| **2.4.5 Multiple Ways** (Level AA) | Not applicable | MiVB Console does not contain a set of software programs to locate. |
| **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. |
| **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 | MiVB Console does not have passages or phrases in different languages. |
| **3.2.3 Consistent Navigation** (Level AA) | Supports | This requirement is fully met.<br><br>MiVB Console has a consistent navigation mechanism. |
| **3.2.4 Consistent Identification** (Level AA) | Supports | This requirement is fully met.<br><br>The components of MiVB Console are identified consistently. |
| **3.3.3 Error Suggestion** (Level AA) | Partially supports | This requirement is partially met.<br><br>When an input error occurred in the configuration wizard, the system provides error suggestions. When an input error occurred in the IP address for call history configuration, the system provides error suggestions. The missing error suggestion on phone book panel will be added in next release.<br><br>This may affect people with cognitive, language, and learning disabilities. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA) | Not Applicable | Use of MiVB Console does not inherently cause legal commitments or financial transactions to occur. |
| **4.1.3 Status Messages** (Level AA 2.1 only) | Not applicable | MiVB Console does not use markup languages. |

## 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 | Partially supports | MiVB Console does not fully support users without vision, please see Chapter 5 and WCAG 2.0 Tabel 1 and Table 2. |
| 4.2.2 Usage with limited vision | Partially supports | This requirement is partially met.<br><br>MiVB Console can be used with limited vision, with an exception:<br>• High Contrast White Mode:<br> 1. Text in Tabs<br> 2. Text in search boxes and text entry boxes<br>• High Contrast Black Mode:<br> 1. Text in Tabs<br> 2. Text in search boxes and text entry boxes<br> 3. All text in Tables including directories and tables in "Options" such as Master Profile<br><br>These exceptions may affect users with color blindness, vision difficulties or |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | impairments. |
| 4.2.3 Usage without perception of colour | Supports | This requirement is fully met.<br><br>MiVB Console 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.<br><br>MiVB Console 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.<br><br>MiVB Console 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 | Supports | This requirement is fully met.<br><br>MiVB Console provides at least one mode of operation that does not require user speech. |
| 4.2.7 Usage with limited manipulation or strength | Supports | This requirement is fully met.<br><br>MiVB Console 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 | Supports | This requirement is fully met. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | MiVB Console provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. |
| 4.2.10 Usage with limited cognition, language or learning | Partially supports | This requirement is partially met.<br><br>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.<br><br>These may affect users with cognitive, language or learning disabilities. |
| 4.2.11 Privacy | Supports | This requirement is fully met.<br><br>When MiVB Console 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 |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 5.1.3.1 Audio output of visual information | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.2 Auditory output delivery including speech | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.3 Auditory output correlation | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.4 Speech output user control | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.5 Speech output automatic interruption | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.6 Speech output for non-text content | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.7 Speech output for video information | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.8 Masked entry | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.9 Private access to personal data | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.10 Non-interfering audio output | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.11 Private listening volume | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.12 Speaker volume | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.13 Volume reset | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.14 Spoken languages | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.3.15 Non-visual error identification | Not applicable | MiVB Console does not have closed functionality. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.4 Functionality closed to text enlargement | Not applicable | MiVB Console does not have closed functionality. |
| 5.1.5 Visual output for auditory information | Not applicable | MiVB Console does not have closed functionality. |
| *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 | MiVB Console does not have closed functionality. |
| 5.1.7 Access without speech | Not applicable | MiVB Console does not have closed functionality. |
| 5.2 Activation of accessibility features | Supports | This requirement is fully met.<br><br>The accessibility features have been documented. |
| 5.3 Biometrics | Not applicable | MiVB Console does not have biometrical characteristics. |
| 5.4 Preservation of accessibility information during conversion | Supports | This requirement is fully met.<br><br>MiVB Console Agent preserves all documented non-proprietary information that is provided for accessibility, when it converts information or communication. |
| *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>When operable parts require grasping, pinching, or twisting of the wrist to operate, there is accessible alternative |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | means such as keyboard interface in MiVB Console. |
| 5.5.2 Operable parts discernibility | Supports | This requirement is fully met.<br><br>Operable parts could be auditorily discernible without requiring vision and performing the action associated with the operable part. |
| *5.6 Locking or toggle controls* | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Supports | This requirement is fully met.<br><br>MiVB Console provides other mode of operation such as touch or sound. |
| 5.6.2 Visual status | Not applicable | There is no locking/toggle control in MiVB Console. |
| 5.7 Key repeat | Not applicable | MiVB Console does not have a key repeat function. |
| 5.8 Double-strike key acceptance | Supports | This requirement is fully met.<br><br>The delay between two keystrokes is only valid when it is longer than 0.5 seconds. |
| 5.9 Simultaneous user actions | Not applicable | MiVB Console does not require simultaneous user actions. |

# Chapter 6: ICT with Two-Way Voice Communication

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 6.1 Audio bandwidth for speech | Supports | This requirement is fully met.<br><br>MiVB Console uses the MiNet Communication with MiVB server that supports G.722. |
| **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 | MiVB Console does not currently provide this service. |
| 6.2.1.2 Concurrent voice and text | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.2.1 Visually distinguishable display | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.2.2 Programmatically determinable send and receive direction | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.2.3 Speaker identification | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.2.4 Visual indicator of Audio with RTT | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.3 Interoperability | Not applicable | MiVB Console does not currently provide this service. |
| 6.2.4 RTT responsiveness | Not applicable | MiVB Console does not currently provide this service. |
| 6.3 Caller ID | Partially supports | This requirement is partially met.<br><br>MiVB Console provides caller identification of incoming calls, it is available in text but not programmatically determinable.<br><br>It may affect users with vision difficulties |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | or impairments, including those using assistive technology. |
| 6.4 Alternatives to voice-based services | Not applicable | MiVB Console does not provide voice mail, auto-attendant, or interactive voice response facilities. |
| *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 | MiVB Console does not support real-time video functionality. |
| 6.5.3 Frame rate | Not applicable | MiVB Console does not support real-time video functionality. |
| 6.5.4 Synchronization between audio and video | Not applicable | MiVB Console does not support real-time video functionality. |
| 6.5.5 Visual indicator of audio with video | Not applicable | MiVB Console does not support real-time video functionality. |
| 6.5.6 Speaker identification with video (sign language) communication | Not applicable | MiVB Console does not support real-time video functionality. |
| *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. MiVB Console does not display video with synchronized audio.

# Chapter 8: Hardware

Notes: Not applicable. MiVB Console is software product.

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

Notes: See WCAG parts.

# Chapter 10: Non-web Documents

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

# Chapter 11: Software

Notes:

| 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 |
| 11.5.2.3 Use of accessibility services | See 11.5.2.5 through 11.5.2.17 | See 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.5 Object information | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.6 Row, column, and headers | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.7 Values | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.8 Label relationships | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.9 Parent-child relationships | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.10 Text | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.11 List of available actions | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.12 Execution of available actions | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.13 Tracking of focus and selection attributes | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.14 Modification of focus and selection attributes | Not applicable | MiVB Console is not a platform software. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2.15 Change notification | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.16 Modifications of states and properties | Not applicable | MiVB Console is not a platform software. |
| 11.5.2.17 Modifications of values and text | Not applicable | MiVB Console is not a platform software. |
| *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 | MiVB Console is not a platform software. |
| 11.6.2 No disruption of accessibility features | Not applicable | MiVB Console is not a platform software. |
| 11.7 User preferences | Partially supports | This requirement is partially met.<br><br>Some contents do not fully inherit high contrast schemes described in 4.2.2.<br><br>These exceptions may affect users with color blindness, vision difficulties or impairments. |
| *11.8 Authoring tools* | Heading cell – no response required | Heading cell – no response required |
| *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 | MiVB Console is not an authoring tool. |
| 11.8.4 Repair assistance | Not applicable | MiVB Console is not an authoring tool. |
| 11.8.5 Templates | Not applicable | MiVB Console 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 |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 12.1.1 Accessibility and compatibility features | Supports | This requirement is fully met.<br><br>MiVB Console provides accessibility and compatibility features in the documentation currently. |
| 12.1.2 Accessible documentation | Does not support | This requirement is not supported.<br><br>The support documentation is in PDF and does not support assistive technology.<br><br>It may affect users with vision difficulties or impairments, including those using assistive technology. |
| *12.2 Support Services* | Heading cell – no response required | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features | Does not support | This requirement is not supported.<br><br>The information will be provided when all the accessibility and compatibility features are fully provided on support documentation.<br><br>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. |
| 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 feedback. Customers may reach Mitel technical Support center (TSC) via |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | 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 | Does not support | This requirement is not supported.<br><br>The support documentation is in PDF and does not support assistive technology.<br><br>It may affect users with vision difficulties or impairments, including those using assistive technology. |

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

Notes:

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 | MiVB Console does not have relay services. |
| 13.1.3 Sign relay services | Not applicable | MiVB Console does not have relay services. |
| 13.1.4 Lip-reading relay services | Not applicable | MiVB Console does not have relay services. |
| 13.1.5 Captioned telephony services | Not applicable | MiVB Console does not have relay services. |

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| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 13.1.6 Speech to speech relay services | Not applicable | MiVB Console does not have relay services. |
| 13.2 Access to relay services | Not applicable | MiVB Console does not have relay services. |
| 13.3 Access to emergency services | Supports | This requirement is fully met.<br><br>MiVB Console supports emergency services, and access to those emergency services is not prevented for outgoing and incoming calls. |

# Legal Disclaimer

*Mitel Accessibility Conformance Report provides details of the accessibility features of MiVoice Business Console, Version 10.2.0.7 as of June 2024. 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.*

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