Mitel Accessibility Conformance Report

Revised Section 508 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)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.0 Report

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Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	This requirement is fully met. 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. 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. 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. 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. 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. 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. 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)	Not applicable	In MiVB Console, the keyboard focus cannot be moved by keystrokes.
2.2.1 Timing Adjustable (Level A)	Not applicable	There is no adjustable timing in MiVB Console.
2.2.2 Pause, Stop, Hide (Level A)	Supports	This requirement is fully met. The auto-updated information from call history can be enabled and disabled.
2.3.1 Three Flashes or Below Threshold (Level A)	Not applicable	MiVB Console does not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.
2.4.1 Bypass Blocks (Level A)	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.

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Criteria	Conformance Level	Remarks and Explanations
		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. The system menus and submenus could receive focus in an order that preserves meaning and operability. Exception: • The directory panels. • The queue calls. • Sources. 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. The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. The default human language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		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. MiVB Console provides error detections and color alerts on input errors, expect for the search field. This may affect people with cognitive, language, and learning disabilities.
3.3.2 Labels or Instructions (Level A)	Supports	This requirement is fully met. Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and the 508 standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	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. For the braille keyboard Focus 40, it partially supports with the exceptions as below: • "Cancel", "Release" and "Hold" calls that are operated by by "-", "+" and "." (minus, plus and

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Criteria	Conformance Level	Remarks and Explanations
		period) cannot be triggered by braille keyboard thus are not programmatically determined. • All buttons on Keypad including the numbers cannot be triggered by braille keyboard thus are not programmatically determined. It will be fixed in the next release. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.

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.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	This requirement is partially met. Some text color against the background color cannot meet the 4.5:1 contrast ratio. This will be fixed in the next release. These may affect users with moderately low vision.
1.4.4 Resize text (Level AA)	Supports	This requirement is fully met. MiVB Console can be enlarged based on the display settings of system platform.

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Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA)	Supports	This requirement is fully met. The text is used to convey information rather than images of text.
2.4.5 Multiple Ways (Level AA)	Not applicable	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. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
3.1.2 Language of Parts (Level AA)	Not applicable	MiVB Console does not have passages or phrases in different languages.
3.2.3 Consistent Navigation (Level AA)	Supports	This requirement is fully met. MiVB Console has a consistent navigation mechanism.
3.2.4 Consistent Identification (Level AA)	Supports	This requirement is fully met. The components of MiVB Console are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially supports	This requirement is partially met. 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. This may affect people with cognitive, language, and learning

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Criteria	Conformance Level	Remarks and Explanations
		disabilities.
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.

Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

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Notes:

Chapter 3: **Functional Performance Criteria** (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	MiVB Console does not fully support users without vision, please see Chapter 5 and WCAG 2.0 Tabel 1 and Table 2.
302.2 With Limited Vision	Partially supports	This requirement is partially met. MiVB Console can be used with limited vision, with an exception: • High Contrast White Mode: 1. Text in Tabs 2. Text in search boxes and text entry boxes • High Contrast Black Mode: 1. Text in Tabs 2. Text in search boxes and text entry boxes 3. All text in Tables including directories and tables in "Options" such as Master Profile

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Criteria	Conformance Level	Remarks and Explanations
		These exceptions may affect users with color blindness, vision difficulties or impairments.
302.3 Without Perception of Color	Supports	This requirement is fully met. MiVB Console provides at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Supports	This requirement is fully met. MiVB Console provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	This requirement is fully met. MiVB Console provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Supports	This requirement is fully met. MiVB Console provides at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Supports	This requirement is fully met. MiVB Console provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Not applicable	No manual mode of operation which requires reach or strength is provided.

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Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	This requirement is partially met. The features are designed as user-friendly as possible without compromising core functionality for users with limited language, cognitive and learning abilities depending on the user's experience. These may affect users with cognitive, language or learning disabilities.

Chapter 4: Hardware

Notes: Not applicable.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	MiVB Console is not a platform software.
502.2.2 No Disruption of Accessibility Features	Partially supports	This requirement is partially met. Some contents do not fully inherit high contrast schemes described in 302.2. These exceptions may affect users with color blindness, vision difficulties or impairments.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

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Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Not applicable	MiVB Console is not a platform software.
502.3.2 Modification of Object Information	Not applicable	MiVB Console is not a platform software.
502.3.3 Row, Column, and Headers	Not applicable	MiVB Console is not a platform software.
502.3.4 Values	Not applicable	MiVB Console is not a platform software.
502.3.5 Modification of Values	Not applicable	MiVB Console is not a platform software.
502.3.6 Label Relationships	Not applicable	MiVB Console is not a platform software.
502.3.7 Hierarchical Relationships	Not applicable	MiVB Console is not a platform software.
502.3.8 Text	Not applicable	MiVB Console is not a platform software.
502.3.9 Modification of Text	Not applicable	MiVB Console is not a platform software.
502.3.10 List of Actions	Not applicable	MiVB Console is not a platform software.
502.3.11 Actions on Objects	Not applicable	MiVB Console is not a platform software.
502.3.12 Focus Cursor	Not applicable	MiVB Console is not a platform software.
502.3.13 Modification of Focus Cursor	Not applicable	MiVB Console is not a platform software.
502.3.14 Event Notification	Not applicable	MiVB Console is not a platform software.
502.4 Platform Accessibility Features	Not applicable	MiVB Console is not a platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially supports	This requirement is partially met. Some contents do not fully inherit high contrast schemes described in 302.2. These exceptions may affect users with color blindness, vision difficulties or impairments.
503.3 Alternative User Interfaces	Not applicable	MiVB Console does not provide alternative UIs for the accessibility mode.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	MiVB Console does not have multimedia content.
503.4.2 Audio Description Controls	Not applicable	MiVB Console does not have multimedia

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Criteria	Conformance Level	Remarks and Explanations
		content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	MiVB Console is not an authoring tool.
504.2.2 PDF Export	Not applicable	MiVB Console is not an authoring tool.
504.3 Prompts	Not applicable	MiVB Console is not an authoring tool.
504.4 Templates	Not applicable	MiVB Console is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	This requirement is fully met. MiVB Console provides accessibility and compatibility features in the documentation currently.
602.3 Electronic Support Documentation	Does not support	This requirement is not supported. The support documentation is in PDF and does not support assistive technology. It may affect users with vision difficulties or impairments, including those using assistive technology.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	MiVB Console does not provide non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	This requirement is not supported. The information will be provided when all the accessibility and compatibility features are fully provided on support documentation. These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.
603.3 Accommodation of Communication Needs	Supports	This requirement is fully met. We provide the email address accessibility@mitel.com to receive all general feedback. Customers may reach Mitel technical Support center (TSC) via Phone, or web form. All tickets open through phone or web forms are opened as Medium severity (P3) tickets. All Priority 1 tickets would be required to have a Phone live follow up or can be just open though the IVR.

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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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