Mitel Accessibility Conformance Report

WCAG 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.

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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)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

Terms

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

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

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WCAG 2.x Report

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

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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. 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.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Supports	This requirement is fully met. If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, A mechanism is available to turn the shortcut off when installing and configuring the console.
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.

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Criteria	Conformance Level	Remarks and Explanations
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. 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.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	This requirement is fully met.

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Criteria	Conformance Level	Remarks and Explanations
		The path-based drag for adjusting the audio volume can also be controlled by single click.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	This requirement is fully met. The above path-based drag can be aborted or undo.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	This requirement is fully met. For user interface components with labels that include text or images of text, the name contains the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not applicable	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. The default human language can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	This requirement is fully met. When any component receives focus, it does not initiate a change of context.
3.2.2 On Input (Level A)	Supports	This requirement is fully met. Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.
3.2.6 Consistent Help (Level A 2.2 only)	Not applicable	There is no content repeated in a set of software programs in MiVB Console.
3.3.1 Error Identification (Level A)	Partially supports	This requirement is partially met. MiVB Console provides error detections and color alerts

Criteria	Conformance Level	Remarks and Explanations
		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.
3.3.7 Redundant Entry (Level A 2.2 only)	Not applicable	MiVB Console does not apply to redundant entry in any scenarios.
4.1.1 Parsing (Level A)	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A)	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 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.

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Criteria	Conformance Level	Remarks and Explanations
		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.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	MiVB Console does not have built-in settings for orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	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. 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.
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.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Not applicable	MiVB Console does not use markup languages.

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Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	This requirement is partially met. A few icons against the background color cannot meet the 3:1 contrast ratio. This will be fixed in the next release. These may affect users with moderately low vision.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Not applicable	MiVB Console does not use markup languages.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	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. The headings and labels are clear and descriptive when they are provided.
2.4.7 Focus Visible (Level AA)	Supports	This requirement is fully met. The keyboard focus is always available when a UI component is operated.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. MiVB Console ensures when an item gets keyboard focus, it is at least partially visible.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not applicable	There are no dragging movements in MiVB Console.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. The sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels.

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Criteria	Conformance Level	Remarks and Explanations
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 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.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	This requirement is fully met. MiVB Console does not make people solve, recall, or transcribe something to log in.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Not applicable	MiVB Console does not use markup languages.

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Table 3: Success Criteria, Level AAA

Notes: Not evaluated.

Legal Disclaimer

This 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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