

Mitel Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Administration for MiVoice Business v2.9.3, Version 2.8.0

Report Date: May 2024

Product Description: Mitel Administration (formerly known as CloudLink Accounts Console) is a cloud-based administration portal that enables Mitel Partners to manage their customer accounts. Account Administrators can assign and manage Mitel Applications and third-party CloudLink-enabled applications through the portal. Additionally, for MiVoice Business solution deployments, Partners as well as Customer administrators can use Mitel Administration for seamless user management, enabling them to quickly and efficiently handle day to day move, add, and change functions, all within a single portal.

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Notes: In this document, Mitel Admin is the abbreviated form of Administration for MiVoice Business.

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
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

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

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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)	Partially Supports	<p>This requirement is partially met.</p> <p>All non-text content that is presented to the user has a text alternative, expect the following:</p> <ul style="list-style-type: none"> • Voice Assist >> Integrations >> Connected Integrations • All phone images of User Management >> Users >> MiVoice Business Service >> User Configuration >> Phones <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	<p>This requirement is partially met.</p> <p>Mitel Admin has a prerecorded video-only media that shows how to redirect the gateway.</p> <p>There will be a link to the equivalent content in the help doc.</p>
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	Mitel Admin does not have prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	Mitel Admin does not have prerecorded audio content.
1.3.1 Info and Relationships (Level A)	Supports	<p>This requirement is fully met.</p> <p>1. Users can perceive structure and relationships through visual cues.</p>

Criteria	Conformance Level	Remarks and Explanations
		2. Users can perceive structure and relationships such as headings and landmarks by screen readers.
1.3.2 Meaningful Sequence (Level A)	Supports	This requirement is fully met. The content that can be accessed by keyboard/screen readers can be read by correct sequence.
1.3.3 Sensory Characteristics (Level A)	Supports	This requirement is fully met. Mitel Admin does not rely on one sensory characteristic for instructions.
1.4.1 Use of Color (Level A)	Supports	This requirement is fully met. Mitel Admin does not rely on color alone to convey information. Other means such as shape, font size, bold, text content and tooltips are utilized to assist conveying the information.
1.4.2 Audio Control (Level A)	Not Applicable	There is not automatically played audio on any web page in Mitel Admin.
2.1.1 Keyboard (Level A)	Supports	This requirement is fully met. All functionality of Mitel Admin is operable through a keyboard interface without requiring specific timings for individual keystrokes.
2.1.2 No Keyboard Trap (Level A)	Supports	This requirement is fully met. There is no keyboard trap in Mitel Admin.
2.2.1 Timing Adjustable (Level A)	Supports	This requirement is fully met. The timeout in Mitel Admin is adjustable or under the control of the end user.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	Mitel Admin does not include any moving, blinking or scrolling, or auto-updating information that starts automatically or lasts more than five seconds.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	This requirement is fully met. Mitel Admin does not contain anything that flashes more than three times in any one second period.
2.4.1 Bypass Blocks (Level A)	Partially Supports	This requirement is partially met. Keyboard users cannot skip to parts of different locations of the user interface. Some headings are missing. Some UI components such as forms and buttons are missing accessible labels. These may affect users with vision difficulties or impairments, including those using assistive technology.
2.4.2 Page Titled (Level A)	Supports	This requirement is fully met. Mitel Admin provides titles for each page.
2.4.3 Focus Order (Level A)	Supports	This requirement is fully met. Users can navigate sequentially through operational content. Focusable components receive focus in an order that preserves meaning and operability
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	This requirement is partially met. The link icon of new release information cannot be trigger by screen readers. This also includes Images/icons such as “i” buttons linking to external pages.

Criteria	Conformance Level	Remarks and Explanations
		These may affect users with vision difficulties or impairments, including those using assistive technology.
3.1.1 Language of Page (Level A)	Supports	<p>This requirement is fully met.</p> <p>The human language in the content can be recognized correctly except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>
3.2.1 On Focus (Level A)	Supports	<p>This requirement is fully met.</p> <p>When any component receives focus, it does not initiate a change of context.</p>
3.2.2 On Input (Level A)	Supports	<p>This requirement is fully met.</p> <p>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.</p>
3.3.1 Error Identification (Level A)	Supports	<p>This requirement is fully met.</p> <p>If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>
3.3.2 Labels or Instructions (Level A)	Supports	<p>This requirement is fully met.</p> <p>Labels or instructions are provided when content requires user input.</p>

Criteria	Conformance Level	Remarks and Explanations
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)	Supports	<p>This requirement is fully met.</p> <p>For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Mitel Admin does not have live audio content
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Mitel Admin does not have prerecorded video content.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	<p>This requirement is partially met.</p> <p>The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for items listed below:</p> <ul style="list-style-type: none"> The “Return to” blue text on the top left of each page.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The orange text of prompts about PBX Type in “Configure PBX”. Similar issues may occur in other prompts. • The gray text in tables such as “Account >> Orders” • The gray text in forms such as “User Management >> User Templates” • The gray text on the title and default item in dropdowns such as “User Management >> User Templates >> Advanced” • The text beside toggle buttons • The green text of prompts about User Pin in “User Configuration”. Similar issues may occur in other prompts • The selected item in blue text on blue background in dropdowns • The blue text on gray background in “Users >> Username >> MiVoice Business Service >> Table of Contents >> User Configuration” • The red text on red background such as “No Support Logs” on “Support >> Support Logs” • The default text in the form of “Issues & Feedback” • The ghost text in “MiVoice Business Settings >> Table of Contents >> User extension ranges” and “MiVoice Business Settings >> User extension ranges >> Add Range”. Similar issues may occur in other places. • The sub-title in “Voice Assist >> Voice Assist Routes >> Calling routes” <p>These may affect users with moderately low vision.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA)	Partially Supports	<p>This requirement is partially met.</p> <p>The notifications cannot be scrolled down and fully displayed.</p> <p>It may affect users with low vision who want to increase text size in content.</p>
1.4.5 Images of Text (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The text is used to convey information rather than images of text.</p>
2.4.5 Multiple Ways (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin utilizes a fixed navigation of all tabs, search and shortcuts for locating screens.</p>
2.4.6 Headings and Labels (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The headings and labels are clear and descriptive when they are provided.</p>
2.4.7 Focus Visible (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The keyboard focus is always available when a UI component is operated.</p>
3.1.2 Language of Parts (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin does not contain text with a change in language.</p>
3.2.3 Consistent Navigation (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin has a consistent navigation mechanism.</p>
3.2.4 Consistent Identification (Level AA)	Supports	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		The components of Mitel Admin are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially Supports	<p>This requirement is partially met.</p> <p>When an input error is automatically detected, the suggestions for correction are not fully provided to the users.</p> <p>More detailed suggestions will be provided.</p>
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	Use of Mitel Admin does not inherently cause legal commitments or financial transactions to occur.

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Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin provides accessibility information that does not require user vision in all functionalities.</p>
302.2 With Limited Vision	Partially Supports	This requirement is partially met.

Criteria	Conformance Level	Remarks and Explanations
		<p>Mitel Admin can be used with limited vision, with some exceptions:</p> <ul style="list-style-type: none"> • The navigation icons do not have enough color contrast in High Contrast Mode – White mode. • Some icons with gray outline on dark background (e.g. Notification icon, Settings icon, Voice Assist >> Routing >> Calling Routings) do not have enough color contrast in High Contrast Mode – Black mode. • The page loading icon is always invisible in High Contrast Mode. <p>These exceptions may affect users with color blindness, vision difficulties or impairments.</p>
302.3 Without Perception of Color	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin provides at least one visual mode of operation that does not require user perception of color.</p>
302.4 Without Hearing	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin provides at least one mode of operation that does not require user hearing.</p>
302.5 With Limited Hearing	Supports	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		Mitel Admin provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin provides at least one mode of operation that does not require user speech.</p>
302.7 With Limited Manipulation	Supports	<p>This requirement is fully met.</p> <p>Keyboard access is supported by the unmodified Tab.</p>
302.8 With Limited Reach and Strength	Not applicable	No manual mode of operation which requires reach or strength is provided.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially supports	<p>This requirement is partially met.</p> <p>Mitel Admin provides guides and support for users with limited language, cognitive and learning abilities depending on the user's experience.</p> <p>These may affect users with cognitive, language or learning disabilities.</p>

Chapter 4: [Hardware](#)

Notes: Not applicable.

Chapter 5: [Software](#)

Notes: Not applicable.

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	Does Not Support	<p>This requirement is not supported.</p> <p>Mitel Admin lacks all information about accessibility features.</p> <p>It may affect users with vision difficulties or impairments, including those using assistive technology.</p>
602.3 Electronic Support Documentation	Does Not Support	<p>This requirement is not supported.</p> <p>The built-in support system MiWalkThru does not support any assistive technology, especially the screen readers.</p> <p>It may affect users with vision difficulties or impairments, including those using assistive technology.</p>
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All documentation for Mitel Admin is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not support	<p>This requirement is not supported.</p> <p>The information will be provided when all the accessibility and compatibility features</p>

Criteria	Conformance Level	Remarks and Explanations
		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 asseccibility@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 through the IVR.

Legal Disclaimer

This Mitel Accessibility Conformance Report provides details of the accessibility features of Administration for MiVoice Business v2.9.3, Version 2.8.0 as of May 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.