

Mitel Accessibility Conformance Report

EN 301 549 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.

Contact Information: accessibility@mitel.com

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND 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.

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](#).

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 synchronized media.
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.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	There are no shortcut/hotkeys in Mitel Admin.
2.2.1 Timing Adjustable (Level A)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		The timeout in Mitel Admin is adjustable or under the control of the end user.
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

Criteria	Conformance Level	Remarks and Explanations
		Images/icons such as “i” buttons linking to external pages. These may affect users with vision difficulties or impairments, including those using assistive technology.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	Mitel Admin does not have functionality that uses multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Applicable	Mitel Admin does not have functionality that uses multipoint or path-based gestures for operation.
2.5.3 Label in Name (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 or tooltips that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	Mitel Admin does not have any functionalities operating by motion.
3.1.1 Language of Page (Level A)	Supports	This requirement is fully met. 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.
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.

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)	Supports	This requirement is fully met. 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.
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, 2.1, and the EN 301 549, 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)	Supports	This requirement is fully met. 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.

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.
1.3.4 Orientation (Level AA 2.1 only)	Not Applicable	Mitel Admin has landscape and portrait according to system display orientation.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Supports	This requirement is fully met. The purpose of each input field collecting information about the user can be read out by screen readers.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	This requirement is partially met. The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for items listed below: <ul style="list-style-type: none"> • The “Return to” blue text on the top left of each page. • 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

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> 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>
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>
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	<p>This requirement is partially met.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Most of the content can be displayed without loss of information or functionality when the webpage is zoomed in 400%, except for:</p> <ul style="list-style-type: none"> • The text of many buttons is off from their button borders. • The table of Users Management >> Users presents in two-dimensional scrolling bars. • In Integrations&Apps, the Settings and Information buttons are displayed on top of other contents. • The table of Voice Assist >> Numbers cannot be fully displayed. <p>These may affect users with low vision who want to enlarge text for enabling reading.</p>
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	<p>This requirement is partially met. Most of images, icons, or other UI components meet 3:1 contrast ratio, except for items listed in here:</p> <ul style="list-style-type: none"> • The “Link” icon in “What’s new” widget. • The “Link” icon beside device settings such as “Deskphone” • The default image icon in “Support >> Support Logs >> error during pentest >> Attachments” • All icons beside the section titles in “MiVoice Business >> System Settings” • All icons beside the titles in “Voice Assist >> Voice Assist Routes >> Calling routes” <p>These may affect users with moderately low vision.</p>
1.4.12 Text Spacing (Level AA 2.1 only)	Supports	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		The content implemented using markup languages supports the space rules and has no loss of content or functionality.
1.4.13 Content on Hover or Focus (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>
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> <p>The components of Mitel Admin are identified consistently.</p>

Criteria	Conformance Level	Remarks and Explanations
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.
4.1.3 Status Messages (Level AA 2.1 only)	Does Not Support	<p>This requirement is not supported.</p> <p>The status messages such as “Notifications” in Mitel Admin cannot presented to the user by screen reader without receiving focus.</p> <p>These may affect users with vision difficulties or impairments, including those using assistive technology.</p>

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage 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>
4.2.2 Usage with limited vision	Partially Supports	<p>This requirement is partially met.</p> <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>
4.2.3 Usage without perception of colour	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>
4.2.4 Usage without 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 does not require user hearing.
4.2.5 Usage with limited hearing	Supports	This requirement is fully met. Mitel Admin 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. Mitel Admin provides at least one mode of operation that does not require vocal input.
4.2.7 Usage with limited manipulation or strength	Supports	This requirement is fully met. Keyboard access is supported by the unmodified Tab.
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. Mitel Admin 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 only partially met. Mitel Admin provides guides and supports for users with limited language, cognitive

Criteria	Conformance Level	Remarks and Explanations
		and learning abilities depends 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 Mitel Admin 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
5.1.3.1 Audio output of visual information	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.2 Auditory output delivery including speech	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.3 Auditory output correlation	Not applicable	Mitel Admin does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.4 Speech output user control	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.5 Speech output automatic interruption	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.6 Speech output for non-text content	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.7 Speech output for video information	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.8 Masked entry	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.9 Private access to personal data	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.10 Non-interfering audio output	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.11 Private listening volume	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.12 Speaker volume	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.13 Volume reset	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.14 Spoken languages	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.15 Non-visual error identification	Not applicable	Mitel Admin does not have closed functionality.
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	Mitel Admin does not have closed functionality.
5.1.4 Functionality closed to text enlargement	Not applicable	Mitel Admin does not have closed functionality.

Criteria	Conformance Level	Remarks and Explanations
5.1.5 Visual output for auditory information	Not applicable	Mitel Admin 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	Mitel Admin does not have closed functionality.
5.1.7 Access without speech	Not applicable	Mitel Admin does not have closed functionality.
5.2 Activation of accessibility features	Not applicable	The accessibility features have not been documented yet.
5.3 Biometrics	Not applicable	Mitel Admin does not have biometrical characteristics.
5.4 Preservation of accessibility information during conversion	Not applicable	Mitel Admin does not convert 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. All functionalities are supported by screen readers and unmodified keyboard.
5.5.2 Operable parts discernibility	Supports	This requirement is fully met. All functionalities are supported by screen readers and unmodified keyboard.
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. The status of toggle control in Mitel Admin can be determined by screen readers.

Criteria	Conformance Level	Remarks and Explanations
5.6.2 Visual status	Not applicable	Mitel Admin does not have any non-visually locking/toggle controls presented to the user.
5.7 Key repeat	Not applicable	ICT 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	Mitel Admin does not require simultaneous user actions.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable.

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

Notes: Not applicable.

Chapter [8: Hardware](#)

Notes: Not applicable.

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

Notes:

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

Notes: Not applicable.

Chapter [11: Software](#)

Notes: Not applicable.

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
12.1.1 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>
12.1.2 Accessible 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>
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.

Criteria	Conformance Level	Remarks and Explanations
		<p>The information will be provided when all the accessibility and compatibility features are fully provided on support documentation.</p> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
12.2.3 Effective communication	Supports	<p>This requirement is fully met.</p> <p>We provide the email address asseccibility@mitel.com 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 though the IVR.</p>
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter [13: ICT Providing Relay or Emergency Service Access](#)

Notes: Not applicable.

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.