

# Mitel Accessibility Conformance Report

## WCAG 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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	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.

## 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](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#"><b>1.1.1 Non-text Content</b></a> (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, except the following:</p> <ul style="list-style-type: none"> <li>• Voice Assist &gt;&gt; Integrations &gt;&gt; Connected Integrations</li> <li>• All phone images of User Management &gt;&gt; Users &gt;&gt; MiVoice Business Service &gt;&gt; User Configuration &gt;&gt; Phones</li> </ul> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#"><b>1.2.1 Audio-only and Video-only (Prerecorded)</b></a> (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>
<a href="#"><b>1.2.2 Captions (Prerecorded)</b></a> (Level A)	Not Applicable	Mitel Admin does not have prerecorded audio content.
<a href="#"><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b></a> (Level A)	Not Applicable	Mitel Admin does not have synchronized media.
<a href="#"><b>1.3.1 Info and Relationships</b></a> (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.
<a href="#"><b>1.3.2 Meaningful Sequence</b></a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The content that can be accessed by keyboard/screen readers can be read by correct sequence.</p>
<a href="#"><b>1.3.3 Sensory Characteristics</b></a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin does not rely on one sensory characteristic for instructions.</p>
<a href="#"><b>1.4.1 Use of Color</b></a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>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.</p>
<a href="#"><b>1.4.2 Audio Control</b></a> (Level A)	Not Applicable	There is not automatically played audio on any web page in Mitel Admin.
<a href="#"><b>2.1.1 Keyboard</b></a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>All functionality of Mitel Admin is operable through a keyboard interface without requiring specific timings for individual keystrokes.</p>
<a href="#"><b>2.1.2 No Keyboard Trap</b></a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>There is no keyboard trap in Mitel Admin.</p>
<a href="#"><b>2.1.4 Character Key Shortcuts</b></a> (Level A 2.1 and 2.2)	Not Applicable	There are no shortcut/hotkeys in Mitel Admin.
<a href="#"><b>2.2.1 Timing Adjustable</b></a> (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.
<a href="#"><b>2.2.2 Pause, Stop, Hide</b></a> (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.
<a href="#"><b>2.3.1 Three Flashes or Below Threshold</b></a> (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.
<a href="#"><b>2.4.1 Bypass Blocks</b></a> (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.
<a href="#"><b>2.4.2 Page Titled</b></a> (Level A)	Supports	This requirement is fully met.  Mitel Admin provides titles for each page.
<a href="#"><b>2.4.3 Focus Order</b></a> (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
<a href="#"><b>2.4.4 Link Purpose (In Context)</b></a> (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
		<p>Images/icons such as “i” buttons linking to external pages.</p> <p>These may affect users with vision difficulties or impairments, including those using assistive technology.</p>
<a href="#"><b>2.5.1 Pointer Gestures</b></a> (Level A 2.1 and 2.2)	Not Applicable	Mitel Admin does not have functionality that uses multipoint or path-based gestures for operation.
<a href="#"><b>2.5.2 Pointer Cancellation</b></a> (Level A 2.1 and 2.2)	Not Applicable	Mitel Admin does not have functionality that uses multipoint or path-based gestures for operation.
<a href="#"><b>2.5.3 Label in Name</b></a> (Level A 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>For user interface components with labels that include text or images of text, the name contains the text or tooltips that is presented visually.</p>
<a href="#"><b>2.5.4 Motion Actuation</b></a> (Level A 2.1 and 2.2)	Not Applicable	Mitel Admin does not have any functionalities operating by motion.
<a href="#"><b>3.1.1 Language of Page</b></a> (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>
<a href="#"><b>3.2.1 On Focus</b></a> (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>
<a href="#"><b>3.2.2 On Input</b></a> (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.
<a href="#"><b>3.2.6 Consistent Help</b></a> (Level A 2.2 only)	Supports	This requirement is fully met.  The help mechanisms in Mitel Admin are presented consistently.
<a href="#"><b>3.3.1 Error Identification</b></a> (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.
<a href="#"><b>3.3.2 Labels or Instructions</b></a> (Level A)	Supports	This requirement is fully met.  Labels or instructions are provided when content requires user input.
<a href="#"><b>3.3.7 Redundant Entry</b></a> (Level A 2.2 only)	Supports	This requirement is fully met.  Information previously entered by or provided to the user that is required to be entered again in the same process is auto populated.
<a href="#"><b>4.1.1 Parsing</b></a> (Level A)  WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#"><b>4.1.2 Name, Role, Value</b></a> (Level A)	Supports	This requirement is fully met.  For all user interface components (including but not limited to: form elements, links and components

Criteria	Conformance Level	Remarks and Explanations
		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
<a href="#"><b>1.2.4 Captions (Live) (Level AA)</b></a>	Not Applicable	Mitel Admin does not have live audio content.
<a href="#"><b>1.2.5 Audio Description (Prerecorded) (Level AA)</b></a>	Not Applicable	Mitel Admin does not have synchronized media.
<a href="#"><b>1.3.4 Orientation</b> (Level AA 2.1 and 2.2)</a>	Not Applicable	Mitel Admin has landscape and portrait according to system display orientation.
<a href="#"><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 and 2.2)</a>	Supports	<p>This requirement is fully met.</p> <p>The purpose of each input field collecting information about the user can be read out by screen readers.</p>
<a href="#"><b>1.4.3 Contrast (Minimum)</b> (Level AA)</a>	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"> <li>• The “Return to” blue text on the top left of each page.</li> <li>• The orange text of prompts about PBX Type in “Configure PBX”. Similar issues may occur in other prompts.</li> <li>• The gray text in tables such as “Account &gt;&gt; Orders”</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>The gray text in forms such as “User Management &gt;&gt; User Templates”</li> <li>The gray text on the title and default item in dropdowns such as “User Management &gt;&gt; User Templates &gt;&gt; Advanced”</li> <li>The text beside toggle buttons</li> <li>The green text of prompts about User Pin in “User Configuration”. Similar issues may occur in other prompts</li> <li>The selected item in blue text on blue background in dropdowns</li> <li>The blue text on gray background in “Users &gt;&gt; Username &gt;&gt; MiVoice Business Service &gt;&gt; Table of Contents &gt;&gt; User Configuration”</li> <li>The red text on red background such as “No Support Logs” on “Support &gt;&gt; Support Logs”</li> <li>The default text in the form of “Issues &amp; Feedback”</li> <li>The ghost text in “MiVoice Business Settings &gt;&gt; Table of Contents &gt;&gt; User extension ranges” and “MiVoice Business Settings &gt;&gt; User extension ranges &gt;&gt; Add Range”. Similar issues may occur in other places.</li> <li>The sub-title in “Voice Assist &gt;&gt; Voice Assist Routes &gt;&gt; Calling routes”</li> </ul> <p>These may affect users with moderately low vision.</p>
<a href="#"><b>1.4.4 Resize text</b></a> (Level AA)	Partially Supports	<p>This requirement is partially met.</p> <p>The notifications cannot be scrolled down and fully displayed.</p>

Criteria	Conformance Level	Remarks and Explanations
		It may affect users with low vision who want to increase text size in content.
<a href="#"><b>1.4.5 Images of Text</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The text is used to convey information rather than images of text.</p>
<a href="#"><b>1.4.10 Reflow</b></a> (Level AA 2.1 and 2.2)	Partially Supports	<p>This requirement is partially met.</p> <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"> <li>• The text of many buttons is off from their button borders.</li> <li>• The table of Users Management &gt;&gt; Users presents in two-dimensional scrolling bars.</li> <li>• In Integrations&amp;Apps, the Settings and Information buttons are displayed on top of other contents.</li> <li>• The table of Voice Assist &gt;&gt; Numbers cannot be fully displayed.</li> </ul> <p>These may affect users with low vision who want to enlarge text for enabling reading.</p>
<a href="#"><b>1.4.11 Non-text Contrast</b></a> (Level AA 2.1 and 2.2)	Partially Supports	<p>This requirement is partially met.</p> <p>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"> <li>• The “Link” icon in “What’s new” widget.</li> <li>• The “Link” icon beside device settings such as “Deskphone”</li> <li>• The default image icon in “Support &gt;&gt; Support Logs &gt;&gt; error during pentest &gt;&gt; Attachments”</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• All icons beside the section titles in “MiVoice Business &gt;&gt; System Settings”</li> <li>• All icons beside the titles in “Voice Assist &gt;&gt; Voice Assist Routes &gt;&gt; Calling routes”</li> </ul> <p>These may affect users with moderately low vision.</p>
<a href="#"><b>1.4.12 Text Spacing</b></a> (Level AA 2.1 and 2.2)	Supports	<p>This requirement is fully met.</p> <p>The content implemented using markup languages supports the space rules and has no loss of content or functionality.</p>
<a href="#"><b>1.4.13 Content on Hover or Focus</b></a> (Level AA 2.1 and 2.2)	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>
<a href="#"><b>2.4.5 Multiple Ways</b></a> (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>
<a href="#"><b>2.4.6 Headings and Labels</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The headings and labels are clear and descriptive when they are provided.</p>
<a href="#"><b>2.4.7 Focus Visible</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The keyboard focus is always available when a UI component is operated.</p>
<a href="#"><b>2.4.11 Focus Not Obscured (Minimum)</b></a> (Level AA 2.2 only)	Supports	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		When a user interface component receives keyboard focus, no part of the component is hidden by author-created content.
<a href="#"><b>2.5.7 Dragging Movements</b></a> (Level AA 2.2 only)	Supports	<p>This requirement is fully met.</p> <p>All functionality that uses a dragging movement for operation can be achieved by a single pointer without dragging, unless dragging is essential or the functionality is determined by the user agent and not modified by the author.</p>
<a href="#"><b>2.5.8 Target Size (Minimum)</b></a> (Level AA 2.2 only)	Partially Supports	<p>This requirement is partially met.</p> <p>Most of the sizes of the targets for pointer inputs are at least 24 by 24 CSS pixels, except the following:</p> <ul style="list-style-type: none"> <li>• Password</li> <li>• Edit</li> <li>• Delete</li> <li>• Check mark.</li> </ul> <p>These may affect users with physical impairments who cannot click small buttons that are close together.</p>
<a href="#"><b>3.1.2 Language of Parts</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin does not contain text with a change in language.</p>
<a href="#"><b>3.2.3 Consistent Navigation</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>Mitel Admin has a consistent navigation mechanism.</p>
<a href="#"><b>3.2.4 Consistent Identification</b></a> (Level AA)	Supports	<p>This requirement is fully met.</p> <p>The components of Mitel Admin are identified consistently.</p>
<a href="#"><b>3.3.3 Error Suggestion</b></a> (Level AA)	Partially Supports	<p>This requirement is partially met.</p>

Criteria	Conformance Level	Remarks and Explanations
		When an input error is automatically detected, the suggestions for correction are not fully provided to the users.  More detailed suggestions will be provided.
<a href="#"><b>3.3.4 Error Prevention (Legal, Financial, Data)</b></a> (Level AA)	Not Applicable	Use of Mitel Admin does not inherently cause legal commitments or financial transactions to occur.
<a href="#"><b>3.3.8 Accessible Authentication (Minimum)</b></a> (Level AA 2.2 only)	Supports	This requirement is fully met.  Mitel Admin supports copy and paste during the authentication process.
<a href="#"><b>4.1.3 Status Messages</b></a> (Level AA 2.1 and 2.2)	Does Not Support	This requirement is not supported.  The status messages such as "Notifications" in Mitel Admin cannot be presented to the user by screen reader without receiving focus.  These may affect users with vision difficulties or impairments, including those using assistive technology.

## 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.*