

# Mitel Accessibility Conformance Report

## Revised Section 508 Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version: MX-One Provisioning Manager and MX-ONE Service Node Manager, Version 8.1 SP0 HF0, Build 8.1.0.0.9.**

**Report Date: Feb 2026**

**Product Description: MX-ONE Provisioning Manager (PM) is the user and extension management application in MX-ONE, providing a single point of entry for managing user and extension data in MX-ONE, MiCollab Advanced Messaging, Mitel CMG, and FMC Provisioning Server. MX-ONE Service Node Manager (SNM) is a management tool that makes it possible to configure the MX-ONE through a Graphical User Interface (GUI). It is also used to create and update configuration files for the IP phones.**

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**Notes: In this document, PM/SNM is the abbreviated form of Provisioning Manager and Service Node Manager.**

## Evaluation Methods Used:

The evaluation methods were used by on-line accessibility tool, screen readers 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="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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

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
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Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</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 that serves the equivalent purpose. The non-text content that is a control or accepts user input, has a name that describes its purpose, with the exceptions of:</p> <ul style="list-style-type: none"> <li>• The account icon</li> <li>• The Info icon in User Editing screen</li> <li>• The password visibility icon</li> <li>• The Edit icon for Administrator &gt; Compare</li> <li>• The Edit icon for Security Profile &gt; View</li> <li>• The Close icon for About</li> </ul> <p>These will affect users with visual impairment who use assistive technology.</p> <p>This issue will be fixed in the next PI.</p>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	There is no audio or video content in PM/SNM.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	There is no audio or media alternative content in PM/SNM.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>When the sequence in which content is presented affects its meaning, a correct reading sequence can</p>

Criteria	Conformance Level	Remarks and Explanations
		be programmatically determined.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Partially supports	<p>This requirement is partially met.</p> <p>Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound, with the exceptions of below:</p> <ul style="list-style-type: none"> <li>• The account button</li> <li>• The Info button</li> <li>• The expand/collapse button</li> <li>• The password visibility button</li> <li>• The Edit button for Administrator &gt; Compare</li> <li>• The Edit button for Security Profile &gt; View</li> <li>• The Close button for About</li> </ul> <p>People who are blind and people who have low vision may not be able to understand instructions if they rely only on a description of the shape and/or location of content.</p> <p>This issue will be fixed in the next PI.</p>
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	<p>There is no audio that plays automatically for more than 3 seconds.</p>
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially supports	<p>This requirement is partially met.</p> <p>All functionality of the content is operable through</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>a keyboard interface, with the exceptions as below:</p> <ul style="list-style-type: none"> <li>• The “View, Edit, Delete” buttons in User</li> <li>• The “View, Edit, Delete, Copy” buttons in Administrator</li> <li>• The “View, Edit, Delete, Copy” buttons in Security Profile</li> <li>• The list menu of Account</li> <li>• The password visibility button</li> <li>• The content in the Existing Departments</li> <li>• The selection buttons for Departments</li> <li>• The numbers 5/10/20/50 of pages (items per page)</li> <li>• The submenu of Data Management</li> </ul> <p>These would affect people who are blind, with low vision or with hand tremors who need to use keyboard for operation.</p> <p>This issue will be fixed in the next PI.</p>
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Supports	<p>This requirement is fully met.</p> <p>The focus can be moved to and away from any component and does not cause a keyboard trap.</p>
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not applicable	There is no character timing adjustment in PM/SNM.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	There is no moving, blinking, scrolling that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, or auto-updating information that (1) starts automatically and (2) is presented in parallel with other content in PM/SNM.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	PM/SNM does not contain anything that flashes more

Criteria	Conformance Level	Remarks and Explanations
		than three times in any one second period, or the flash is below the general flash and red flash thresholds.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Supports	This requirement is fully met.  Keyboard users can bypass repeated blocks of content.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	This requirement is fully met.  PM/SNM provides sufficient titles to describe the topic or purpose with assistive technology, including the login window.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	This requirement is fully met.  The system menus and submenus could receive focus in an order that preserves meaning and operability.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Partially supports	This requirement is partially met.  Most links provide the purpose and can be determined from the link text alone or from the link text together with its programmatically determined link context.  These will affect users with visual impairment who use assistive technology.  This issue will be fixed in the next PI.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	This requirement is fully met.  The default human language can be programmatically determined.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		When any component receives focus, it does not initiate a change of context.
<a href="#">3.2.2 On Input</a> (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.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	This requirement is fully met.  PM/SNM provides error detections and color alerts on input errors.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	This requirement is fully met.  Labels or instructions are provided when content requires user input.
<a href="#">4.1.1 Parsing</a> (Level A)	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="#">4.1.2 Name, Role, Value</a> (Level A)	Partially supports	This requirement is partially met.  The name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set in PM/SNM, with the exceptions of: <ul style="list-style-type: none"> <li>• The account button</li> <li>• The Info button in User Editing screen</li> <li>• The password visibility button</li> <li>• The Edit button for Administrator &gt; Compare</li> <li>• The Edit button for Security Profile &gt; View</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> <li>• The Close button for About</li> <li>• The content in the Existing Departments</li> <li>• The numbers 5/10/20/50 of pages (items per page)</li> <li>• All “First”, “Prev”, “Next” and “Last” lack accessibility text.</li> <li>• All checkboxes in the form do not have accessibility text.</li> <li>• All input fields (<i>textbox</i>) lack accessibility text.</li> <li>• All dropdowns (<i>combobox</i>) lack accessibility text.</li> </ul> <p>These will affect users with visual impairment who use assistive technology.</p> <p>This issue will be fixed in the next PI.</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	There is no audio or video content in PM/SNM.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially supports	<p>This requirement is partially met.</p> <p>Some text colors against the background color cannot meet the 4.5:1 contrast ratio.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>This will affect users with vision impairment or color blindness.</p> <p>This issue will be fixed in the next PI.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p>	<p>Partially supports</p>	<p>This requirement is partially met.</p> <p>PM/SNM can be resized to 200% without a loss of content of functionality, with the exceptions of:</p> <ul style="list-style-type: none"> <li>• The buttons on the top right in User.</li> <li>• Quick action dropdown in User.</li> </ul> <p>This will affect people with low vision who need to enlarge the screen.</p> <p>This issue will be fixed in the next PI.</p>
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p>	<p>Supports</p>	<p>This requirement is fully met.</p> <p>The text is used to convey information rather than images of text.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p>	<p>Not applicable</p>	<p>PM/SNM does not contain a set of software programs to locate.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p>	<p>Supports</p>	<p>This requirement is fully met.</p> <p>The headings and labels are clear and descriptive when they are provided.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p>	<p>Supports</p>	<p>This requirement is fully met.</p> <p>The keyboard focus is always available when a UI component is operated.</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p>	<p>Not applicable</p>	<p>PM/SNM does not have passages or phrases in different languages.</p>
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p>	<p>Supports</p>	<p>This requirement is fully met.</p> <p>PM/SNM has a consistent navigation mechanism.</p>
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p>	<p>Supports</p>	<p>This requirement is fully met.</p>

Criteria	Conformance Level	Remarks and Explanations
		The components of PM/SNM are identified consistently.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	This requirement is fully met. The system provides error suggestions when an input error occurs in the input field.
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not Applicable	Use of PM/SNM 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	<p>This requirement is partially met.</p> <p>PM/SNM supports users without vision with the exceptions of below functions or operations:</p> <ul style="list-style-type: none"> <li>• The account button</li> <li>• The Info button in User Editing screen</li> <li>• The password visibility button</li> <li>• The Edit button for Administrator &gt; Compare</li> <li>• The Edit button for Security Profile &gt; View</li> <li>• The Close button for About</li> <li>• The content in the Existing Departments</li> <li>• The numbers 5/10/20/50 of pages (items per page)</li> </ul> <p>These will affect users with visual impairment who use assistive technology.</p> <p>This issue will be fixed in the next PI.</p>
302.2 With Limited Vision	Supports	<p>This requirement is fully met.</p> <p>PM/SNM can be used in dark modes and any high contrast modes by the system settings.</p>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Supports	This requirement is fully met.  PM/SNM 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.  PM/SNM provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	This requirement is fully met.  PM/SNM 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.  PM/SNM provides at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Partially supports	This requirement is partially met.  PM/SNM provides at least one mode of operation that does not require fine motor control or simultaneous manual operations, with the exceptions of <ul style="list-style-type: none"> <li>• The “View, Edit, Delete” buttons in User</li> <li>• The “View, Edit, Delete, Copy” buttons in Administrator</li> <li>• The “View, Edit, Delete, Copy”</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		<p>buttons in Security Profile</p> <ul style="list-style-type: none"> <li>• All Information buttons</li> <li>• The list menu of Account</li> <li>• The password visibility button</li> <li>• The content in the Existing Departments</li> <li>• The selection buttons for Departments</li> <li>• The numbers 5/10/20/50 of pages (items per page)</li> <li>• The submenu of Data Management</li> </ul> <p>This will affect users who cannot perform fine motor control or simultaneous manual operations, such as mouse.</p> <p>This issue will be fixed in the next PI.</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>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.</p> <p>These may affect users with cognitive, language or learning disabilities.</p>

## 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
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	PM/SNM is a web application.
502.2.2 No Disruption of Accessibility Features	Not applicable	PM/SNM is a web application.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not applicable	PM/SNM is not platform software.
502.3.2 Modification of Object Information	Not applicable	PM/SNM is not platform software.
502.3.3 Row, Column, and Headers	Not applicable	PM/SNM is not platform software.
502.3.4 Values	Not applicable	PM/SNM is not platform software.
502.3.5 Modification of Values	Not applicable	PM/SNM is not platform software.
502.3.6 Label Relationships	Not applicable	PM/SNM is not platform software.
502.3.7 Hierarchical Relationships	Not applicable	PM/SNM is not platform software.
502.3.8 Text	Not applicable	PM/SNM is not platform software.
502.3.9 Modification of Text	Not applicable	PM/SNM is not platform software.
502.3.10 List of Actions	Not applicable	PM/SNM is not platform software.
502.3.11 Actions on Objects	Not applicable	PM/SNM is not platform software.
502.3.12 Focus Cursor	Not applicable	PM/SNM is not platform software.
502.3.13 Modification of Focus Cursor	Not applicable	PM/SNM is not platform software.
502.3.14 Event Notification	Not applicable	PM/SNM is not platform software.
502.4 Platform Accessibility Features	Not applicable	PM/SNM is not platform software.
<a href="#">503 Applications</a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	This requirement is fully met.

Criteria	Conformance Level	Remarks and Explanations
		PM/SNM permits user preferences from platform settings for color, contrast, font type, font size, and focus cursor.
503.3 Alternative User Interfaces	Not applicable	PM/SNM does not provide alternative UIs for the accessibility mode.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	PM/SNM does not have multimedia content.
503.4.2 Audio Description Controls	Not applicable	PM/SNM does not have multimedia content.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	PM/SNM is not an authoring tool.
504.2.2 PDF Export	Not applicable	PM/SNM is not an authoring tool.
504.3 Prompts	Not applicable	PM/SNM is not an authoring tool.
504.4 Templates	Not applicable	PM/SNM is not an authoring tool.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not support	This requirement is not met.  PM/SNM does not list and explain accessibility features in the online

Criteria	Conformance Level	Remarks and Explanations
		<p>documentation.</p> <p>It may affect all users with various disabilities in vision, motion, hearing, etc.</p> <p>This issue will be fixed in the next PI.</p>
<p>602.3 Electronic Support Documentation</p>	<p>Partially supports</p>	<p>This requirement is partially supported.</p> <p>The support documentation on web pages meets the criterion below:</p> <p>Level A</p> <ul style="list-style-type: none"> <li>1.3.1</li> <li>1.3.2</li> <li>1.3.3</li> <li>1.4.1</li> <li>2.1.1</li> <li>2.1.2</li> <li>2.2.1</li> <li>2.4.1</li> <li>2.4.2</li> <li>2.4.3</li> <li>2.4.4</li> <li>2.5.3</li> <li>3.2.1</li> <li>3.2.2</li> <li>3.2.6</li> <li>3.3.1</li> <li>3.3.2</li> <li>4.1.1</li> <li>4.1.2</li> </ul> <p>Level AA</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>1.4.4 1.4.5 1.4.12 1.4.13 2.4.5 2.4.6 2.4.7 2.4.11 2.5.8 3.2.3 3.2.4 3.3.8</p> <p>Below criterion are not supported: Level A 1.1.1 3.1.1</p> <p>Below criterion are partially supported: Level AA 1.4.3 1.4.10</p> <p>These exceptions may affect users with vision difficulties or impairments, including those using assistive technology. They may also affect users with motor impairments, who are unable to use the mouse.</p> <p>This issue will be fixed in the next PI.</p>
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	PM/SNM does not have non-electronic

Criteria	Conformance Level	Remarks and Explanations
		support documentation.
<a href="#"><u>603 Support Services</u></a>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not applicable	The support services do not provide information on accessibility and compatibility features until the online documentation updates such information.
603.3 Accommodation of Communication Needs	Supports	<p>This requirement is fully met.</p> <p>We provide the email address <a href="mailto:accessibility@mitel.com">accessibility@mitel.com</a> 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.</p>

## Legal Disclaimer

*This Mitel Accessibility Conformance Report provides details of the accessibility features of PM/SNM Web Client, Version 8.1 SP0 HF0, Build 8.1.0.0.9 as of February 2026. 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.*