

**Accessibility Standards  
MiVoice Business**

Mitel products are designed with the highest standards of accessibility. Below is a table that outlines how the MiVoice Business conforms to section 508 of the United States Access Board’s Electronic and Information Technology Accessibility Standards, specifically subsections 1194.23 Telecommunications Products, and 1194.31 Functional Performance Criteria. These criteria represent the test for Equivalent Facilitation under section 1194.5.

**Section 1194.23  
Telecommunications Products**

<b>MiVoice Business</b>		
<b>Criteria</b>	<b>Is Criteria Supported?</b>	<b>Remarks and Explanations</b>
(a) Telecommunications products or systems that allow voice communication but do not provide TTY functionality shall provide a standard non-acoustic TTY connection. They shall also have microphones that can be turned off so that speech and TTY can be intermixed.	<b>Supported</b>	The MiVoice Business system features analog ports that connect to TTY devices.  Microphone capabilities are covered in the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.  Mitel phones connected to MiVoice Business have a microphone Mute key.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	<b>Supported</b>	MiVoice Business features analog ports that connect to TTY devices. These analog ports are configured to support standard TTY signal protocols.
(c) Voice mail, auto-attendant, and interactive voice response systems shall be accessible by TTY users with the TTYs.	<b>Not Applicable</b>	
(d) Voice mail, messaging, auto-attendant, and interactive voice response systems that require a user response within a given time frame, shall alert the user when time is about to run out, and shall give the user ample	<b>Not Applicable</b>	

opportunity to request more time.		
(e) Where provided, caller ID and other similar functions shall be available to both TTY users and users who cannot see displays.	<b>Supported</b>	MiVoice Business provides this capability through industry-standard analog caller ID functions on dedicated analog ports or by Mitel 4000 Series phones and 5300 Series IP telephones. For more information, please see the response tables for Mitel telephones.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(g) If the telecommunications product allows a user to adjust the receiver volume, a function shall be provided to automatically reset to the default level after every use.	<b>Supported</b>	At the end of every call, MiVoice Business automatically resets the receiver volume to the default level.
(h) Where the telecommunications product delivers output by an audio transducer which is normally held to the ear, means for effective magnetic wireless coupling to hearing technologies shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(j) Products that transmit or conduct information or communication shall pass through cross-manufacturer,	<b>Supported</b>	MiVoice Business has no characteristic that would interfere with the transmitted and received Baudot tones used by US-standard TTYs.

<p>non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>		
<p>(k.1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p><b>Not Applicable</b></p>	<p>This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.</p>
<p>(k.2) Products which have mechanically operated controls or keys shall comply with the following: controls or keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate these controls and keys shall be 5 lbs (22.2 N) maximum.</p>	<p><b>Not Applicable</b></p>	<p>This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.</p>
<p>(k.3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p><b>Not Applicable</b></p>	<p>This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.</p>
<p>(k.4) Products which have mechanically operated controls or keys shall comply</p>	<p><b>Not Applicable</b></p>	<p>MiVoice Business does not use mechanical keys or controls for its operation.</p>

with the following: The use of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		
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**Section 1194.31**

**Functional Performance Criteria**

<b>Mitel Communications Director</b>		
<b>Criteria</b>	<b>Is Criteria Supported?</b>	<b>Remarks and Explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology, used by people who are blind or visually impaired, shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(d) Where audio information is important for using product, at least one mode of operation and information	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.

retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions, and that is operable with limited reach and strength shall be provided.	<b>Not Applicable</b>	This is a function of the telephone connected to MiVoice Business. For more information, please see the response tables for Mitel 4000 Series phones and 5300 Series IP telephones.

This information does not constitute legal advice nor does it represent, warrant or guarantee a disabled employee's ability to access and use your organization's information with the same dexterity as other employees in your organization.