

**Accessibility Standards
Mitel NuPoint Unified Messaging**

Mitel products are designed with the highest standards of accessibility. Below is a table that outlines how Mitel NuPoint Unified Messaging 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**

Mitel NuPoint Unified Messaging		
Criteria	Is Criteria Supported?	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supported	NuPoint Unified Messaging (UM) works with standard telephone lines, which provide a standard non-acoustic connection point for TTYs.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supported	The NuPoint UM server conforms to this standard by supporting the US Baudot TTY signaling protocol. NuPoint UM’s TDD feature supports telecommunications devices for the deaf (TDDs). Using NuPoint UM, hearing-impaired TDD mailbox owners can receive TDD-generated text from other users.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Supported	Almost all the functions and capabilities on a standard NuPoint UM server are available to hearing-impaired TTY mailbox owners and callers.
(d) Voice mail, messaging, auto attendant, and interactive voice response	Partially Supported	NuPoint UM enables a user to adjust response times, but does not provide an alert to indicate time is running out. Instead, the system prompts the user to

<p>telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>		<p>make an entry, be routed to a predefined extension, or be disconnected.</p>
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Partially Supported</p>	<p>Caller ID is not available for TTY in NuPoint UM's TDD application; however, a caller's identification is audibly announced to users who cannot see.</p>
<p>(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 of gain shall be provided.</p>	<p>Partially Supported</p>	<p>NuPoint UM automatic gain control (AGC), when deployed with some of the supported SIP to TDM gateways, adjusts weak and strong signals to make the output level constant. AGC determines the playback level for recorded speech.</p>
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Supported</p>	<p>All user-adjustable audio characteristics of NuPoint UM, such as playback amplitude and playback rate, reset automatically to their default levels once a user hangs-up the telephone.</p>
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible</p>	<p>Not Applicable</p>	

<p>level that allows a user of hearing technologies to utilize the telecommunications product.</p>		
<p>(j) Products that transmit or conduct information or communication shall pass through cross-manufacturer, 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>Supported</p>	<p>The NuPoint UM provides reliable recording and playback of the tones used by devices such as TTYs.</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>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: controls and keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs (22.2 N) maximum.</p>	<p>Not Applicable</p>	
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay</p>	<p>Not Applicable</p>	

before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	

Section 1194.31

Functional Performance Criteria

Mitel NuPoint Unified Messaging		
Criteria	Is Criteria Supported?	Remarks and Explanations
(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.	Supported	All end-user functions on the NuPoint UM (e.g., message retrieval, greeting administration, etc.) may be accessed without vision through the telephone's user interface.
(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.	Supported	End-user functions may be accessed without vision via the telephone user interface.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be	Supported	NuPoint UM features that support TTY compatibility are described in the comments for sections 1194.23(a), 1194.23(b) and 1194.23(j). Features that provide enhanced audio are described in the

provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.		comments for sections 1194.23(f) and 1194.23(g).
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supported	All functions of NuPoint UM may be accessed through the telephone keypad.
(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.	Supported	All functions of the NuPoint UM may be accessed through telephone keypad or the user interface.
(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.	Supported	NuPoint UM is operated from a telephone. No simultaneous actions (e.g., pressing two buttons at the same time) are required for its operation.

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.