Accessibility Features for the Cisco Unified IP Phone 8961, 9951, and 9971

This document contains information about the accessibility features that are standard on the Cisco Unified IP Phone 8961, 9951, and 9971. These phones provide accessibility features for the blind, and the hearing, vision, and mobility impaired.

Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

This document contains these sections:

- Overview—Describes the accessibility hardware and software features and benefits that Cisco IP Phones provide to hearing, vision, and mobility impaired users.
- Hearing-Impaired Accessibility Features—Describes the hearing-impaired accessibility features and the configuration requirements.
- Vision-Impaired and Blind Accessibility Features—Describes the vision-impaired accessibility features and their configuration requirements.
- Mobility-Impaired Accessibility Features—Describes the mobility accessibility features and their configuration requirements.
- Cisco Unified CM Accessibility Features—Describes the various Cisco Unified Communications Manager (Cisco Unified CM) accessibility features and their configuration requirements.

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL:

www.cisco.com/go/accessibility

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Overview

The easy-to-use accessibility features that Cisco Unified IP Phones provide include the following:

- Audio and visual alerts of phone states, including dial tone, ringing, and mute status.
- Visual alerts that are displayed on a large liquid crystal display (LCD) screen integrated into the phone.
- For people with low vision, an optional color LCD screen with high contrast and backlighting.
- Hearing-aid compatibility
- Tactile discernible buttons and touch-screen for nonbiometric pointing devices.
- Cisco Unified IP Phones also support TTY (telephone typewriter), which is a telephone device for the deaf and hearing impaired. The TTY over IP requires quality of service (QoS) for reliable delivery, and enables users:
  - To make or place a TTY call by either coupling a TTY to the Cisco Unified IP Phone acoustically or connecting it directly to the IP telephony network through an analog telephone adapter (ATA).
  - Equal access to the mobility features of Cisco Unified IP Communications, which enables users to make and receive calls from different locations in the organization while retaining the same phone number by bringing only your TTY and an ATA.

Hearing-Impaired Accessibility Features

Accessibility features for the hearing impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature		Description	Set Up Requirement
1.	Visual Message Waiting Indicator (handset)	Viewable from 360 degrees, this visual indicator also provides an Audible Message Waiting Indicator (AMWI). Users change the voice message light on their handset and the audible voice message indicator on their phone by logging in to their User Options web pages and accessing the message indicator settings. Users change the setting to on or off.	Standard on all phones; users and system administrators can make changes.

Accessibility Feature		Description	Set Up Requirement
2.	Visual notification of phone state	For visual notification of the phone state: • Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. • Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. • Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.
	Inline amplifier support (handset)	Cisco Unified IP Phone handsets support third-party inline amplifiers, which users attach to the handset and cord and sit between the handset and the IP phone. Cisco Unified IP Phones support the following third-party inline amplifiers: • Clarity HA-40 Inline Amplifier for Corded Phone • Plantronics EHA40 Inline Amplifier	Standard on all phones; no set up is required.
	Adjustable ringtone, pitch, and volume	Users can adjust the ringtone, pitch, and volume by: • Using the **Applications > Preferences** menu on their phone. • Adjusting the volume level for the phone ringer: while the handset is in the cradle, and the headset and speakerphone buttons are off, press the volume button to increase the volume.	Standard on all phones; users and system administrators can make changes.
	Hearing aid compatible (HAC) handset	Cisco Unified IP Phone handsets support the following accessibility features: • Hearing-aid compatible • Magnetic coupling of the hearing aid • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA) • Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers	Standard on all phones; no set up is required.

Accessibility Feature		Description	Set Up Requirement
	Acoustic coupled TTY support (handset)	Cisco Unified IP Phones support the following TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers • Real-time text transmission over phone lines • Hearing and voice carry over phones (HCO/VCO) • VoIP network operating at G.711	Standard on all Cisco Unified IP Phones. For information about setting up TTY, see your system administrator.
	Third-party accessibility applications for the hearing impaired	Cisco Unified IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk that support the following features: • Paging • Visual notification • Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or even voice services Information about NexTalk is available at: http://www.nextalk.com	For more information about third-party applications, see your system administrator.

Vision-Impaired and Blind Accessibility Features

Accessibility features for the vision impaired and blind are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature		Description	Set Up Requirements
1.	High-contrast visual and audible alert of incoming call	Cisco Unified IP Phones provide an audible alert, and the handset provides a visual alert when the phone receives an incoming call. The handset light strip flashes during incoming calls and stays lit when a voice-mail message is received.	Standard on all phones. Set up is required.
2.	Back-lit LCD screen and programmable contrast	Users with low vision can adjust the contrast.	Standard on all phones; no set up is required.
3.	Programmable feature buttons	Users can use the line buttons to initiate, answer, or switch to a call on a particular line. Features, such as speed dial, Privacy, BLF speed dial, and Service URLs, can be assigned to these buttons.	Set up is required. Your system administrator sets up programmable line buttons to your phone.

Accessibility Feature		Description	Set Up Requirements
4.	Large buttons to access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
5.	Audible notification of phone state	For audible notification of the phone state, users can: Toggle the Mute and Speaker buttons on and off to indicate the state of the phone. Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit. Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.
6.	Standard 12-key layout and grouping of functions	Cisco Unified IP Phone keypads provide standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).	Standard on all phones; no set up is required.
	Third-party accessibility applications for the vision impaired	Cisco Unified IP Phones provides an interface for third-party accessibility applications such as Tenacity accessaphone and the IPblue VTGO 508-Compliant softphone. • Tenacity accessaphone (AAP) is an assistive technology to the Cisco Unified IP Phones. Through the telephony application programming interface (TAPI) and the computer technology integration (CTI) plug-in, AAP enhances the ability to monitor and control the Cisco endpoint functions. Core enhancements are full access through the keyboard and text-to-speech. AAP provides audible notification of the incoming caller ID, full access of call history information, status of the phone and more. Information about Tenacity is available at this URL: http://www.accessaphone.com • IPblue Virtual Telephone/Global Office (VTGO) 508-compliant softphone is a standalone software endpoint that integrates speech application programming interface (SAPI) and which provides audible notification (text-to-speech) of the core functions and features of the Cisco Unified IP Phones. VTGO is also compatible with assistive technology. Information is available at this URL: http://www.ipblue.com/	For more information about third-party application, see your system administrator.

Mobility-Impaired Accessibility Features

Accessibility features for the mobility impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.

Accessibility Feature		Description	Set Up Requirements
1.	Well-spaced, illuminated buttons enable easy operation	Depending on set up, programmable buttons (the left set of buttons) allow users to access: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature) • Web-based services (for example, a Personal Address Book button) • Phone features (for example, Privacy) Session buttons (the right set of buttons) illuminate to indicate status: • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or signed in to Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or BLF status)	Standard on all phones; no set up is required.
2.	Large buttons to access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
3.	Built-in speakerphone	Users can toggle the speakerphone button on and off to indicate the state of the phone. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.
4.	Tactile -discernible buttons and functions (including a nib on Key 5)	Cisco Unified IP Phone keypads provide the tactile discernible locator, which enables users to use existing or familiar key positions that can be easily located from the "bump" on Key 5. Users do not have to learn new key positions.	Standard on all phones; no set up is required.
5.	Dedicated headset jack that enables Auto-Answer function	Users can use a dedicated headset jack that enables auto-answer feature support on either the speakerphone or headset. Incoming calls are then automatically connected after a ring or two.	Standard on all phones; set up is required.

Cisco Unified CM Accessibility Features

Table 1 provides information on the Cisco Unified Communications Manager (Cisco Unified CM) accessibility features.

Table 1 Cisco Unified Communications Manager Accessibility Features

Accessibility Feature	Description	Configuration Requirements	For More Information
Programmable Line Keys (PLKs)	Users can use the line buttons (the buttons to the right of the phone screen) to initiate, answer, or switch to a call on a particular line. A limited number of features, such as speed dial, extension mobility, privacy, BLF speed dial, DND, and Service URLs, get assigned to these buttons. The PLK feature expands the features that can be assigned to the line buttons to include those that softkeys normally control; for example New Call, Call Back, End Call, and Forward All. When these features are configured on the line buttons, they are always visible, so you can have a "hard" New Call key. Users can access features easily that may be assigned to softkeys normally, which can be too small and difficult to use.	Standard on all Cisco Unified IP Phones; configuration is required. Your system administrator assigns PLKs to your phone.	See the user guide applicable to your Cisco Unified IP Phone.
Audible Message Waiting Indicator (AMWI)	Cisco Unified IP Phones can send a line-specific stutter dial tone when a voice message is waiting on the phone. Users hear it only when using the line with the waiting messages. When the user goes off hook (on the line for which a voice message has been left), the stutter dial tone is heard. Users can change the audible voice-message indicator setting by logging in to their User Options web pages and changing the audible message-indicator setting to On or Off.	Standard on all Cisco Unified IP Phones. Configuration is required: • System administrator • Cisco Unified CM User Options	See the user guide applicable to your Cisco Unified IP Phone.
Do Not Disturb (Alert and Reject)	The system administrator configures the phone to turn on all audible and visual notifications, turn on ringer only, or to choose the type of alert a phone should play for incoming calls.	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.
Busy Lamp Field	Users can use the BLF feature to monitor the call state of a directory number associated with a speed-dial button, call log, or directory listing on the phone. In addition, users can use BLF pickup to monitor incoming calls on a directory number. When the DN receives an incoming call, the system alerts the monitoring user, who can then pick up the call.	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.

Table 1 Cisco Unified Communications Manager Accessibility Features (continued)

Accessibility Feature	Description	Configuration Requirements	For More Information
User Options web interface	The Cisco Unified IP Phone is a network device that enables users to do the following: • Share information with other network devices in their company, including their personal computer. • Use their computer to log in to their Cisco Unified CM User Options web pages, where they can subscribe to services, set up speed dial and call forwarding numbers, configure ring settings, and create a personal address book.	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.