# Accessibility Features for the Cisco Unified IP Phones 6901 and 6911

The Cisco Unified IP Phones 6901 and 6911 provide accessibility features for the blind, and the visually, hearing, and mobility impaired.

See these sections:

## Hearing-Impaired Accessibility Features

This section describes the accessibility features for the hearing impaired.

Figure 1 shows the features that are standard for the hearing impaired on the Cisco Unified IP Phones 6901 and 6911, except where exceptions are noted. The Cisco Unified IP Phone 6911 is shown.

The features shown in Figure 1 are described in the following table. Note the additional features below the table.

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*Figure 1*        *Hearing-Impaired Features—Cisco Unified IP Phone 6911 Shown*

| Item | Accessibility Feature | Description |
|------|----------------------|-------------|
| 1 | Visual message-waiting indicator (handset) | Viewable from 360 degrees, this visual indicator also provides an audible message-waiting indicator. 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.<br><br>Your system administrator can change the settings. |
| 2 | Visual notification of phone state | For visual notification of the phone state:<br><br>• Cisco Unified IP Phone 6901 only:<br>  – Use the Line button to answer an incoming call. When a new call is present, the button is lit.<br>  – Use the Line button to toggle a held call. When a call is on hold, the button is lit.<br><br>• Cisco Unified IP Phone 6911 only:<br>  – Toggle the Mute and Speakerphone buttons on and off to indicate the state of the phone.<br>  – Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit.<br>  – Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |
| 3 | Inline-amplifier support (handset) | Cisco Unified IP Phone handsets support third-party inline amplifiers that users attach to the handset and cord and that sit between the handset and the IP phone.<br><br>Cisco Unified IP Phones support these third-party inline amplifiers:<br><br>• Clarity HA-40 Inline Amplifier for Corded Phone.<br>• Plantronics EHA40 Inline Amplifier. |
| 4 | Adjustable volume | Users can adjust the volume by adjusting the volume level for the phone ringer while the handset is in the cradle.<br><br>On the Cisco Unified IP Phone 6911, with the speakerphone button off, press the Volume button to increase the volume. |
| 5 | Hearing aid compatible (HAC) handset | Cisco Unified IP Phone handsets support these accessibility features:<br><br>• Hearing-aid compatible.<br>• Magnetic coupling of the hearing aid.<br>• Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA).<br>• Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers. |

| Item | Accessibility Feature | Description |
|------|----------------------|-------------|
| **6** | Acoustic coupled TTY and TDD support (handset) | Cisco Unified IP Phones support the following TTY and TDD features:<br>• Acoustic or direct connect TTYs from industry-leading manufacturers.<br>• Real-time text transmission over phone lines.<br>• Hearing and voice carry over phones (HCO/VCO).<br>• VoIP network operating at G.711.<br>Standard on all Cisco Unified IP Phones.<br>For information about setting up TTY, see your system administrator. |

Note the following also about 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 these features:

  - Paging

  - Visual notification

  - Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or voice services

- Information about NexTalk is available at this URL:

  http://www.nexttalk.com

For more information about third-party applications, see your system administrator.

# Vision-Impaired and Blind Accessibility Features

This section describes the accessibility features for the vision impaired and blind.

Figure 2 shows the features that are supported on the Cisco Unified IP Phones 6901 and 6911, except where exceptions are noted. The Cisco Unified IP Phone 6911 is shown.

The features shown in Figure 2 are described in the following table. Note the additional features below the table.

*Figure 2*        *Vision-Impaired and Blind Accessibility Features—Cisco Unified IP Phone 6911 Shown*



| Item | Accessibility Feature | Description |
|------|----------------------|-------------|
| 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. |
| | | Your system administrator sets up these options. |
| 2 | Line and programmable feature buttons | Users can use the line buttons to initiate, answer, or switch to a call on a particular line. |
| | | For the Cisco Unified IP Phone 6911 only, features such as Speed Dial, Call Forward, Pickup, Group Pickup, and Meet Me can be assigned to programmable feature buttons. |
| | | Your system administrator sets up programmable feature buttons on your phone. |

| Item | Accessibility Feature | Description |
|------|----------------------|-------------|
| 3 | Audible notification of phone state (Cisco Unified IP Phone only) | For audible notification of the phone state, users can do the following:<br>• Toggle the Mute and Speakerphone buttons on and off to indicate the state of the phone.<br>• Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit.<br>• Use the Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit. |
| 4 | Large buttons to access features, Voice Messages, Contacts, Hold, Transfer, and Conference (Cisco Unified IP Phone 6911 only) | Large buttons provide to easy access to phone features and voice messages. |
| 6 | Standard 12-key layout | Cisco Unified IP Phone keypads provide standard 12-key layout, which enables users to use existing or familiar key positions (including a nib on Key 5). |

Note the following also for the vision impaired:

- For the Cisco Unified IP Phone 6901 only, large buttons enable access to Hold and Redial.

- Third-party accessibility applications for the vision impaired

  Cisco Unified IP Phones 6901 and 6911 provide an interface for third-party accessibility applications such as Tenacity accessaphone and the IPblue Virtual Telephone/Global Office (VTGO) 508-compliant.

  – The VTGO 508-compliant softphone is a standalone software endpoint that integrates speech application programming interface (SAPI) and 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 the following URL:

    http://www.ipblue.com

  – 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 functions of the Cisco endpoint. Core enhancements are full access through the keyboard and text-to-speech.

    The AAP technology 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 the following URL:

    http://www.tenacitycorp.com

  For more information about third-party applications, see your system administrator.

- Adjustable Footstand

  Users can easily manipulate an adjustable footstand from flat to 60 degrees to provide optimum phone display viewing and comfortable access to all buttons and keys.

# Mobility-Impaired Accessibility Features

This section describes the accessibility features for the mobility impaired.

Figure 3 shows the features that are supported on the Cisco Unified IP Phones 6901 and 6911, except where exceptions are noted. The Cisco Unified IP Phone 6911 is shown.

The features shown in Figure 3 are described in the following table. Note the additional features below the table.

*Figure 3*        *Mobility-Impaired Features—Cisco Unified IP Phone 6911 Shown*

| Item | Accessibility Feature | Description |
|---|---|---|
| 1 | Well-spaced, illuminated buttons that enable easy operation | Buttons illuminate to indicate status:<br>• Green, steady—Active call<br>• Green, flashing—Held call<br>• Amber, flashing—Incoming call or reverting call<br>• Red, steady—<br>    – Cisco Unified IP Phone 6901—Remote call connected<br>    – Cisco Unified IP Phone 6911 only—Two remote calls connected<br><br>For the Cisco Unified IP Phone 6911 only, the programmable feature buttons allow users to access phone features, such as Call Forward, Pickup, Group Pickup, and Pickup depending on the phone setup. |
| 2 | Built-in speakerphone<br><br>(Cisco Unified IP Phone 6911 only) | 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. |
| 3 | 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 the Key 5.<br><br>Users do not have to learn new key positions. |

Note the following also for the vision impaired:

- For the Cisco Unified IP Phone 6911 only, large buttons provide easy access to voice messages and calling features.
- For the Cisco Unified IP Phone 6901 only, large buttons provide easy access to the Hold and Redial functions.
- Adjustable footstand

    Users can easily manipulate an adjustable footstand from flat to 60 degrees to provide optimum phone display viewing and comfortable access to all buttons and keys.