Accessibility Features for the Cisco Unified IP Phones 6921, 6941, 6945, and 6961

The Cisco Unified IP Phones 6921, 6941, 6945, and 6961 provide accessibility features for the blind, and the visually, hearing, and mobility impaired.

See these sections:

- Hearing-Impaired Accessibility Features, page 1
- Vision-Impaired and Blind Accessibility Features, page 4
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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 6921, 6941, 6945, and 6961 and no setup is required, except where exceptions are noted. The Cisco Unified IP Phone 6941 is shown.

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

Figure 1   *Hearing-Impaired Features—Cisco Unified IP Phone 6941 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. Your system administrator can change the setting.
2	Visual notification of phone state	For visual notification of the phone state: • Toggle the Mute and Speakerphone 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 Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
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. Cisco Unified IP Phones support these third-party inline amplifiers: • Clarity HA-40 Inline Amplifier for Corded Phone. • Plantronics EHA40 Inline Amplifier.
4	Adjustable ringtone, pitch, and volume	Users can adjust the ringtone, pitch, and volume by: • Selecting 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. Your system administrator can change the settings.
5	Hearing aid compatible (HAC) handset	Cisco Unified IP Phone handsets support these 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.
6	Acoustic coupled TTY and TDD 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. For information about setting up TTY, contact 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.tenacitycorp.com

For more information about third-party applications, contact 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 6921, 6941, 6945, and 6961. The Cisco Unified IP Phone 6941 is shown.

The features are standard and no setup is required, except where exceptions are noted.

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

Figure 2   *Vision-Impaired and Blind Accessibility Features—Cisco Unified IP Phone 6941 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.
2	Back-lit LCD screen and programmable contrast	Users with low vision can adjust the contrast.
3	Line and 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, Line Status, Privacy, Do Not Disturb (DND), and Service URLs, can be assigned to feature buttons. Your system administrator sets up programmable feature buttons to your phone.
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.
5	Audible notification of phone state	For audible notification of the phone state, users can: • Toggle the Mute and Speakerphone 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 Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.
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:

• Third-party accessibility applications for the vision impaired

Cisco Unified IP Phones 6921, 6941, 6945, and 6961 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, contact 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 6921, 6941, 6945, and 6961, except where exceptions are noted. The Cisco Unified IP Phone 6941 is shown.

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

Figure 3   *Mobility-Impaired Features—Cisco Unified IP Phone 6941 Shown*

Item	Accessibility Feature	Description
1	Well-spaced, illuminated buttons that enable easy operation	Depending the phone setup, the programmable feature buttons allows users to access the following: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial Line Status feature) • Web-based services, such as a Personal Address Book • Phone features, such as Privacy 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, DND active, or signed in to Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status)
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.
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.
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 the Key 5. Users do not have to learn new key positions.
	Dedicated headset jack that enables the 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.
	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.