



Accessibility Features for the Cisco Unified IP Phone 7900 Series

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This document contains information about the accessibility features that are standard typically on Cisco Unified IP Phone 7900 Series. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages.

For additional information, see the phone user guides, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7900-series/productsuser-guide-list.html>

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: <http://www.cisco.com/go/accessibility>

Hearing-Impaired Accessibility Features

This section describes the Cisco Unified IP Phone accessibility features for the hearing impaired.

The following figure shows the locations of these accessibility features on the IP Phone. The table that follows the figure describes the features.

Figure 1: Cisco Unified IP Phone Accessibility Features for the Hearing Impaired - Cisco Unified IP Phone 7965 Shown



Table 1: Hearing-Impaired Features

Item	Accessibility Feature	Description
1	Visual Message Waiting Indicator (Handset)	<p>This visual indicator can be viewed from 360 degrees and also provides an audible message waiting indicator.</p> <p>Users change the voice-message light on their handset and the audible voice-message indicator on their phone by logging in to their phone support pages, and accessing the message indicator settings. Users change the setting to On or Off.</p> <p>Standard on all Cisco Unified IP Phones. Configuration is required:</p> <ul style="list-style-type: none"> • administrator • phone support pages <p>See the user guide applicable to your Cisco Unified IP Phone.</p>

Item	Accessibility Feature	Description
2	Third-Party Accessibility Applications	<p>Cisco Unified IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk and Berbee that support the following features:</p> <ul style="list-style-type: none"> • Paging • Visual notification • Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or even voice services
3	Adjustable Ring Tone and Volume	<p>Users can adjust the ring tone, pitch, and volume by:</p> <ul style="list-style-type: none"> • Using the User 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. <p>Standard on all Cisco Unified IP Phones. Users and administrators can make configuration changes.</p> <p>See the user guide applicable to your Cisco Unified IP Phone.</p>
4	Visual Notification of Phone State	<p>For visual notification of the phone state, users can:</p> <ul style="list-style-type: none"> • 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. <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p> <p>See the user guide applicable to your Cisco Unified IP Phone.</p>

Item	Accessibility Feature	Description
5	Inline Amplifier Support (Headset)	<p>Cisco Unified IP Phone supports third-party Hearing Aid Compatible (HAC) headsets that increase the volume range.</p> <p>Users connect the headset to the phone and then attach the inline amplifier to the headset cord.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p> <p>Refer to the third-party inline amplifier documentation.</p>
6	Inline Amplifier Support (Handset)	<p>Cisco Unified IP Phone handsets support third-party inline amplifiers that users attach to the handset and cord and sit between the handset and the IP Phone.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p> <p>Refer to the third-party inline amplifier documentation.</p>
7	Hearing Aid Compatible (HAC) Handset	<p>Cisco Unified IP Phone handsets support the following accessibility features:</p> <ul style="list-style-type: none"> • Hearing-aid compatible • Supports magnetic coupling of the hearing aid • Meets Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA) • Meets Section 508 loudness requirements, which is achieved by using industry-standard inline handset amplifiers. <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>

Item	Accessibility Feature	Description
8	Acoustic Coupled TTY Support (Handset)	<p>Cisco Unified IP Phones support these TTY and TDD features:</p> <ul style="list-style-type: none"> • 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 <p>Standard on all Cisco Unified IP Phones.</p> <p>For information about using TTY, contact your administrator.</p>

Vision-Impaired and Blind Accessibility Features

This section describes the Cisco Unified IP Phone accessibility features for vision-impaired and blind users. The following figure shows the location of these features. The table following the figure describes the features. For more information, see the user guide applicable to your Cisco Unified IP Phone.

Figure 2: Accessibility Features for the Vision Impaired and Blind - Cisco Unified IP Phone 7965 Shown



Table 2: Vision-Impaired and Blind Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert	<p>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.</p> <p>Standard on all Cisco Unified IP Phones. Configuration is required.</p>
2	Third party applications	<p>Cisco Unified IP Phones provide an interface for third-party accessibility applications that provide accessibility features such as audible caller ID, call log, access to call functions, text to speech, keyboard navigation, and more.</p>
3	Back-lit LCD screen with large fonts and programmable contrast	<p>Users with low vision can use an optional greyscale or color LCD screen that provides high contrast and backlighting.</p> <p>Contact your administrator.</p>
4	Line and feature buttons (Not applicable to the Cisco Unified IP Phone 7906 and 7911)	<p>Users can use the line and feature buttons (the buttons to the right of the phone screen) to initiate, answer, or switch to a call on a particular line.</p> <p>A limited number of features, such as speed dial, extension mobility, privacy, BLF speed dial, DND, and Service URLs, get assigned to these buttons.</p> <p>Standard on most Cisco Unified IP Phones. Configuration is required. Your administrator assigns programmable line keys (PLKs) to your Cisco Unified IP Phone.</p>
5	Softkeys and Touch-screen controls	<p>Located below the LCD, four or five softkeys provide access to special functions. The functions display on the LCD.</p> <p>Some models have an additional button, located to the right of the softkeys, which is the Display button. Users can touch the Display button to awaken the screen from sleep mode or disable the screen for cleaning.</p> <p>Standard on all Cisco Unified IP Phones; no configuration is required.</p>

Item	Accessibility Feature	Description
6	Navigation cluster	<p>Located in the center of the phone, the Navigation cluster is a 2-way bar (Cisco Unified IP Phone 7906 and 7911) or a 4-way button (other models). The 4-way button contains the Select button in the center.</p> <p>Use the button to navigate on the LCD.</p>
7	Large buttons to access phone services, voice messages, directories, and settings (Not available on the Cisco Unified IP Phone 7931)	<p>For most phones in this series, the cluster of five buttons is located in the upper right quadrant of the phone. The center button accesses Help. Above the Help button are the Messages and Directories buttons, with Messages button on the left and the Directories button on the right. Below the Help button are the Services and Settings buttons, with Services button on the left and the Settings button on the right.</p> <p>On the Cisco Unified IP Phone 7906 and 7911, the Applications button is located on the right of the Navigation button and provides access to messages, directories, settings, services, and help.</p> <p>Users can use large buttons on the IP phone to easily access the phone services, voice messages, corporate and personal directories, and phone settings.</p> <p>Most features are standard on the Cisco Unified IP Phone. Some configuration is required.</p>
8	Volume	<p>Located to the right of the handset (Cisco Unified IP Phone 7906, 7911, and 7931) or below the Help cluster (other models), the Volume key allows the user to increase or decrease the volume of the ringer of the sound through the handset, headset, or speakerphone.</p> <p>Press the right side of the rocker key to increase the volume. Press the left side of the rocker key to decrease the volume.</p>

Item	Accessibility Feature	Description
9	Audible notification of phone state (Not applicable to Cisco Unified IP Phone 7906 and 7911)	<p>On the Cisco Unified IP Phone 7931, the Speaker button is located above the Volume key.</p> <p>The Cisco Unified IP Phone 7931 does not have headset or mute buttons.</p> <p>On the other models, the Headset, Mute, and Speakerphone buttons are located at the bottom right of the phone, with the Headset button on the left, the Mute button in the middle, and the Speaker button on the right.</p> <p>For audible notification of the phone state, users can:</p> <ul style="list-style-type: none"> • 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. <p>Standard on most Cisco Unified IP Phones. No configuration is required.</p>
10	Standard keypad layout	<p>Cisco Unified IP Phone keypads provide standard 12-key layout, which enables users to use existing or familiar key positions (including the nib on Key 5).</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>

Additional information:

- **Adjustable stand**—Users can manipulate an adjustable stand easily from flat to 60 degrees to provide optimum phone display viewing and comfortable access to all buttons and keys. Standard on all Cisco Unified IP Phones. No configuration is required. See the user guide applicable to your Cisco Unified IP Phone.
- **Hold** button—Some models have a **Hold** button to place a call on hold or remove a call from hold. On the Cisco Unified IP Phone 7906 and Cisco Unified IP Phone 7911 phone, this button is to the left of the Navigation bar. On the Cisco Unified IP Phone 7931, this button is on the lower right corner of the phone.
- **Redial** and **Transfer** buttons—On the Cisco Unified IP Phone 7931 phone, the **Redial** and **Transfer** buttons are located beside the **Hold** button, with the **Redial** button on the left and the **Transfer** button in the middle.

Mobility-Impaired Features

The following table describes the Cisco Unified IP Phone 7900 Series accessibility features for the mobility impaired. For more information, see the user guide applicable to your Cisco Unified IP Phone.

Table 3: Mobility-Impaired Features

Accessibility Feature	Description
Large-screen displays phone state, and services	<p>The large screen displays:</p> <ul style="list-style-type: none"> • Phone features such as Conference, Transfer. • Current calls per line, including caller ID, call duration, and call state for the highlighted line (standard view). • Audio mode icons, status information, and prompts. <p>Contact your administrator for more information about the phone screen display.</p>
Tactile-discernible buttons and functions	<p>Cisco Unified IP Phone keypads provide the tactile-discernible locator that enables users to use existing or familiar key positions that can be easily located from the “bump” on the 5 key.</p> <p>Users do not have to learn new key positions.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>
Dedicated headset jack that enables auto-answer function	<p>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.</p> <p>Standard on all Cisco Unified IP Phones. Configuration is required.</p>
Touch screen for nonbiometric pointing devices	<p>Users can use their nonbiometric pointing device to access the touch screen features, line buttons, and softkeys.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>

Accessibility Feature	Description
Well-spaced, illuminated buttons enable easy operation	<p>Depending on configuration, programmable buttons allow users to access:</p> <ul style="list-style-type: none"> • 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, a Privacy, Hold, or Transfer button) <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • 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 logged into Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or BLF status) <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>
Adjustable stand	<p>Users can easily manipulate an adjustable stand from flat to 60 degrees to provide optimum phone display viewing and comfortable access to all buttons and keys.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>
Large buttons to access phone services, voice messages, directories, and settings	<p>Users can use large buttons on the IP Phone to easily access the phone services, voice messages, corporate and personal directories, and phone settings.</p> <p>Most features are standard on the Cisco Unified IP Phone. Some configuration is required.</p>
Built-in speakerphone	<p>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.</p> <p>Standard on all Cisco Unified IP Phones. No configuration is required.</p>

Cisco Unified Communications Manager Accessibility Features

The following table provides information on the Cisco Unified Communications Manager (Cisco Unified CM) accessibility features. For more information, see the user guide applicable to your phone.

Accessibility Feature	Description	Configuration Requirements
Programmable Line Key (PLK)	<p>You can use the line buttons to initiate, answer, or switch to a call on a particular line. A limited number of features, such as speed dial, extension mobility, privacy, Busy Lamp Field (BLF) speed dial, Do Not Disturb (DND), and Service URLs, get assigned to these buttons.</p> <p>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.</p> <p>You can access features easily that may be assigned to softkeys normally, which can be too small and difficult to use.</p>	<p>Standard on all Cisco IP Phones; configuration is required.</p> <p>Your administrator assigns PLKs to your phone.</p>
Audible Message Waiting Indicator (AMWI)	<p>Cisco Unified IP Phones can send a line-specific stutter dial tone when a voice message is waiting on the phone. You hear it only when using the line with the waiting messages. When you go off hook (on the line for which a voice message has been left), the stutter dial tone is heard.</p> <p>You can change the audible voice-message indicator setting by logging in to your phone support pages, and changing the audible message-indicator setting to On or Off.</p>	<p>Standard on all Cisco IP Phones.</p> <p>Configuration is required:</p> <ul style="list-style-type: none"> • administrator • phone support pages
Do Not Disturb (Alert and Reject)	<p>Your 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.</p>	<p>Standard on all Cisco IP Phones; configuration is required.</p>
Busy Lamp Field	<p>You can use the Busy Lamp Field (BLF) feature to monitor the call state of a directory number (DN) associated with a speed-dial button, call log, or directory listing on the phone.</p> <p>In addition, you can use BLF pickup to monitor incoming calls on a directory number.</p> <p>When the DN receives an incoming call, the system alerts the you so that you can then pick up the call.</p>	<p>Standard on all Cisco IP Phones; configuration is required.</p>

Accessibility Feature	Description	Configuration Requirements
Phone support pages: <ul style="list-style-type: none"> • User Options web pages (Cisco Unified CM 9.1 and earlier) • Self Care Portal (Cisco Unified CM 10.0 and later) 	The Cisco IP Phone is a network device that enables you to do the following actions: <ul style="list-style-type: none"> • Share information with other network devices in your company, including your personal computer. • Use your computer to log in to your phone support pages, where you 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 IP Phones; configuration is required.

Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the Accessibility and usability of Cisco Products and Solutions. There are third-party applications such as real-time Captioning on Cisco IP phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible Caller ID, Inline amplifiers for handsets for louder call sound, “busy lights”, audio/visual emergency notifications through Cisco IP phones (supporting users with disabilities), etc.

Here's a link to a presentation about all the accessibility features of Cisco Unified Communications products, and some third party assistive technology which works with it:

http://www.cisco.com/c/dam/en_us/about/responsibility/accessibility/products/Accessibility_Innovation_Cisco_Unified_Communications.pdf

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

