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

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The Cisco Unified IP Phones 6921, 6941, 6945, and 6961 provide accessibility features for the blind, and the visually, hearing, and mobility impaired. 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 guide, located here: http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-6900-series/products-user-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 accessibility features for the hearing impaired.

The following figure 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 features

shown in the figure 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



Table 1: Hearing-Impaired Features

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 phone support pages and accessing the message-indicator settings. Users change the setting to on or off. Your system administrator can change the setting.

Item	Accessibility Feature	Description
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.
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.
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 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.

Vision-Impaired and Blind Accessibility Features

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

The following figure shows the features that are supported on the Cisco Unified IP Phones 6921, 6941, 6945, and 6961. The features are standard and no setup is required, except where exceptions are noted. The features shown in the figure 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



Table 2: Vision-Impaired and Blind Accessibility Features

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	Where the Line and Feature buttons are located depends on the phone model: • Cisco Unified IP Phone 6921—as a pair of buttons to the right of the "3" and "6" on the keypad • Cisco Unified IP Phone 6941 and 6945—on either side of the LCD • Cisco Unified IP Phone 6961—as a row of buttons on the far right edge of the phone 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 administrator sets up programmable feature buttons to your phone. 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 logged into Hunt Group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status) • Red, flashing—Remote line on hold
4	Softkeys	Large buttons directly below the LCD provide access to special functions. The functions display on the LCD.

Item	Accessibility Feature	Description
5	Large buttons to access **Applications**, **Messages**, and **Contacts**	Located to the left of the Navigation bar, large buttons provide easy access to: • **Applications** • **Messages** • **Contacts** The **Messages** button is the single button in the cluster. The **Applications** and **Contacts** buttons are above the **Messages** button, with the **Applications** button on the left.
6	Large buttons to access **Transfer**, **Conference**, and **Hold**	Located to the right of the Navigation bar, large buttons provide easy access to: • **Transfer** • **Conference** • **Hold** The **Hold** button is the single button in the cluster. The **Transfer** and **Conference** buttons are above the **Hold** button, with the **Transfer** button on the left.
7	Navigation bar	The Navigation bar and **Select** button are located below the center of the softkey row. The **Select** button is in the center of the bar. Use the Navigation bar to move up and down on the LCD.
8	**Volume** key	Located to the left of the “1”, “4”, and “7” on the keypad, the **Volume** key allows users to increase or decrease the volume of the ringer or the sound through the headset, headset, or speakerphone. Press up on the rocker key to increase the volume and press down to decrease the volume.
9	**Headset** button	The **Headset** button is located to the left of the “9” on the keypad.

Item	Accessibility Feature	Description
10	Audible notification of phone state	Located on the bottom right and bottom left of the phone, the **Mute** button is on the left and the **Speakerphone** button is on the right. 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.
11	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).

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 Features

This section describes the accessibility features for the mobility impaired.

The following figure shows the features that are supported on the Cisco Unified IP Phones 6921, 6941, 6945, and 6961, except where exceptions are noted. The features shown in the figure are described in the following table.

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



Table 3: Mobility-Impaired Features

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**, **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.

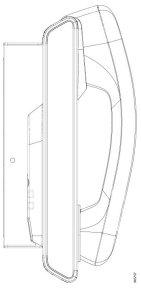
Wall Mount Kit

The Cisco Unified IP Phone 6921, 6941, 6945, and 6961 can be mounted on a wall using the ADA Non-Lockable Wall Mount Kit for 6900 Series.

The Wall Mount Kits meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The following figure shows a side view of the phone with the wall mount kit installed.

Figure 4: Side View of the Phone Installed with the Wall Mount Kit



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)	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. 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. You can access features easily that may be assigned to softkeys normally, which can be too small and difficult to use.	Standard on all Cisco IP Phones; configuration is required. Your administrator assigns PLKs to your phone.

Accessibility Feature	Description	Configuration Requirements
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. 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. 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.	Standard on all Cisco IP Phones. Configuration is required: • administrator • phone support pages
Do Not Disturb (Alert and Reject)	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.	Standard on all Cisco IP Phones; configuration is required.
Busy Lamp Field	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. In addition, you can use BLF pickup to monitor incoming calls on a directory number. When the DN receives an incoming call, the system alerts the you so that you can then pick up the call.	Standard on all Cisco IP Phones; configuration is required.
Phone support pages: • 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: • 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.

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