



PRODUCT BULLETIN NO. 2792

HEARING AID COMPATIBILITY FOR CISCO WIRED IP PHONES

Cisco® IP phones comply with FCC Part 68 (CFR 47) (hearing aid compatibility [HAC]) to support hearing aids that contain tele-coils. The tele-coil, also known as a t-coil, provides a direct, magnetic coupling between the phone handset and the hearing aid electronics, which is a means to conduct a high-quality sounding representation of the signal into the customer's ear. However, there is no similar requirement for all hearing aid manufacturers to comply to the same FCC specifications that Cisco IP phones are required to meet. Therefore, it is possible that Cisco IP Phone handsets do not interoperate well with some top-quality hearing aids, even if those hearing aids contain tele-coils.

Cisco IP phones provide a positive experience for many hearing impaired users. However, because of the wide variation in hearing aids, ear molds, ear shapes, and types of hearing loss, there is no guarantee that any specific phone make or model will provide perfect sound quality for all users. Also, two users equipped with identical hearing aids may have different interpretations of the sound quality produced by any electronic audio device.

Cisco recommends that customers who use hearing aids test the compatibility of the Cisco handset with their hearing aid in their office environment.



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