



Accessibility Features for the Cisco Unified IP Phone 8941 and 8945

First Published: 2013-05-09

Last Modified: 2017-08-09

Accessibility Features for the Cisco Unified IP Phone 8941 and 8945

The Cisco Unified IP Phones 8941 and 8945 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 called the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are called 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-8900-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 supported on the Cisco Unified IP Phones 8941 and 8945. The features are standard and no setup is required, except where exceptions are noted. Note the additional features described below the table.

Figure 1: Hearing-Impaired Features



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

Table 1: Hearing-Impaired Accessibility 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 administrator can change the setting.

Item	Accessibility Feature	Description
2	Visual notification of phone state	<p>For visual notification of the phone state:</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.
3	Inline-amplifier support (handset)	<p>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.</p>
4	Adjustable ringtone, pitch, and volume	<p>Users can adjust the ringtone, pitch, and volume by:</p> <ul style="list-style-type: none"> • Pressing the Applications button and selecting Preferences 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 change the volume. • Adjusting the volume level for the headset, handset, or speakerphone. While on a call using the headset, handset, or speakerphone, press the Volume button to change the volume. <p>Your administrator can change the settings.</p>
5	Hearing aid compatible (HAC) handset	<p>Cisco Unified IP Phone handsets support these accessibility features:</p> <ul style="list-style-type: none"> • 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.

Item	Accessibility Feature	Description
6	Acoustic coupled TTY and TDD support (handset)	<p>Cisco Unified IP Phones support the following 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>For information about setting up TTY, contact your administrator.</p>

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 8941 and 8945. 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



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	Programmable feature buttons	<p>Located to the left of the LCD, the programmable feature buttons allows users to access the following:</p> <ul style="list-style-type: none"> • 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: <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, 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) <p>Your administrator sets up programmable feature buttons for your phone.</p>
3	Back-lit LCD screen and programmable contrast	Users with low vision can adjust the contrast.
4	Softkeys	Large buttons immediately below the LCD provide access to special functions. The function names display on the LCD.

Item	Accessibility Feature	Description
5	Large buttons to access Applications , Contacts , and Messages	<p>Located beside the top-left corner of the keypad, three large buttons provide to easy access to:</p> <ul style="list-style-type: none"> • Applications • Contacts • Messages <p>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 and the Contacts button on the right.</p>
6	Navigation cluster	<p>The two-way Navigation bar and the Select button are located beside the top-right corner of the keypad. Use the Navigation bar to move up and down on the LCD. In the center of the cluster is the Select button.</p>
7	Volume key	<p>Located to the left of the keypad, the Volume key allows the user to increase or decrease the volume of the ringer or the sound through the handset, headset, or speakerphone. 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>
8	Large buttons for Transfer , Conference , Redial , and Hold	<p>Located in the lower-right corner of the phone, four large buttons provide easy access to:</p> <ul style="list-style-type: none"> • Transfer • Conference • Redial • Hold <p>The Transfer and Conference buttons are located below the Navigation cluster, with the Transfer button on the left and the Conference button on the right. The Redial and Hold buttons are located below the Transfer and Conference buttons, with the Redial button on the left and the Hold button on the right.</p>
9	Standard 12-key layout	<p>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).</p>

Item	Accessibility Feature	Description
10	Audible notification of phone state	<p>Located at the lower-left corner of the phone, four large buttons provide easy access to:</p> <ul style="list-style-type: none"> • Headset • Speakerphone • Mute • Video Mute <p>The Headset and Speakerphone buttons are above the Mute and Video Mute buttons. The Headset and Mute buttons are on the left, and the Speakerphone and Video Mute buttons are 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.

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 8941 and 8945. 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 3: Mobility-Impaired Features



Table 3: Mobility-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Well-spaced, illuminated buttons that enable easy operation	<p>Depending the phone setup, the programmable feature buttons allows users to access the following:</p> <ul style="list-style-type: none"> • 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 <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, 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)	<p>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.</p> <p>Users do not have to learn new key positions.</p>

Additional information for the mobility impaired:

- 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.

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>

Accessibility Feature	Description	Configuration Requirements
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>	Standard on all Cisco IP Phones; configuration is required.
<p>Phone support pages:</p> <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) 	<p>The Cisco IP Phone is a network device that enables you to do the following actions:</p> <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.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <http://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2017 Cisco Systems, Inc. All rights reserved.