



Accessibility Features In Cisco Unified Personal Communicator for Windows, Release 7.0

Part Number: OL-16650-01

Revised: August 2008



This document lists Windows keyboard shortcuts and accessibility procedures unique to Cisco Unified Personal Communicator.



- [General Controls and Display, page 2](#)
- [Panels, Columns and Sorting, page 4](#)
- [Phone, Video, and Call Management, page 6](#)
- [Messaging, page 9](#)
- [Voice Mail, page 10](#)
- [Contact Management, page 10](#)
- [Getting More Information About Accessibility and This Product, page 11](#)



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

General Controls and Display

Operation	Menu Text	Keyboard Shortcut
Open Preferences	Preferences	Ctrl+Shift+P
Close the active window	Close	Esc  Note This action does not close the main console window.
Change the Recent Communications Filter	Change Recent Communications Filter	Not applicable.  Note If the Show detailed status in title bars option is selected in Profile Preferences , the currently selected and applied Recent Communications filter category is shown in title bar text.
Move the input focus within the panes of the console, between the buddy list, recent list, and search list. The pane must be open.	Not applicable	F6
Move the input focus within the panes of the console, between the buddy list, recent list, and search list in the opposite direction. The pane must be open.	Not applicable	Shift+F6
Move the input focus to the Contacts pane.	Go to Contacts Pane	Ctrl+F2
Move the input focus to the Recent pane.	Go to Recent Pane	Ctrl+F3
Move the input focus to the Search pane.	Go to Search Pane	Ctrl+F4

Operation	Menu Text	Keyboard Shortcut
Move the input focus between windows in Cisco Unified Personal Communicator.	Not applicable	Ctrl+F6  Note We recommend this key combination to shift the focus. Not all Cisco Unified Personal Communicator windows support the Alt+Tab combination.
Move the input focus between windows in the opposite direction.	Not applicable	Ctrl+Shift+F6  Note We recommend this key combination to shift the focus. Not all Cisco Unified Personal Communicator windows support the Alt+Tab combination.

Setting High Contrast

If you require a high contrast for easier reading, use the Windows setting from the **Accessibility Options**.

Procedure

-
- Step 1** From the **Start** menu, choose **Control Panel > Accessibility Options**.
 - Step 2** Click the **Display** tab.
 - Step 3** Click **Use High Contrast**.
 - Step 4** (Optional) Click **Settings for High Contrast** to choose a different theme.
-

Screen Magnification

We recommend using a screen magnifier. Cisco Unified Personal Communicator is not enabled to allow changes to screen fonts. If you choose a theme from the Windows **Accessibility Options** with a larger font or attempt to change the default font settings, Cisco Unified Personal Communicator cannot display the changes.

Displaying Status in the Title Bar

You can see recent communication information such as voicemail or missed calls and your current availability status in the title of the window.

Procedure

-
- Step 1** Select **File > Preferences**.
- Step 2** Click **Show detailed status in title bars** under **Accessibility Options**.
-

Panes, Columns and Sorting

- [Expanding and Collapsing Panes](#)
- [Resizing the Panes in the Main Console](#)
- [Resizing Columns](#)
- [Sorting List Items](#)

Expanding and Collapsing Panes

Operation	Menu Text	Keyboard Shortcut
Open/Close Recent pane	View > Open/Close Recent Pane	Ctrl+Shift+F3
Open/Close Search pane	View > Open/Close Search Pane	Ctrl+Shift+F4

Resizing the Panes in the Main Console



Note

- The console must be larger than its minimum size.
- If you make a pane larger, the pane below it becomes proportionately smaller.
- A pane that will become smaller cannot already be at its minimum size.

Procedure

-
- Step 1** Expand the pane you want to resize, if it is not already open.
- Step 2** Select the pane divider to move:

Select The Divider	Keyboard Shortcut
Between the Contacts pane and the Recent Communications pane.	Ctrl+Shift+1
Between the Recent Communications pane and the Search Results pane.	Ctrl+Shift+2
Below the Search pane.	Ctrl+Shift+3

Step 3 Move the pane divider up or down:

Move the Selected Divider	Keyboard Shortcut
Up or down by about a pixel	Up arrow Down arrow
Up or down by about 3 pixels	PgUp PgDn
Up as far as possible	Home
Down as far as possible	End

Resizing Columns

You can resize a column in the panes such as Recent Communications or search results to display the complete text of the longest item in the column. Best Fit is one option for resizing columns. Format Columns is also available and provides the ability to resize to a specific pixel length.

Procedure

-
- Step 1** Tab to the list that has the column you want to resize.
- Step 2** Use the arrow keys to select any item in the list.
You must press an arrow key at least once.
- Step 3** Press **Shift+F10**.
- Step 4** Choose **Best Fit**.
-

Sorting List Items

Sort search results and items in the Recent Communications list using the methods in the table:

Procedure

-
- Step 1** Use the arrow keys to select any item in the list.
You must press an arrow key at least once.

- Step 2** Press Shift+F10.
- Step 3** Choose **Arrange By**.
- Step 4** Do one of the following:

To	Do This
Sort by different criteria	Choose an option.
Reverse the sort order (ascending or descending)	Choose the same option that is already selected.

Phone, Video, and Call Management

- [Choosing the Phone Mode](#)
- [Answering Incoming Calls](#)
- [Making Calls](#)
- [Actions During a Call](#)
- [Working with Video: Moving the Image of Yourself](#)

Choosing the Phone Mode

These commands apply when the active window is the main console.



Note

If the **Show detailed status in title bars** option is selected in your preferences, the currently active phone mode is displayed in the console title bar.

Operation	Menu Text	Keyboard Shortcut
Change Phone Mode to desk phone	Phone Mode > Desk Phone	Ctrl+Shift+K
Change Phone Mode to soft phone	Phone Mode > Softphone	Ctrl+Shift+S
Change Phone Mode to none	Phone Mode > Disabled	Ctrl+Shift+B

Answering Incoming Calls

If you require additional time to answer calls before they go to your voice mail, contact your system administrator. The defined number of rings before a call goes to voice mail can be modified in Cisco Unified Call Manager.

The following commands apply when there is an incoming call.

Operation	Keyboard Shortcut
Answer with audio only	Ctrl+Shift+A
Answer with video	Ctrl+Shift+V
Send the call to voice mail	Ctrl+Shift+M
Change the system focus to the incoming call notification window from any application.	Ctrl+Shift+G

Making Calls

The following commands apply when the active window is the main console.

Operation	Menu Text	Keyboard Shortcut
Call the selected person using audio only	Place a Call	Ctrl+1
Call the selected person using audio and video	Place a Video Call	Ctrl+2
Open the dial pad to call any number	Dialpad	Ctrl+D
Redial the last number you called within this session.	Redial	Ctrl+R



Actions During a Call

The following commands apply to the active conversation window.



Note

If the **Show detailed status in title bars** option is selected in your preferences, the conversation title bar will include additional call status information.

Operation	Menu Text	Keyboard Shortcut
<p>Open the telephone keypad</p> <p>For example, use this command to enter:</p> <ul style="list-style-type: none"> • A password or PIN number that you must enter during a call • A Meeting Identification number when joining a Cisco Unified MeetingPlace meeting. <p> Note Screen readers such as JAWS announce each digit entered. Be aware when your audio output is audible to others through your speakers. Take precautions when entering passwords, such as modifying the volume or using a headset.</p>	Dialpad	Ctrl+Shift+D
Add or remove video from the conversation	Add/Remove Video	Alt+Shift+V
Add web conferencing to the conversation	Start Web Conferencing	Alt+Shift+W
Increase the volume you hear	Volume Up	Ctrl+Up Arrow
Decrease the volume you hear	Volume Down	Ctrl+Down Arrow
Mute your audio	Mute Audio	Ctrl+Alt+Down Arrow
Unmute your audio	Unmute Audio	Ctrl+Alt+Down Arrow
Put the call on hold	Hold Call	Ctrl+H
Resume a held call	Resume Call	Ctrl+H
<p>Start a conference call</p> <p> Note This option is available when you have more than one phone call. Using this option merges the two calls into a single conference call.</p>	Conference	Ctrl+M
View a list of the participants in a conversation	Roster	Ctrl+T
End the call	End Call	Ctrl+E

Listening to Multi-Party Voice Mails

When someone forwards you a voice mail, they can append that message with an introduction. A tone is played when the message transitions from one to the other. On the playback dialog, a slider is shown with divider bars indicating where a message begins and ends. You can navigate through the entire message using the keyboard.

Operation	Keyboard Shortcut
Skip to the next message	Ctrl+Shift+Right Arrow
Return to the previous message	Ctrl+Shift+Left Arrow

Working with Video: Moving the Image of Yourself

When you view video, the image of yourself appears by default in a corner of the larger incoming image. You can move it to a different corner of the larger image. Use **View > Show My Video** to turn off local video.

To Move the Image	Keyboard Shortcut
Up	Ctrl+Shift+Up Arrow
Down	Ctrl+Shift+Down Arrow
Right	Ctrl+Shift+Right Arrow
Left	Ctrl+Shift+Left Arrow

Messaging

- [Initiating Messages](#)
- [Working with Instant Messages](#)

Initiating Messages

The following commands apply to the person selected in the main console.

Operation	Menu Text	Keyboard Shortcut
Send an Instant Message	Send an Instant Message	Ctrl+3
Send e-mail	Send an e-mail	Ctrl+4

Working with Instant Messages

The following commands apply to the active instant messaging window.

Operation	Menu Text	Keyboard Shortcut
View Timestamps in the messaging window	Timestamps	F2
Send the message	Send	Enter
Save the message as text	Save As	Ctrl+S



Note

When using JAWS screen reader, select the **Say All** feature to hear incoming Instant Messages. Cisco Unified Personal Communicator plays a tone when a message is received, but does not automatically read the message.

Voice Mail

These commands apply to an open and active voice mail window.

Operation	Menu Text	Keyboard Shortcut
Play the voice mail message	Play/Pause	Space
Pause message playback		
Rewind	Rewind	Ctrl+Left Arrow
Fast Forward	Fast Forward	Ctrl+Right Arrow
Increase playback volume	Volume Up	Ctrl+Up Arrow
Decrease playback volume	Volume Down	Ctrl+Down Arrow

Contact Management

The following commands apply to the contact selected in the main console.

Operation	Menu Text	Keyboard Shortcut
Get more information about the selected person, including a list of phone numbers	Contact Details	Ctrl+J
Delete the contact	Delete	Del

Getting More Information About Accessibility and This Product

For more information about accessibility and this product (for example, to request a United States government Section 508 VPAT (Voluntary Product Accessibility Template), contact Accessibility@Cisco.com.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn is a service mark; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website 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. (0805R)

