



Accessibility Features for the Cisco Unified IP Phone 6901 and 6911

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The Cisco Unified IP Phones 6901 and 6911 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 6901 and 6911, except where exceptions are noted. The features shown in the figure are described in the following table. Note the additional features below the table.

Figure 1: Hearing-Impaired Features—Cisco Unified IP Phone 6911 Shown



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 settings.

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"> • Cisco Unified IP Phone 6901 only: <ul style="list-style-type: none"> ◦ Use the Line button to answer an incoming call. When a new call is present, the button is lit. ◦ Use the Line button to toggle a held call. When a call is on hold, the button is lit. • Cisco Unified IP Phone 6911 only: <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 volume	<p>Users can adjust the volume by adjusting the volume level for the phone ringer while the handset is in the cradle.</p> <p>On the Cisco Unified IP Phone 6911, with the speakerphone button off, press the Volume button to increase the volume.</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>Standard on all Cisco Unified IP Phones.</p> <p>For information about setting up TTY, see your administrator.</p>

Vision-Impaired and Blind Accessibility Features

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

The following section shows the features that are supported on the Cisco Unified IP Phones 6901 and 6911, except where exceptions are noted. The features shown in the figure are described in the following table. Note the additional features below the table.

Figure 2: Vision-Impaired and Blind Accessibility Features—Cisco Unified IP Phone 6911 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. Your administrator sets up these options.
2	Paper label (6911 only)	A paper strip that can be used to enter name and contact numbers.

Item	Accessibility Feature	Description
3	Feature buttons	<p>Users can use the feature buttons to initiate, answer, or switch to a call on a particular line.</p> <p>On the Cisco Unified IP Phone 6911, four large buttons below the paper strip provide the following functions:</p> <ul style="list-style-type: none"> • Redial (left-most key) • Feature (second from the left) • Transfer (second from the right) • Conference (right-most key) <p>The Cisco Unified IP Phone 6901 has only the Redial button, which is the middle button in the row above the Volume key. Other phone functions are available using the hookswitch. For more information, see the note after the table.</p> <p>Your administrator sets up the features for the programmable feature button on your phone.</p>
4	Large buttons for Messages (Cisco Unified IP Phone 6911 only) and Hold	<p>Located above the keypad on the Cisco Unified IP Phone 6911, the Message button is on the left and the Hold button is on the right.</p> <p>The Cisco Unified IP Phone 6901 has the Hold button, which is the top button in the row of buttons above the Volume key. The messages function is accessed using the hookswitch. For more information, see the note following the table</p>

Item	Accessibility Feature	Description
5	Large line button	<p>On the Cisco Unified IP Phone 6901, the button is located above the Volume key.</p> <p>On the Cisco Unified IP Phone 6911, the button is located to the right of the keypad and above the Speakerphone button.</p> <p>The line button is used to initiate, answer, or switch calls.</p> <p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady—Active call • Green, flashing: Held call • Amber, flashing—Incoming call or reverting call • Red, steady: <ul style="list-style-type: none"> ◦ Cisco Unified IP Phone 6901—Remote call connected ◦ Cisco Unified IP Phone 6911—Two remote calls connected
6	Audible notification of phone state (Cisco Unified IP Phone 6911 only)	<p>On the Cisco Unified IP Phone 6911, the Mute and Speakerphone buttons are located on either side of the keypad.</p> <p>For audible notification of the phone state, users can do the following:</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.
7	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
8	Volume key	<p>Allows users to increase or decrease the volume of the ringer or the sound through the handset or speakerphone (6911 only).</p> <p>On the Cisco Unified IP Phone 6901, the Volume key is located to the right of the keypad.</p> <p>On the Cisco Unified IP Phone 6911, the Volume key is located to the left of the keypad.</p> <p>Press up on the rocker key to increase the volume. Press down on the rocker key to decrease the volume.</p>

**Note**

On the Cisco Unified IP Phone 6901, the **Hold**, **Redial**, and **Line** buttons are located above the **Volume** key. The **Hold** button is the button on the top, the **Redial** button in the middle, and the **Line** button on the bottom. Users access features using the hookswitch, located in the handset cradle. This phone does not contain a speakerphone.

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 6901 and 6911, except where exceptions are noted. The features shown in the figure are described in the following table. Note the additional features below the table.

Figure 3: Mobility-Impaired Features—Cisco Unified IP Phone 6911 Shown



Table 3: Mobility-Impaired Features

Item	Accessibility Feature	Description
1	Well-spaced, illuminated buttons that enable easy operation	<p>Buttons illuminate to indicate status:</p> <ul style="list-style-type: none"> • Green, steady—Active call • Green, flashing—Held call • Amber, flashing—Incoming call or reverting call • Red, steady: <ul style="list-style-type: none"> ◦ Cisco Unified IP Phone 6901—Remote call connected ◦ Cisco Unified IP Phone 6911 only—Two remote calls connected <p>For the Cisco Unified IP Phone 6911 only, the programmable feature buttons allow users to access phone features, such as Call Forward, Pickup, Group Pickup, and Pickup depending on the phone setup.</p>
2	Built-in speakerphone (Cisco Unified IP Phone 6911 only)	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.
3	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>

Note the following also for the mobility-impaired:

- For the Cisco Unified IP Phone 6911 only, large buttons provide easy access to voice messages and calling features.
- For the Cisco Unified IP Phone 6901 only, large buttons provide easy access to the **Hold** and **Redial** functions.
- 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.

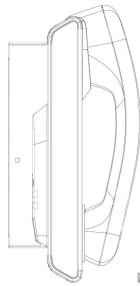
Wall Mount Kit

The Cisco Unified IP Phone 6911 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)	<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>

Accessibility Feature	Description	Configuration Requirements
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>
<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. 	<p>Standard on all Cisco IP Phones; configuration is required.</p>

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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