



Accessibility Features for the Cisco Unified SIP Phone 3905

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The Cisco Unified SIP Phone 3905 provides 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 User Guide, located here: <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-sip-phone-3900-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 standard features on the Cisco Unified SIP Phone 3905 for hearing-impaired users. The features shown in the figure are described in the following table. Note the additional features below the table.

Figure 1: Hearing-Impaired Features of the Cisco Unified SIP Phone 3905



Table 1: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Light strip	Indicates an incoming call (flashing red) or a new voice message (steady red).
2	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, retrieves an incoming call and ends a call. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).
3	Adjustable volume	Controls the handset and speakerphone volume (off hook) and the ringer volume (on hook).
4	Mute button	Toggles the microphone on or off.

Item	Accessibility Feature	Description
5	Inline-amplifier support (handset)	<p>Cisco Unified IP Phone handsets support third-party inline amplifiers that you attach to the handset and cord and that sit between the handset and the IP Phone.</p> <p>Cisco Unified IP Phones support the following third-party inline amplifiers:</p> <ul style="list-style-type: none"> • Clarity HA-40 Inline Amplifier for Corded Phone • Plantronics EHA40 Inline Amplifier
	Hearing aid compatible (HAC) handset	<p>Cisco Unified IP Phone handsets support the following accessibility features, products and requirements:</p> <ul style="list-style-type: none"> • Hearing aids • Magnetic coupling of the hearing aids • 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
	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 • Real-time text transmission over phone lines • Hearing and voice carryover phones (HCO/VCO) • VoIP network operating at G.711 <p>For information about setting up TTY, contact your administrator.</p>

You can also access the following features:

- Adjustable footstand—You can adjust the footstand from flat to 60 degrees to easily see the phone screen and to access the buttons and keys.
- Dedicated headset jack that enables the auto-answer function—You can use a dedicated headset jack that enables auto-answer feature support on either the speakerphone or headset. Incoming calls are then automatically connected.

Note the following also about third-party accessibility applications for the hearing impaired:

- Cisco IP Phones provide an interface for third-party accessibility applications such as ipTTY from Tenacity that supports these features:

- TTY traffic
 - Visual notification
 - Real time text
 - Hearing and voice carry over
- Information about Tenacity is available at this URL: <http://www.accessaphone.com>
 - Real-time, live captioning of phone calls directly to the Cisco IP Phone screens (HCBIT) is available by Tenacity and Hamilton CapTel. The per-minute cost of the live captioning is paid for by a US FCC fund, so there is no charge to the employer/employee. For more information, see <http://accessaphone.com/products/captioning/>.

For more information about third-party applications, contact your administrator.

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 SIP Phone 3905. The features identified in the figure are described in the following table. Note the additional features below the table.

Figure 2: Vision-Impaired and Blind Accessibility Features of the Cisco Unified SIP Phone 3905



Item	Accessibility Feature	Description
1	Phone screen	Shows information about your phone such as directory number, active call, and phone menu listing.
2	Light strip	Indicates an incoming call (flashing red) or new voice message (steady red).
3	Back button, Navigation bar and Select/Feature button, and Application button	<p>Located below the LCD, the Navigation bar and Select button are in the center of the cluster, with the Back button on the left and the Applications button on the right.</p> <p>The Navigation bar allows you to scroll through menus and highlight items.</p> <p>The Select button allows you to select a highlighted item.</p> <p>When the phone is off hook, the Select button functions as the Feature button. You can access these features:</p> <ul style="list-style-type: none"> • Call Forward All—Allows you to forward a call • Voicemail—Allows you to access voice messages • Call Pickup—Allows you to answer a call that is ringing on a co-worker’s phone • Group Call Pickup—Allows you to answer a call that is ringing in another call group
4	Large buttons to access Redial , Transfer , and Hold	<p>Located above the keypad, three large buttons provide easy access to:</p> <ul style="list-style-type: none"> • Redial • Transfer • Hold <p>The Redial button is on the left, the Transfer button is in the center, and the Hold button on the right.</p>
5	Standard 12-key layout	Cisco Unified IP Phone keypads provide standard 12-key layout, which enables users to use existing or familiar key positions and includes a nib on Key 5.

Item	Accessibility Feature	Description
6	Large buttons to access Mute , Volume , and Speakerphone	<p>This cluster of buttons is located below the keypad. The Volume rocker key is in the center, with the Mute button on the left and the Speakerphone button on the right.</p> <p>Use the Mute button to turn the microphone on and off.</p> <p>Use the Speakerphone button to turn the speakerphone on and off. Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).</p> <p>Use the Volume rocker key to increase or decrease the volume of the ringing or the sound through the handset, headset, or speakerphone. Press the right side of the key to increase the volume. Press the left side of the key to decrease the volume.</p>

You can also access the following features:

- Adjustable Footstand—You can adjust the footstand from flat to 60 degrees to easily see the phone screen and to access the buttons and keys.
- Dedicated headset jack that enables the auto-answer function—You 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.

Cisco Unified SIP Phone 3905 provides an interface for third-party accessibility applications such as Tenacity accessaphone.

Tenacity accessaphone (AAP) is an assistive technology to the Cisco Unified IP Phones. Through the telephony application programming interface (TAPI) and the computer technology integration (CTI) plug-in, AAP enhances the ability to monitor and control the functions of the Cisco endpoint. Core enhancements are full access through the keyboard and text-to-speech.

The AAP technology provides audible notification of the incoming caller ID, full access of call history information, status of the phone and more. Information about Tenacity is available from the company website (<http://www.tenacitycorp.com>).

For more information about third-party applications, contact your administrator.

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 SIP Phone 3905. The features shown in the figure are described in the following table. Note the additional features below the table.

Figure 3: Mobility-Impaired Features of the Cisco Unified SIP Phone 3905



Item	Accessibility Feature	Description
1	Navigation bar and Select button	<p>The navigation bar allows you to scroll through menus and highlight items. The Select button allows you to select a highlighted item. When the phone is off hook, the Select button functions as the Feature button. You can access these features:</p> <ul style="list-style-type: none"> • Call Forward All—Allows you to forward a call • Voicemail—Allows you to access voice messages • Call Pickup—Allows you to answer a call that is ringing on a coworker’s phone • Group Call Pickup—Allows you to answer a call that is ringing in another call group

Item	Accessibility Feature	Description
2	Speakerphone button	Selects the speakerphone as the default audio path and initiates a new call, picks up an incoming call, or ends a call. The speakerphone audio path does not change until a new default audio path is selected (for example, by picking up the handset).
3	Mute button	Toggles the microphone on or off.

You can also access the following features:

- Adjustable Footstand—You can adjust the footstand from flat to 60 degrees to easily see the phone screen and to access the buttons and keys.
- Dedicated headset jack that enables the auto-answer function—You 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.

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
<p>Audible Message Waiting Indicator (AMWI)</p>	<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
<p>Do Not Disturb (Alert and Reject)</p>	<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>
<p>Busy Lamp Field</p>	<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>

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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