

**Date:** March 23, 2017

**Name of Product:** Cisco 9900, 8900, and 8800 Series Unified IP Phones

**Contact for more information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

## Summary Table - Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based internet information and applications	Not Applicable	
W3C WCAG 2.0 Checkpoints	Not Applicable	
Section 1194.23 Telecommunications Products	Included	
Section 1194.24 Video and Multi-media Products	Included	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Included	
Section 1194.41 Information, Documentation and Support	Included	

**Below are links to the product pages for the Cisco Unified IP Phones:**

- 9971, <http://www.cisco.com/en/US/products/ps10512/index.html>
- 9951, <http://www.cisco.com/en/US/products/ps10513/index.html>
- 8961, <http://www.cisco.com/en/US/products/ps10511/index.html>
- 8945 <http://www.cisco.com/en/US/partner/products/ps11158/index.html>
- 8941 <http://www.cisco.com/en/US/partner/products/ps11157/index.html>
- 8841, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8841/index.html>
- 8845, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8845/index.html>
- 8851, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8851/index.html>
- 8861, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8861/index.html>
- 8865, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8865/index.html>
- 8811, <http://www.cisco.com/c/en/us/products/collaboration-endpoints/ip-phone-8811/index.html>

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## **Version of the Product**

Cisco 9900, 8900, and 8800 Series Unified IP Phones

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## Section 1194.23: Telecommunications Products - Detail

Clause	Criteria	Status	Remarks and Explanations
1194.23(a)	Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Supports through Equivalent Facilitation	Most TTY's that permit an electronic, non-acoustic connection to the telephone network do so through an RJ-11 analog telephone line. The Cisco ATA-186 FXS port may be used as an adjunct to the IP phone, to provide the RJ-11 analog line; any other Cisco voice gateway with FXS port may also be used.
1194.23(b)	Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Supports	The Baudot tones used by U.S. standard TTY's are transmitted and received reliably G.711 is the recommended codec for TTY devices.
1194.23(c)	Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	This requirement applies only to voice mail, auto-attendant, and interactive voice response systems.
1194.23(d)	Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	This requirement applies only to voice mail, auto-attendant, and interactive voice response systems.
1194.23(e)	Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Supports when combined with	If TTY's are used with IP Phones in the manner outlined in the section that

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		compatible Assistive Technology	<p>addresses paragraph 1194.23(a), Caller ID and similar functions will continue to appear appropriately on the terminal's display. For users who cannot see displays, provision of Caller ID information requires the use of the Tenacity accessaphone (AAP), a Windows software monitors and controls the Cisco IP Phones. AAP provides the VoIP telephone end user with complete management of telephone calls through the use of customizable keyboard controls and an audible messaging system (audible caller ID and Message Waiting Indicator - MWI). Additional information can be accessed through the following URL: <a href="http://www.accessaphone.com/">http://www.accessaphone.com/</a>.</p> <p>Cisco Unified Communication Manager (CUCM), version 7.x to 8.x, provides an Audio Message Waiting Indicator. The IP Phones support an</p>
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		<p>accessibility feature for visually impaired who cannot see Message Waiting Indicator light (or for who have a phone that does not support a MW light) by providing an audible message waiting tone, known otherwise as stutter dial tone, placed at the beginning of the dial tone when the user goes off-hook.</p> <p>Additionally, CUCM version 7.x provides a feature that allows administrators to assign call functions to the available line keys on the physical phone. This feature is called Programmable Line Keys and enables the ability to assign call functions like Redial, Conference, Hold, and Transfer to available line keys.</p> <p>Each model (9971, 9951, 8961) have physical buttons for Hold, Conference, and Transfer.</p>
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1194.23(f)	For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Supports when combined with compatible Assistive Technology	Cisco IP Phones meets the FCC 68 requirements for volume gain of minimum of 12dB of gain from default factor setting. To achieve 20dB or greater, Cisco recommends using an inline amplifier, such as Plantronic EC-225. The Plantronics Clarity EC225/ECE225* inline amplifier is an example of a manufacturer selling 3rd party handset and headset amplifiers. Recommended amplifiers can be viewed through the following URL: <a href="http://www.plantronics.com/media/media_resources/literature/user_guides/cisco_setup.pdf">http://www.plantronics.com/media/media_resources/literature/user_guides/cisco_setup.pdf</a>
1194.23(g)	If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Supports with Exceptions	Cisco IP Phones provides an adjustable base receive volume, and the call volume is also adjustable on a per call basis. The 8941 and 8945 have a limited adjustable base where the stand has 2 viewing positions.  The maximum gain of 15db meets the FCC safety

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			standard in 68.317, and the user's volume preference is retained for improved usability.
1194.23(h)	Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Supports	All Cisco handsets have primary inductive coils, which allow the phones to be used with inductively coupled assistive hearing devices, such as hearing aids and cochlear implants. Cisco phones meets FCC Part 68 requirements for Hearing Aid Compatibility (HAC).
1194.23(i)	Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Supports	Cisco IP Phones meet FCC standards for electro-magnetic shielding.
1194.23(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Supports	The Baudot tones used by U.S. standard TTY's are transmitted and received reliably by the IP Phones.
1194.23(k1)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Supports	The dial pads on the IP Phones are arranged in a standard layout, with a raised nib on the 5-key, thereby

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			<p>making “tactile navigation” easier for visually impaired users. In addition, Cisco supports a 3rd party software from Tenacity that allow user to control the Cisco Unified IP Phone from a standard Windows based PC and keyboard.</p> <p>On the feature-rich telephones, tactile navigation of the special function keys is facilitated by the use of a consistent key layout that includes at least one set of uniquely shaped controls that can act as a tactile navigation landmark.</p>
1194.23(k2)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Supports	The buttons on the each model of the Cisco IP Phone meet the 22.2N maximum.
1194.23(k3)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Supports	No basic call feature buttons on the phone have an auto repeat function.

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1194.23(k4)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Supports	The headset, speaker and mute buttons have a locking/toggle function. The status of all buttons is indicated visually by red or green LED. The status of the headset and speaker buttons is evident audibly by the basic telephone behavior. The mute button plays an audible tone to indicate activation/deactivation.
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## Section 1194.24: Video and Multimedia Products – Detail

Clause	Criteria	Status	Remarks and Explanations
1194.24(a)	All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	
1194.24(b)	Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	
1194.24(c)	All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not Applicable	
1194.24(d)	All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	
1194.24(e)	Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Does Not Support	The Video capabilities of the IP Phones do not provide alternative text presentation of the audio.

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## Section 1194.31: Functional Performance Criteria – Detail

Clause	Criteria	Status	Remarks and Explanations
1194.31(a)	At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports	Cisco IP Phones features that facilitate their use by people who are blind or visually impaired are described in the sections that address paragraphs 1194.23(e) and 1194.23(k)(1)(4).
1194.31(b)	At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	At normal working distances, visual acuity greater than 20/70 is not required. Paragraph 707.5.6.2 in the ADA accessibility design guidelines (published in the Federal Register, November 16, 1999) states that, Characters displayed on a screen shall be in a sans serif font. Characters shall be 3/16 inch (4.8 mm) minimum in height based on the uppercase letter I. Characters shall contrast with their background with either light characters on a dark background or dark characters on a light background. The alpha-numeric displays on Cisco IP Phones conform to these guidelines.
1194.31(c)	At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	Cisco IP Phone features that support TTY operation are detailed in the sections that address paragraphs 1194.23(a), 1194.23(b), and 1194.23(j). Features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for

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			assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i). In addition to these features, all IP Phones provide a 360 degree visual indication of incoming calls (thereby satisfying 1194.23(e) and permit the volume and pitch of the ringer to be adjusted.
1194.31(d)	Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	Cisco IP Phone features that provide enhanced audio are described in the sections that address paragraphs 1194.23(f) and 1194.23(g). Support for assistive hearing devices is described in the sections that address paragraphs 1194.23(h) and 1194.23(i). All IP Phones provide a visual indication of incoming calls (satisfying 1194.23(e)) and permit the volume of the ringer to be adjusted.
1194.31(e)	At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	TTY can be used with Cisco IP Phones and the RJ-11 analog FXS ports on all Cisco voice gateways.
1194.31(f)	At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	The operational characteristics of all controls on Cisco IP Phones conform with paragraph 1194.23(k)(2). No simultaneous actions (e.g., pressing two buttons at the same time) is required.

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## Section 1194.41: Information, Documentation and Support - Detail

Clause	Criteria	Status	Remarks and Explanations
1194.41(a)	Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(b)	End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Accessible documentation is available through Cisco TAC upon request.
1194.41(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice.

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## Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

Supporting Features or Status	Description
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria. Please document the exception in the "Remarks and Explanations" column.
Supports when combined with Compatible Assistive Technology	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind). Please document the exception in the "Remarks and Explanations" column.
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria. Please document the reason in the "Remarks and Explanations" column.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product. For example, many web applications don't have video content the "Not Applicable" can be used. Please state "The application does not have any video content" in the "Remarks and Explanations" column. Please document the reason in the "Remarks and Explanations" column.

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