



Cisco Accessibility Innovation

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Making Cisco Products Accessible for Everyone



“At Cisco, diversity, inclusion and collaboration are fundamental to who we are as a company. We believe people of all physical and cognitive abilities should have the opportunity to have not just a job, but a meaningful career.”

Chuck Robbins – Chairman and CEO, Cisco

Cisco's Commitment to Accessibility

- Cisco is committed to full-spectrum diversity – inclusive of gender, generation, race, ethnicity, orientation, ability, nationality, religion, veteran status, background, culture, experience, strengths, and perspectives.
- We're proud to say we are the most diverse Cisco since 1998.
- Our collaboration technology helps remove barriers to inclusion by creating seamless connections between people no matter who they are, what device they are using, or where in the world they happen to be.
- Cisco is committed to creating products that meet global accessibility requirements for Cisco and Cisco customers.
- It's the right thing to do!

Recent Awards



Cisco scored
100% in 2019



Chuck Robbins
honored as 2019
CEO of the Year



Cisco awarded the
FCC Chairman's
Award for
Advancement and
Accessibility 2019



Cisco recognized
as a Forbes 2018
Best Employer for
Diversity

Cisco Accessibility Initiative

Vision

To make its products, services, websites, and documentation accessible and usable by people with disabilities, either by design or through compatible use with assistive technology.

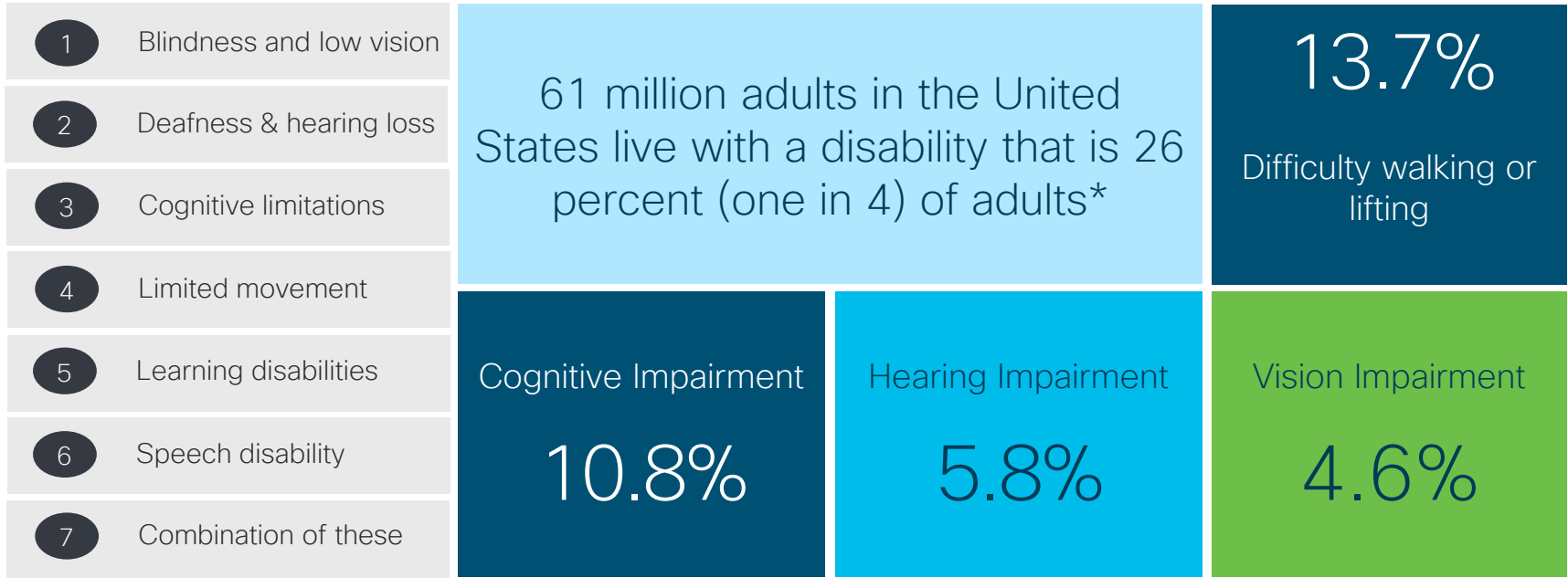
Policy

- Increase awareness
- Provide training & guidelines
- Evaluate accessibility & usability
- Support and contribute to industry standards and guidelines

Approach

Identifies global requirements for accessibility and usability and establishes strategies and processes to integrate accessibility throughout Cisco operations

What kinds of disability are we looking at?



* For more information, see the report "[Disability Impact All of Us](#)" on the CDC website

Accessibility Features for Blind & Visually Impaired

- Cisco launches the first enterprise-grade desk phone with built-in text-to-speech functionality. Developed with collaborative input from the American Council of the Blind (ACB), the software update for the Cisco's IP Phone 8800 Series is a huge step toward making the digital workplace more accessible for the blind and visually impaired.
- The text-to-speech is a new feature that allows the user to turn on a voice feedback without requiring any special configuration. This feature provides: Voice readout of caller IDs, voice readout for menu navigation, voice readout of hard keys and soft keys.



More information: <https://www.cisco.com/c/en/us/about/accessibility/products.html>

Accessibility Features for Hard of Hearing & Deaf

Ring and message waiting indicator
viewable 360 degrees and provide audible message waiting indicator

Acoustic coupled TTY Support

Hearing aid compatible (HAC) handset

Supports for inline amplifiers



Integrates third-party accessibility apps using XML

Visual notification of phone state

Programmable ring tone, pitch, and volume

Cisco Unified 8861 IP Phone – [Accessibility Features](#)

Accessibility Features for Low Vision

Audible message waiting indicator (stutter dial tone)

High Contrast visual and audible alert on incoming call

Audible notification of phone state (mute)



Back-lit LCD screen, with large fonts and programmable contrast

Programmable Line Keys

Physical Buttons for Hold, Conference, and Transfer

Standard key layout & Tactile discernable buttons and functions

Large Buttons & Grouping of Features

Cisco Unified 8861 IP Phone – [Accessibility Features](#)

Accessibility Features for Mobility Impaired

Ergonomically designed handset

Tactile discernable buttons and functions

Keypad on heavyweight base station

Dedicated headset jack and ability to provide auto-answer function

Large display shows the state of the phone and keys pressed

Well-spaced buttons allow easy operation

Adjustable stand

Large buttons and keys

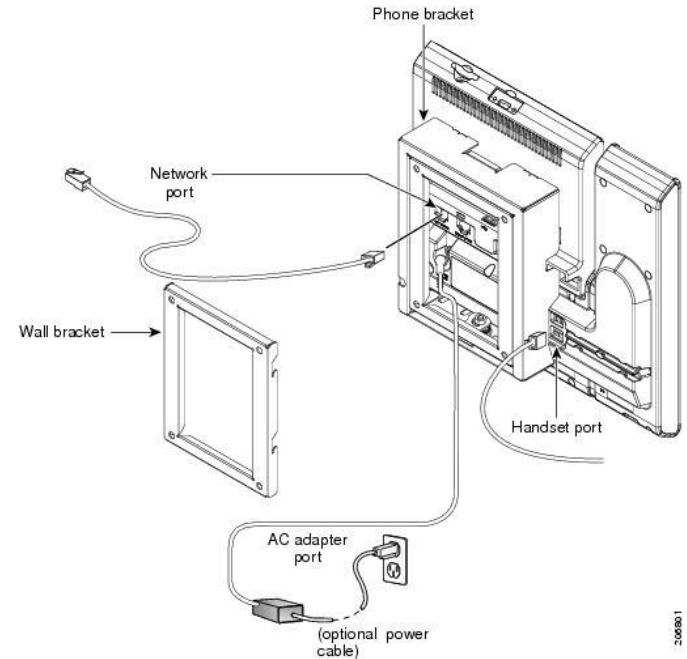
Built in speaker phone



Cisco Unified 8861 IP Phone – [Accessibility Features](#)

ADA Wall Mounts for IP Phones

- US Americans with Disability Act (ADA) sets maximum protrusion from wall at 4" from "the leading edge" of the object; safety issue for the visually-impaired
- Only applies for objects mounted in a walkway
- The Americans with Disabilities Act (ADA) compliant wall mount kits available for:
 - [88xx Series IP phones](#)
 - [8961, 9951, 9971 IP Phones](#)



Cisco IP Phones with Video Capabilities



- Advanced video IP phones allow individuals to communicate (Sign Language, Lip Reading...) through video conferencing
- Experience best-in-class HD video, extensive Unified Communications features and web conferencing within a single device

Cisco Unified Communications Manager

Cisco Unified Communications Manager 10.x and greater, provide the following features:

- Audible Message Waiting Indicator (AMWI). This is a feature that notifies the user of a new voice mail via a stutter dial tone on the phone
- Programmable Line Keys (PLK). This feature enables an Administrator to assign call functions to the available line keys on a Cisco IP Phone
- Self Care Portal allows users to customize, control phone features and settings



Cisco Unity Connection

- Supports Speech Connect, SpeechView, Telephone User Interface (TUI), and TTY prompt set features
- Speech Connect provides a speech-enabled, speak out the name of employee and instantly be connected, without knowing the extension of the employee
- SpeechView enables users to receive voice messages in their mailbox in the form of text
- When the TTY prompt set is installed, the subscribers and outside callers that use TTY can call in to Unity Connection and use the same features that a hearing caller can use
- TTY prompt set, available in U.S. English (ENX) only, G.711 mu-law codec must be selected

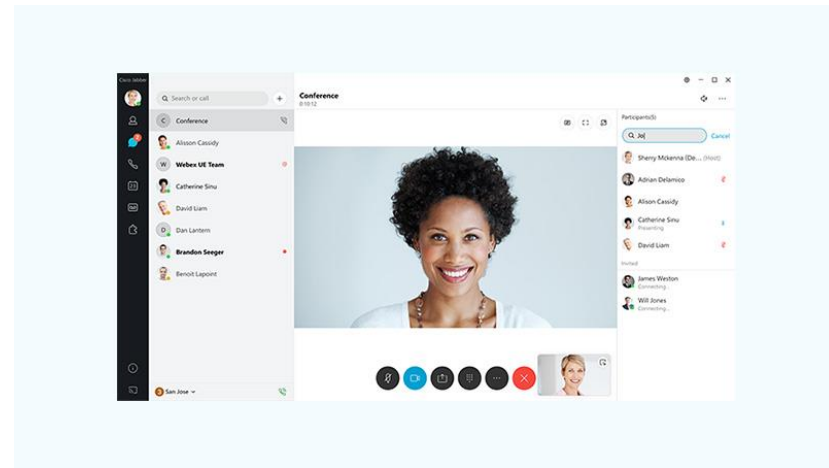


Cisco Jabber for Windows

Cisco Jabber for Windows brings presence, instant messaging, VoIP, and audio, video, and web conferencing to your PC.

Jabber for Windows 12.7 and higher:

- Compatible with Freedom Scientific JAWS and NVDA screen readers
- Compatible with Dragon Naturally Speaking voice recognition control



Cisco Jabber for Macintosh

Cisco Jabber for Mac allows you to see who's available and communicate with people using instant messaging, audio and video calls, desktop share and web meetings.

Jabber for Mac 12.7 or higher:

- Support for OS visual contrast and zoom functionality
- Compatible with VoiceOver screen reader

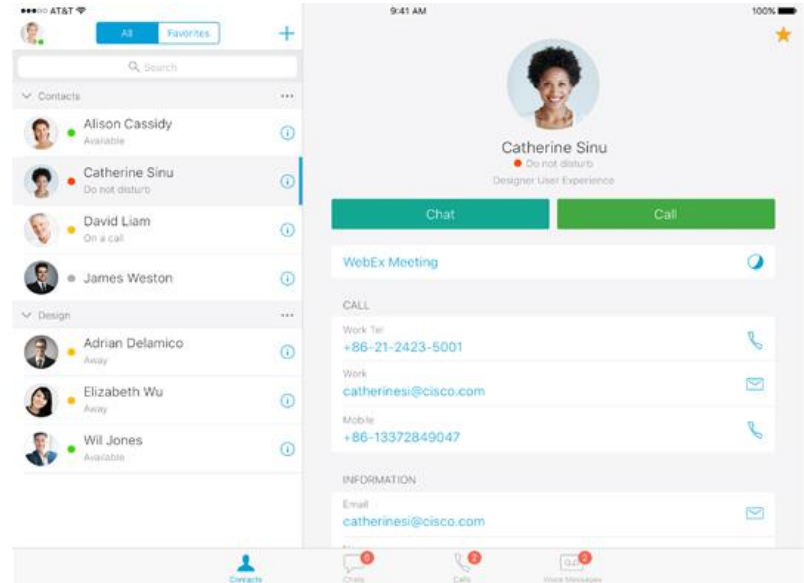


Cisco Jabber for Android & iOS

Cisco Jabber for Android & iOS are collaboration applications that provide presence, instant messaging (IM), voice, voice messaging, and video calling capabilities.

Jabber for Android & iOS 12.7 or higher:

- Compatible with screen readers & assistive touch:
 - Android TalkBack & Explore by Touch
 - iOS VoiceOver & Assistive Touch
- Dependency on platforms for visual contrast and text size



Cisco Webex Meetings

- **Webex Meetings for Desktop:**
 - Supports keyboard navigation and JAWS screen reader and VoiceOver with some exceptions
 - Sharing web-based multimedia and live captioning through the Multimedia Viewer panel
 - Supports OS high contrast with some exceptions
- **Webex Meetings for iOS and Android:**
 - Supports screen readers and gestures
 - Dependency on smartphone brand for visual contrast and text size
- **Webex Web App (Meetings Web Client):**
 - Supports keyboard navigation and JAWS screen reader with some exceptions



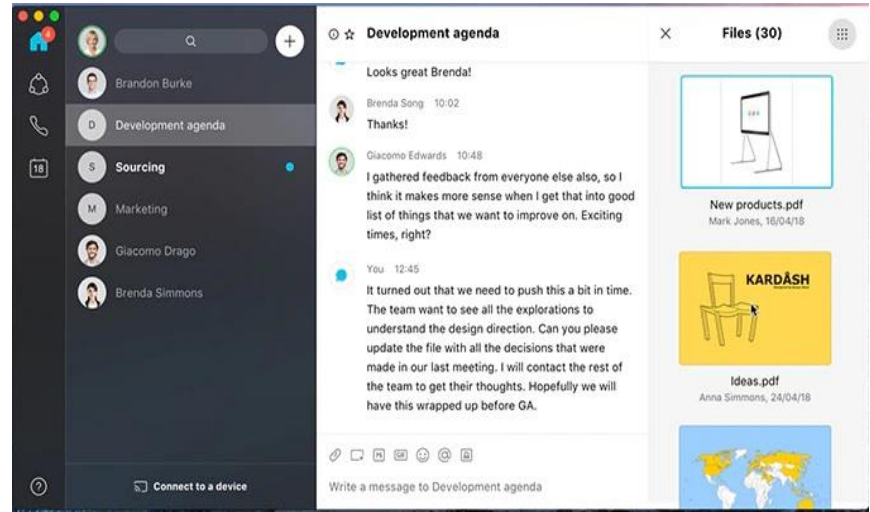
Webex Assistant for Webex Meetings

- The new AI-powered Webex Assistant is available on Webex Meetings applications
- A voice-activated assistant allows mobility impaired users to easily control the meeting through a set of voice commands
- Supports deaf and hard of hearing users with real-time transcription and closed captioning
- The font size and background color of caption text can be changed to support low vision users



Cisco Webex Teams

- **Webex Teams for Desktop and Web Browsers:**
 - Supports keyboard navigation and JAWS screen reader and VoiceOver with some exceptions
 - Supports high contrast with some exceptions, also provides a dark theme for low vision users.
- **Webex Team for iOS and Android:**
 - Supports screen readers and gestures
 - Provides a dark theme and a high contrast theme for low vision users



Cisco Finesse for Contact Center

- Desktop software used in a call center, for call agents and supervisors
- Finesse Agent desktop supports keyboard navigation for low-vision and blind users
- Partially compatibles with JAWS screen reader
- Finesse [User Guide](#) has a chapter on accessibility features



Cisco Unified Attendant Console (CUAC)

- Software to support efficient and personable call routing, corporate directory access, and real time presence status.
- CUAC Advanced - intelligent call queuing and routing capabilities, shared directories, enterprise scalability.
- CUAC Standard - PC based call controls and visibility via a customizable user interface.
- Cisco Unified Communications Manager as PBX
- CUAC Advanced supports JAWS (requiring Cisco-provided scripts for enhanced JAWS compatibility). For more information, refer CUAC Advanced [User Guide](#)
- CUAC Standard supports JAWS, Non Visual Desktop Access (NVDA) and Microsoft Windows Narrator screen readers without scripting. For more information, refer CUAC Standard [Installation Guide](#)

Cisco Proximity

Proximity for Windows & Mac:

- Allow the user to pair with the video system then share and make a call
- Compatible with keyboard and screen reader: JAWS (Windows) and VoiceOver (Mac)





Cisco Partner Solutions

Cisco Partner Solutions

- Hamilton CapTel - Real Time Captioning on Cisco IP Phones
- ZVRS - Partnership transforming lives with visual communications
- Ultratec - TTY Works Over VoIP
- NexTalk - SimpliciTTY
- Tenacity - ipTTY and accessaphone (AAP)
- Singlewire - Visual and Audio Emergency Notification Through the Phone
- Clarity - Handset Inline Amplifiers
- Doro - Flashing Ringers

Live Call Captioning on Cisco Phones

- Enterprise users with hearing loss can listen and read captions directly on their Cisco phone
- Captions are displayed in real-time
- Use existing features of the Cisco Phone
- The service includes a scalable virtual server that forwards audio to a Hamilton CapTel Captioning Assistant then sends text back to the Cisco phone
- Easy to setup and maintain



Partner Application: Hamilton CapTel for Business Interconnected by Tenacity

More information, visit <http://www.accessaphone.com/products/captioning/>

ZVRS – Z70

- Replacing text-based translation with modern HD video experiences has increased VRS service utilization
- Leveraged the Cisco Video Systems to provide a life-like HD video experience for deaf and hard-of-hearing individuals
- Connecting customers within 30 seconds to communicate over video versus the elongated, traditional TTY to type messages



For more information, visit <https://www.zvrs.com/>

TTY Works Over VoIP

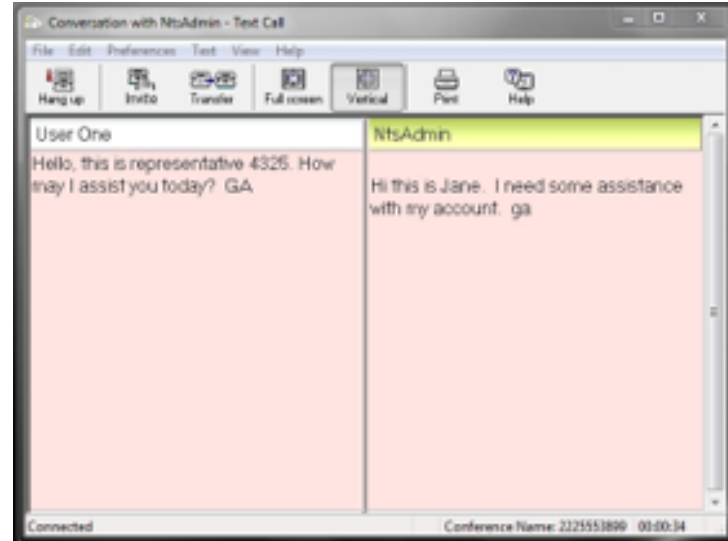
- Supports both acoustic or direct connect RJ-11 TTY's from industry leading manufactures
- Works with Cisco Emergency Responder for E911 services
- TTY calls must be carried by the G.711 codec
- Cisco Unity Connection supports for TTY allows TTY users to access voice messages through their e-mail or TTY device
- Cisco Unity Connection has TTY and Voice versions



For more information, visit <http://www.ultratec.com/ttys/>

Software TTY Applications - SimpliTTY

- SimpliTTY by NexTalk – Windows application
- Eliminates the need for physical TTY device
- Soft phone SIP client supports incoming and outgoing TTY traffic from the desktop
- No Analog Lines Required
- Secure
- Saves Text Conversation
- Works with most all phone systems

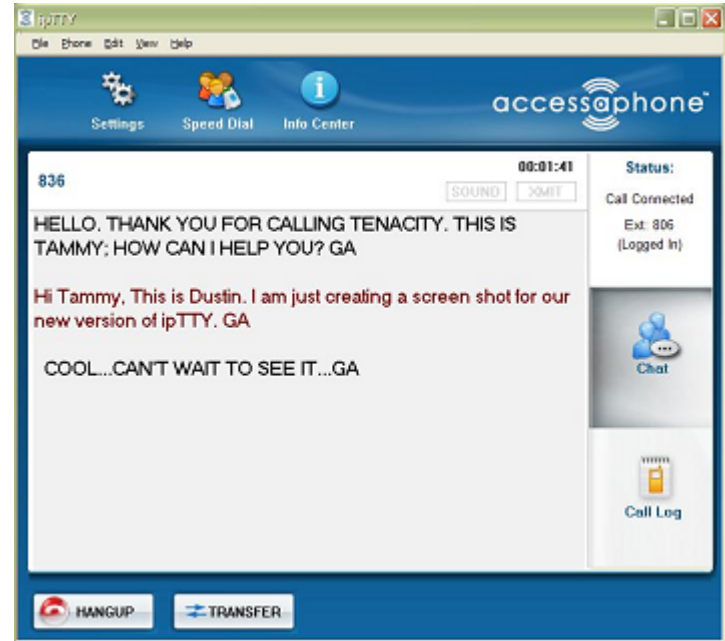


More information, <http://www.nextalk.com/Software/SimpliTTY/simplicity.html>

Software TTY Applications - ipTTY

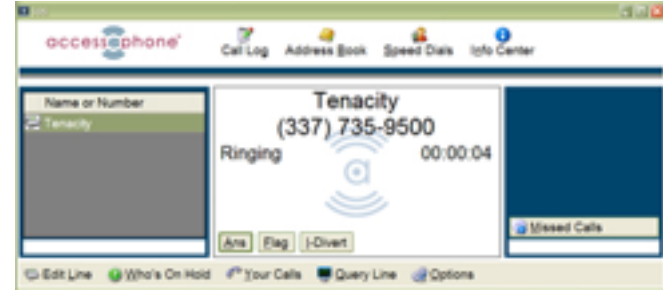
- accessaphone ipTTY by Tenacity – Windows application
- Eliminates the need for physical TTY device
- Soft phone SIP client supports incoming and outgoing TTY traffic from the desktop and registers with CUCM as a 3rd party SIP device
- No Analog Lines Required
- Multi-Lined Display
- Saves Text Conversation
- Tenacity is a 3rd party developer partner

For more information, visit <http://www.accessaphone.com>



Tenacity's accessaphone (AAP)

- AAP enhances the accessibility of the Cisco Unified IP Phones for the vision impaired, hard of hearing and mobility impaired users
- Screen Reader friendly interface with its own built-in text to speech
- Audible Caller ID, voice mail notification, Who's on Hold and Missed Calls
- Accessible Call Log, Address Book and Speed Dials
- Provides hands free control of the Cisco phone (requires compatible Windows Voice Recognition program)
- Auto Answer, Keyboard Control of the Phone



For more information, visit <http://www.accessaphone.com>

Accessible Emergency Notification System

- 3rd party application works with Cisco Unified Communications Manager and Cisco IP phones
- Provides paging and visual notification on the Cisco IP phone in case of emergency
 - Forces Cisco IP Phone to speaker mode for audible notification
 - Displays message on Cisco IP Phone screen for visual notification



For more information, visit <http://www.singlewire.com/>

Inline Amplifiers for Cisco Phones

- All Cisco phones have 12dB of gain built-in. Users with significant hearing loss (even with the use of hearing aids) may want more volume increase beyond 12dB
- 3rd party amplifier connects easily between handset and telephone base
- Clarity HA40 has adjustable incoming volume control, and adjustable tone control (600-2400Hz)
- Boost button allows for even more amplification and eliminates background noise and feedback by muting the microphone in the handset



Clarity HA40 Inline Amplifier connected with Cisco IP Phone

Flashing Ringers - Doro RingPlus

- This device has bright strobe light and extra loud ringer, triggered by a sound sensor attached to the back of the phone which picked up the ringing sound of the telephone
- The RingPlus is designed by a UK-based company and sells with a 230V AC wall adapter:
<https://www.doro.co.uk/doro-ringplus.html>
- Cisco Accessibility Team has detailed information on how to set up the RingPlus on Cisco IP hardware phones. Contact us for more information.



Cisco Accessibility Initiative



- For more information on Cisco Accessibility Initiative and Voluntary Product Accessibility Templates (VPAT), visit: <http://www.cisco.com/go/accessibility>

