

# Product Safety, Security, Accessibility, and Related Information

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## Safety and Performance Information

Power outages and other devices can affect your Cisco Unified IP Phone.

### Power Outage

Your accessibility to emergency service through the phone is dependent on the phone being powered. If there is an interruption in the power supply, Service and Emergency Calling Service dialing will not function until power is restored. In the case of a power failure or disruption, you may need to reset or reconfigure equipment before using the Service or Emergency Calling Service dialing.

### External Devices

Cisco recommends using good quality external devices (such as headsets) that are shielded against unwanted radio frequency (RF) and audio frequency (AF) signals.

Depending on the quality of these devices and their proximity to other devices such as mobile phones or two-way radios, some audio noise may still occur. In these cases, Cisco recommends that you take one or more of these actions:

- Move the external device away from the source of the RF or AF signals.
- Route the external device cables away from the source of the RF or AF signals.
- Use shielded cables for the external device, or use cables with a better shield and connector.
- Shorten the length of the external device cable.
- Apply ferrites or other such devices on the cables for the external device.

Cisco cannot guarantee the performance of the system because Cisco has no control over the quality of external devices, cables, and connectors. The system will perform adequately when suitable devices are attached using good quality cables and connectors.

**Caution**

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In European Union countries, use only external speakers, microphones, and headsets that are fully compliant with the EMC Directive [89/336/EC].

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## FCC Compliance Statements

The Federal Communications Commission requires compliance statements for the following:

- FCC Part 15.21
- FCC RF Radiation Exposure
- FCC Receivers and Class B Digital

### FCC Part 15.21 Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCCRF Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must be at least 20 cm from the user and must not be co-located or operating in conjunction with any other antenna or transmitter.

### FCC Receivers and Class B Digital Statement

This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which is found by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment or devices
- Connect the equipment to an outlet other than the receiver's
- Consult a dealer or an experienced radio/TV technician for assistance

## Cisco Product Security

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at:

[http://www.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

## Accessibility Features

The Cisco Unified IP Phone 8961, 9951, and 9971 provides accessibility features for the blind, and the visually, hearing and mobility impaired.

## Vision Impaired and Blind Accessibility Features

Accessibility features for the vision impaired and blind are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



Accessibility Feature	Description	Set Up Requirements
<b>1.</b> 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.	Standard on all phones. Set up is required.
<b>2.</b> Back-Lit LCD Screen and Programmable Contrast	Users with low vision can adjust the contrast.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
<b>3.</b> Programmable Feature Buttons	Users can use the line buttons to initiate, answer, or switch to a call on a particular line. Features, such as speed dial, Privacy, BLF speed dial, and Service URLs, can be assigned to these buttons.	Set up is required. Your system administrator sets up programmable line buttons to your phone.
<b>4.</b> Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
<b>5.</b> Audible Notification of Phone State	For audible notification of the phone state, users can: Toggle the Mute and Speaker 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 Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
<b>6.</b> Standard 12-Key Layout and Grouping of Functions	Cisco Unified IP Phone keypads provide standard key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).	Standard on all phones; no set up is required.
Third-Party Accessibility Applications for the Vision Impaired	<p>Cisco Unified IP Phone 9971 provides an interface for third-party accessibility applications such as Tenacity accessphone and the Ipblue VTGO 508-Compliant softphone.</p> <ul style="list-style-type: none"> <li>• IP blue Virtual Telephone/Global Office (VTGO) 508-compliant softphone is a standalone software endpoint that integrates speech application programming interface (SAPI) and which provides audible notification (text-to-speech) of the core functions and features of the Cisco Unified IP Phones. VTGO is also compatible with assistive technology. Information is available at the following URL: <a href="http://www.ipblue.com/">http://www.ipblue.com/</a></li> <li>• Tenacity accessphone (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. AAP 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 at the following URL: <a href="http://www.accessphone.com">http://www.accessphone.com</a></li> </ul>	For more information about third-party application, see your system administrator.

## Hearing Impaired Accessibility Features

Accessibility features for the hearing impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



Accessibility Feature	Description	Set Up Requirement
<p>1. Visual Message Waiting Indicator (Handset)</p>	<p>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 User Options web pages and accessing the message indicator settings. Users change the setting to on or off.</p>	<p>Standard on all phones; users and system administrators can make changes.</p>
<p>2. Visual Notification of Phone State</p>	<p>For visual notification of the phone state:</p> <ul style="list-style-type: none"> <li>• Toggle the Mute and Speaker buttons on and off to indicate the state of the phone.</li> <li>• Use the Mute button to toggle the microphone on or off. When the microphone is muted, the button is lit.</li> <li>• Use the Speaker button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</li> </ul>	<p>Standard on all phones; no set up is required.</p>
<p>3. Inline Amplifier Support (Handset)</p>	<p>Cisco Unified IP Phone handsets support third-party inline amplifiers, which users attach to the handset and cord and sit between the handset and the IP phone. Cisco Unified IP Phones support the following third-party inline amplifiers:</p> <ul style="list-style-type: none"> <li>• Clarity HA-40 Inline Amplifier for Corded Phone</li> <li>• Plantronics EHA40 Inline Amplifier</li> </ul>	<p>Standard on all phones; no set up is required.</p>
<p>4. Adjustable Ringtone, Pitch, and Volume</p>	<p>Users can adjust the ringtone, pitch, and volume by:</p> <ul style="list-style-type: none"> <li>• Using the <b>Applications &gt; Preferences</b> menu on their phone.</li> <li>• Adjusting the volume level for the phone ringer: while the handset is in the cradle, and the headset and speakerphone buttons are off, press the volume button to increase the volume.</li> </ul>	<p>Standard on all phones; users and system administrators can make changes.</p>



Accessibility Feature	Description	Set Up Requirement
<p><b>5.</b> Hearing Aid Compatible (HAC) Handset</p>	<p>Cisco Unified IP Phone handsets support the following accessibility features:</p> <ul style="list-style-type: none"> <li>• Hearing-aid compatible</li> <li>• Magnetic coupling of the hearing aid</li> <li>• Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA)</li> <li>• Section 508 loudness requirements, which are achieved by using industry-standard inline handset amplifiers</li> </ul>	<p>Standard on all phones; no set up is required.</p>
<p><b>6.</b> Acoustic Coupled TTY Support (Handset)</p>	<p>Cisco Unified IP Phones support the following TTY and TDD features:</p> <ul style="list-style-type: none"> <li>• Acoustic or direct connect TTYs from industry-leading manufacturers</li> <li>• Real-time text transmission over phone lines</li> <li>• Hearing and voice carry over phones (HCO/VCO)</li> <li>• VoIP network operating at G.711</li> </ul>	<p>Standard on all Cisco Unified IP Phones.</p> <p>For information about setting up TTY, see your system administrator .</p>
<p>Third-Party Accessibility Applications for the Hearing Impaired</p>	<p>Cisco Unified IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk that support the following features:</p> <ul style="list-style-type: none"> <li>• Paging</li> <li>• Visual notification</li> <li>• Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or even voice services</li> </ul> <p>Information about NexTalk is available at:  <a href="http://www.nextalk.com">http://www.nextalk.com</a></p>	<p>For more information about third-party applications, see your system administrator.</p>

## Mobility Impaired Accessibility Features

Accessibility features for the mobility impaired are supported on the Cisco Unified IP Phone 8961, 9951, and 9971.



Accessibility Feature	Description	Set Up Requirements
<b>1.</b> Well-Spaced, Illuminated Buttons Enable Easy Operation	Depending on set up, programmable buttons allow users to access: <ul style="list-style-type: none"> <li>• Phone lines and intercom lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the BLF speed-dial feature)</li> <li>• Web-based services (for example, a Personal Address Book button)</li> <li>• Phone features (for example, Privacy)</li> </ul> Buttons illuminate to indicate status: <ul style="list-style-type: none"> <li>• Green, steady—Active call or two-way intercom call</li> <li>• Green, flashing—Held call</li> <li>• Amber, steady—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or signed in to Hunt Group</li> <li>• Amber, flashing—Incoming call or reverting call</li> <li>• Red, steady—Remote line in use (shared line or BLF status)</li> </ul>	Standard on all phones; no set up is required.
<b>2.</b> Large Buttons to Access Applications, Voice Messages, Contacts, Hold, Transfer, and Conference	Large buttons provide to easy access to phone applications, voice messages, corporate and personal directories, and calling features.	Standard on all phones; no set up is required.
<b>3.</b> Built-In Speakerphone	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.	Standard on all phones; no set up is required.

Accessibility Feature	Description	Set Up Requirements
4. Tactile Discernible Buttons and Functions (including a nib on Key 5)	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 Key 5. Users do not have to learn new key positions.	Standard on all phones; no set up is required.
Dedicated Headset Jack that Enables Auto-Answer Function	Users 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.	Standard on all phones; set up is required.

## Additional Information

Access the most current Cisco Unified IP Phone documentation using these URLs:

- Cisco website:  
<http://www.cisco.com/>
- International Cisco websites:  
[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)
- Quick start guides and a quick reference card for the Cisco Unified IP Phones:  
tbd
- Licensing Information:  
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