



Accessibility Features in Cisco UC Integration for Microsoft Lync Release 8.5

Revised: November 1, 2016

This document lists keyboard shortcuts and accessibility procedures unique to Cisco UC Integration for Microsoft Lync.

- [General Controls and Display, page 1](#)
- [Phone Management, page 4](#)
- [Placing and Answering Calls, page 5](#)
- [Working with Conversations, page 6](#)
- [Working with Conference Calls, page 8](#)
- [Working with Voicemail, page 9](#)
- [Viewing the Online Help, page 10](#)
- [Important Notes, page 10](#)
- [Getting More Information About Accessibility and This Product, page 11](#)

General Controls and Display

- [Availability of Menus in Cisco UC Integration for Microsoft Lync, page 2](#)
- [Setting Input Indicators for the Display, page 3](#)
- [Moving the Input Focus Between Microsoft Lync or Microsoft Office Communicator and the Cisco UC Pane, page 3](#)
- [Modifying Your Cisco UC Pane Options, page 3](#)



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA




Availability of Menus in Cisco UC Integration for Microsoft Lync

Cisco UC Integration for Microsoft Lync can operate in two modes, as follows:

- Integrated with Microsoft Lync or Microsoft Office Communicator: The Cisco UC pane is located at the bottom of the Microsoft Lync or Microsoft Office Communicator window.
- *Not* integrated with Microsoft Lync or Microsoft Office Communicator: The Cisco UC pane runs independently of Microsoft Lync or Microsoft Office Communicator, and is displayed in a separate window.



Cisco UC Pane Integrated with Microsoft Lync or Microsoft Office Communicator

The following table describes how to access the menus that are available when the Cisco UC pane is integrated with Microsoft Lync or Microsoft Office Communicator:

Operation	Menu Text	Keyboard Shortcut
Open the Microsoft Lync Tools menu.	Select the Show menu arrow next to the Options button  in the Microsoft Lync window, then select Tools .	When the focus is in Microsoft Lync, but not in the Cisco UC pane, press Tab to move input focus to the Options button, then press Spacebar . Then use the arrow keys to move focus to the Tools menu.
Open the Microsoft Office Communicator Tools menu.	Select the Menu button  in the title bar, then select Tools .	When the focus is in Microsoft Office Communicator, but not in the Cisco UC pane, press Alt , then use the arrow keys to move focus to the Tools menu.
Open the conversations window menu.	Select the Menu button  in the conversations window title bar.	When the focus is in the conversations window, press F10 .

Cisco UC Pane Not Integrated with Microsoft Lync or Microsoft Office Communicator

The following table describes how to access the menus that are available when the Cisco UC pane runs independently and is *not* integrated with Microsoft Lync or Microsoft Office Communicator:

Operation	Menu Text	Keyboard Shortcut
Open the Cisco UC pane menu.	Select the Options button  in the Cisco UC pane.	When the focus is in the Cisco UC pane, press Tab to move input focus to the Options button, then press Spacebar or Return .
Open the conversations window menu.	Select the Menu button  in the conversations window title bar.	When the focus is in the conversations window, press F10 .

Setting Input Indicators for the Display

Cisco UC Integration for Microsoft Lync displays *input indicators* to assist users who have difficulty seeing objects on the screen. Input indicators are dotted rectangles around objects that show which screen object currently has focus. To display input indicators all of the time, perform the steps that are appropriate for your operating system, as described in the following table.

Operating System	Procedure
Windows XP	<ol style="list-style-type: none"> 1. Open the Control Panel and select Display. 2. Select the Appearance tab. 3. Select Effects. 4. Uncheck Hide underlined letters for keyboard navigation until I press the Alt key.
Windows Vista Windows 7	<ol style="list-style-type: none"> 1. Open the Control Panel. 2. Select Ease of Access > Ease of Access Center > Make the keyboard easier to use. 3. Check Underline keyboard shortcuts and access keys.

Moving the Input Focus Between Microsoft Lync or Microsoft Office Communicator and the Cisco UC Pane

Operation	Menu Text	Keyboard Shortcut
Move the input focus from Microsoft Lync or Microsoft Office Communicator to the Cisco UC pane.	Not applicable	Press Alt-Tab and continue to hold the Alt key and press Tab to select the Cisco UC pane.
Move the input focus from the Cisco UC pane to Microsoft Lync or Microsoft Office Communicator.	Not applicable	Press Alt-Tab and continue to hold the Alt key and press Tab to select Microsoft Lync or Microsoft Office Communicator.

Modifying Your Cisco UC Pane Options

Operation	Menu Text	Keyboard Shortcut
Open the Cisco UC Options dialog box.	File > Options	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-P .

Phone Management

- [Switching Phone Modes and Selecting Your Phone Device, page 4](#)
- [Viewing Your Conversation History, page 4](#)

Switching Phone Modes and Selecting Your Phone Device

Operation	Menu Text	Keyboard Shortcut
Set the Cisco UC pane to work with your desk phone or the phone on your computer.	Actions > Switch Phone Mode	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-T .
If you are using your desk phone for calls, select which phone to use with the Cisco UC pane.	Actions > Select Phone	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-S .

Viewing Your Conversation History

Operation	Menu Text	Keyboard Shortcut
Open the Conversation History dialog box.	Actions > Open Conversation History	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-F3 .
Navigate around the Conversation History dialog box.	Not applicable	Tab
Move the input focus to the next entry in the conversation history.	Not applicable	Down Arrow
Move the input focus to the previous entry in the conversation history.	Not applicable	Up Arrow
Open the shortcut menu for a conversation history entry.	Right-click on the entry.	Shift-F10
Delete an entry from the conversation history.	Right-click on the entry, then select Delete .	Delete

Placing and Answering Calls

- [Placing a Call, page 5](#)
- [Answering a Call, page 5](#)

Placing a Call

Operation	Menu Text	Keyboard Shortcut
Open the keypad to dial a number.	Actions > Open Dialpad/Close Dialpad	Move the input focus to the Cisco UC pane, then press Ctrl-D .

You can also place a call from the Conversation History dialog box, by opening the shortcut menu for a conversation history entry. For more information, see [Viewing Your Conversation History, page 4](#).

Answering a Call

Operation	Menu Text	Keyboard Shortcut
Switch the focus to the incoming call notification window.	Not applicable	Ctrl-Shift-G
Answer a call with audio only.	Not applicable	Ctrl-Shift-A
Answer a call with audio and video.	Not applicable	Ctrl-Shift-V
Forward a call to your voice message service.	Not applicable	Ctrl-Shift-M




Note

You might need to request your Cisco Unified Communications system administrator to increase the number of rings or the duration allowed for an incoming call before it is redirected to voicemail.

Working with Conversations

The keyboard shortcuts described in the table below apply to both phone calls and conference calls, when the conversations window is the active window. The keyboard shortcuts apply to the currently-selected conversation in the conversations window. All of the menu items listed in this section are available both when Cisco UC Integration for Microsoft Lync is integrated with Microsoft Lync or Microsoft Office Communicator, and not integrated with Microsoft Lync or Microsoft Office Communicator.

Operation	Menu Text	Keyboard Shortcut
Open the menu in the conversations window.	Select the Menu button  in the conversations window title bar.	F10. You can use the arrow keys to navigate the menu. Note When you press F10 , you can also open the submenus and select options by pressing the letters on the keyboard that are underlined for each submenu and option. For example, press F10, c, k to open the Conversations submenu and select Open Keypad.
Close the conversations window.	File > Close	Alt-F4
Move the input focus to the next active call in the conversations window.	Not applicable	Down Arrow
Move the input focus to the previous active call in the conversations window.	Not applicable	Up Arrow
Move the input focus to the first active call in the conversations window.	Not applicable	Home
Move the input focus to the last active call in the conversations window.	Not applicable	End
Move the input focus to another active call in the conversations window, when a conference call is selected.	Not applicable	Ensure that the participant list does not have input focus. If it does, press Tab to move input focus to the conference call. Then use the Up Arrow and Down Arrow keys, or the Home and End keys to move the input focus.
Open or close a keypad to enter numbers or characters in the active call.	Conversation > Open Keypad/Close Keypad	Ctrl-K

Operation	Menu Text	Keyboard Shortcut
Increase the volume at which you receive audio on the active call. This feature only works when you are using the phone on your computer for calls.	Conversation > Volume Up	F9
Decrease the volume at which you receive audio. This feature only works when you are using the phone on your computer for calls.	Conversation > Volume Down	F8
Set your microphone to mute, or switch mute mode off. This feature only works when you are using the phone on your computer for calls.	Conversation > Mute Microphone	F7
Open the Select Contacts dialog box to select a contact to transfer the active call to.	Conversation > Transfer To > Contact	Ctrl-F
Complete the transfer of a call to a contact that you have selected.	Conversation > Complete Transfer	Ctrl-Shift-F
Put the active call on hold, or resume a call that is on hold.	Conversation > Hold Call/Resume Call	Ctrl-H
Add video to a call.	Conversation > Add Video to Call	Alt-Shift-V
Remove video from a call.	Conversation > Remove Video from Call	Alt-Shift-V
Temporarily stop or resume sending video with the active call.	Conversation > Mute Video	Ctrl-F7
Display the video in full screen mode.	Not applicable	Alt-Shift-F
Restore the display of video to the size of the conversations window.	Not applicable	Esc
Start an instant message conference with the person you are calling.	Conversation > Start an Instant Message Conference	Ctrl-Shift-3
Start a meeting and invite all participants on the active call.	Conversation > Start a Meeting	Ctrl-Shift-5
Park the active call.	Conversation > Park Call	Ctrl-P
Hold or resume the active call.	Conversation > Hold Call	Ctrl-H
End the active call.	Conversation > End Call	Ctrl-E

Working with Conference Calls

These keyboard shortcuts apply to conference calls only, when the conversations window is the active window. The menu items listed in this section are available both when Cisco UC Integration for Microsoft Lync is integrated with Microsoft Lync or Microsoft Office Communicator, and not integrated with Microsoft Lync or Microsoft Office Communicator.

Operation	Menu Text	Keyboard Shortcut
Open or close the list of participants in a conference call.	Conversation > Open Participant List/Close Participant List	Ctrl-L
Move the input focus from the participants list to the conference call and <i>vice versa</i> .	Not applicable	Tab
Move the input focus to the next participant in the participants list.	Not applicable	Down Arrow
Move the input focus to the previous participant in the participants list.	Not applicable	Up Arrow
Move the input focus to the first participant in the participants list.	Not applicable	Home
Move the input focus to the last participant in the participants list.	Not applicable	End
Open the Select Contacts dialog box to select participants to add to the active conference call.	Conversation > Conference With > Contact	Ctrl-M
If you have two active calls, merge the calls into a conference call. Note This keyboard shortcut only works when you have two active calls, giving you a conference call with three participants, including you. If you want more participants, you can call the next participant, then merge the call into your conference call.	Not applicable	Ctrl-Shift-M
Open the context menu for a participant in a conference call.	Not applicable	Select the participant, then press Shift-F10 , or the Application key.
Place a call to a participant before adding them to a conference call.	Participant > Place a Call > <i><default-number-for-the-participant></i> or Place a Call > <i><default-number-for-the-participant></i>	Select the participant, then press Ctrl-1 .

Operation	Menu Text	Keyboard Shortcut
Open the Microsoft Lync or Microsoft Office Communicator instant message window to send an instant message to the selected conference call participant.	Participant > Send an Instant Message	Ctrl-3
Open the Microsoft Lync or Microsoft Office Communicator instant message window to send an instant message to all participants in a conference call.	Not applicable	Ctrl-Shift-3
Display the contact card for the selected conference call participant.	Participant > View Contact Card	Alt-Enter
Add the selected participant to a conference call.	Participant > Join to Conference	Select the participant, then press Ctrl-Shift-J .
Removes the selected participant from a conference call.	Participant > Remove from Conference	Select the participant, then press Ctrl-Shift-R .

Working with Voicemail

You can listen to your voice messages in one of the following ways:

- Audio voicemail: Places a call to your audio voice message service.
- Visual voicemail: Opens a window that displays a visual representation of your voice messages.

You select which voicemail format you want to use in the General tab of the Cisco UC Options dialog box. For more information about how to open the Cisco UC Options dialog box, see [Viewing Your Conversation History, page 4](#).

For information about how to open a keypad to enter numbers or characters during the active call, see [Working with Conversations, page 6](#).

Operation	Menu Text	Keyboard Shortcut
Call your voice message service. (If Call my voicemail service is selected in the General tab of the Cisco UC Options dialog box.)	Actions > Call Voicemail	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-F4 .
Open a window that displays a visual representation of your voice messages. (If Open the conversation history to show my voice messages is selected in the General tab of the Cisco UC Options dialog box.)	Actions > Open Voicemail History	Move the input focus to the Cisco UC pane, then press Ctrl-Shift-F4 .
Play or pause the selected visual voicemail message.	Not applicable	Ctrl-P
Rewind the visual voicemail message by a predefined time interval.	Not applicable	Ctrl-B

Operation	Menu Text	Keyboard Shortcut
Fast forward the visual voicemail message by a predefined time interval.	Not applicable	Ctrl-F
Stop listening to the visual voicemail message.	Not applicable	Ctrl-S
Increase the playback volume for listening to visual voicemail messages.	Not applicable	F9
Decrease the playback volume for listening to visual voicemail messages.	Not applicable	F8
Stop listening to the visual voicemail message, and remove the message from your cache of voice messages.	Not applicable	Ctrl-Shift-X

Viewing the Online Help

The menu item listed in this section is available both when Cisco UC Integration for Microsoft Lync is integrated with Microsoft Lync or Microsoft Office Communicator, and not integrated with Microsoft Lync or Microsoft Office Communicator.

Operation	Menu Text	Keyboard Shortcut
Open the online help.	Help > Help Topics	F1

Important Notes

- Screen readers do not announce the descriptive label for the phone handset icon that is located under the buttons on the Cisco UC pane. The descriptive label is: “To place a call, drag and drop contacts on this area.” Instead, the screen readers announce this icon as “Button.”
- Screen readers do not announce the action that is taken when you move the input focus to the Cisco UC pane, then press Ctrl-Shift-T. This action sets the Cisco UC pane to work with either the desk phone, or to use the computer for phone calls.
- It can be difficult to read Cisco UC Integration for Microsoft Lync windows with the high contrast appearance scheme High Contrast #1.
- You cannot use the keyboard to perform the following actions:
 - Expand or collapse the Cisco UC pane
 - Resize the Cisco UC pane in the Microsoft Lync or Microsoft Office Communicator window
 - Resize columns
 - Sort list items

Getting More Information About Accessibility and This Product

For more information about the accessibility of this product, see the Voluntary Product Accessibility Template (VPAT) for this product. The VPAT lists the requirements needed for this product to conform to Section 508 of the U.S. Rehabilitation Act.

You can get the VPAT at the following URL:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html

Alternatively, contact the Cisco accessibility team at accessibility@cisco.com.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2010 Cisco Systems, Inc. All rights reserved.

