



# Accessible devices for people with a visual impairment

## Tested devices

- The selected devices have been tested by an independent panel of people with a disability, coordinated by the non-profit association Passe-Muraille.
- This evaluation is based on predefined accessibility criteria taking into account the specific needs of the majority of people belonging to the same disability category.
- **We therefore do not guarantee that these devices can be optimally used by all people recognized as belonging to the disability category concerned.**
- This catalog will be updated regularly.



# Advantages of the devices

We recommend these devices to people with a visual impairment because of their programmable keys, vibrate function, and the possibility to assign a ringtone to a contact (caller identification through the ringtone).

It is important to note that all the devices running Android 4.0.4 Ice Cream Sandwich have the following adaptations as standard:

- An accessibility menu.
- An advanced voice synthesis and voice command system for calling, texting, etc. Voice synthesis is available in French and English by default. For Dutch, an appropriate module should be downloaded: [SVOX LENA DUTCH](#). However, with Android 5.0, the Dutch version is available by default in most devices.
- A practical screen reader (Talkback) which can be used directly for calling, texting, etc. but not for reading web pages or with certain incompatible applications. However, with Android 5.1, the screen reader can read websites and most applications.
- An explore by touch screen system with effective spoken feedback describing all the standard features of the device.
- The drop-down menu can be blocked: this enables better scrolling control.
- Tactile navigation requires the use of two fingers for scrolling and a double tap for selecting.

1. Activation of screen reader: Settings → Accessibility → Activate “Talkback”
2. Activation of tactile navigation: Settings → Accessibility → Activate “Tactile navigation”

It should be noted that the most recent, and most complete, versions of Android OS integrate the activation of tactile navigation when the device is switched on for the first time.



## List of tested devices

A

[Apple iPhone 7 Plus](#)

C

[Crooscall Trekker X4](#)

D

[Doro 8035](#)

H

[Huawei Mate 10 Pro](#)

[Huawei P20 PRO](#)

L

[LG G6](#)

N

[Nokia 1](#)

[Nokia 4.2](#)

[Nokia 5](#)

S

[Samsung A5](#)

[Samsung A6+](#)

[Samsung A7](#)

[Samsung A8](#)

[Samsung A9](#)

[Samsung A50](#)

[Samsung Galaxy A10](#)

[Samsung Galaxy Note 8](#)

[Samsung J4+](#)

[Samsung S10](#)

[Sony Xpéria XZ Premium](#)



## Accessible mobile phones

We recommend these devices to people with a visual impairment because of their programmable keys, vibra alert function, and the possibility to assign a ringtone to a contact (caller identification through the ringtone).







Very good



Good



Average

Evaluation	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>iPhone 7 plus (IOS 10)</p> 	<ul style="list-style-type: none"> <li>• Fast and easy configuration of the Accessibility mode via iTunes on a computer.</li> <li>• Very complete accessibility menu</li> <li>• Magnifier function.</li> <li>• Effective voice command.</li> <li>• Image quality +++</li> <li>• Large screen.</li> <li>• Adjustment of brightness by reducing white points.</li> </ul>	<p>Possibility to download and configure screen-reading, voice-synthesis and voice-command software in Dutch via App Store.</p> <p>An adapted stylus can make it easier to operate the device.</p> 
<p>Blind</p> 		<ul style="list-style-type: none"> <li>• Fast and easy configuration of the Accessibility mode via iTunes on a computer.</li> <li>• Very complete accessibility menu.</li> <li>• Effective voice command.</li> <li>• Voice Over: voice synthesis comes as standard (it not only reads all the menus and apps, but also web content).</li> <li>• NB: Voice Over requires the user to have prior knowledge of how it works.</li> <li>• Supports braille displays.</li> </ul>	



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Assessment	Model	Comments	Possible adaptation
Visually impaired 	CrossCall Trekker X4 	<ul style="list-style-type: none"> <li>• Basic Google speech synthesis.</li> <li>• No voice commands for the device.</li> <li>• Enlargement possible but limited to fonts and display elements.</li> <li>• For the keyboard, adjustment of contrast not very interesting. Possibility to choose from 3 keyboard sizes. Choice of background color.</li> <li>• Color inversion and an alternative color mode for the color blind.</li> <li>• Zoom. NO magnifier.</li> <li>• Adjustment of display size.</li> </ul>	
Blind 			



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Assessment	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>Doro 8035</p> 	<ul style="list-style-type: none"> <li>Talkback</li> </ul>	
<p>Blind</p> 			



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Evaluation	Model	Comments	Possible adaptation
Visually impaired 	HUAWEI Mate 10 PRO 	<ul style="list-style-type: none"><li>Accessibility menu seems complete but has certain limitations (inexistent or incoherent functions)</li></ul>	
Blind 			





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Assessment	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>HUAWEI P20 PRO</p> 	<ul style="list-style-type: none"> <li>Accessibility menu relatively complete, but missing certain options such as font size.</li> </ul>	
<p>Blind</p>			



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Evaluation	Model	Comments	Possible adaptation
Visually impaired 	LG G6 	<ul style="list-style-type: none"> <li>All features of the device can be enlarged, including the apps</li> <li>Possibility of putting text in bold</li> </ul>	Possibility of downloading and configuring screen-reading, voice-synthesis and voice-command software in Dutch via App Store.  An adapted stylus can make it easier to operate the device 
Blind -		<ul style="list-style-type: none"> <li>Talkback did not work in the device tested (to be checked)</li> </ul>	



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Assessment	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>Nokia 1</p> 	<ul style="list-style-type: none"> <li>• Low-cost device with some interesting accessibility options, to be assessed by the future buyer.</li> <li>• Voice synthesis but no screen reader.</li> <li>• Rather limited options.</li> <li>• Most of the applications have to be downloaded and installed before use.</li> </ul>	
<p>Blind</p>			



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<p>Visually impaired</p> 	<p>Nokia 4.2</p> 	<ul style="list-style-type: none"> <li>• Talkback</li> <li>• ("Select to Speak")</li> <li>• The largest size is still relatively small</li> <li>• The zoom will be indispensable for some users</li> <li>• Possibility of changing the theme of the phone (bright - dark) but unconvincing</li> <li>• "Accessibility" short-cut</li> <li>• Not very convincing contrast adjustment</li> <li>• Zoom: Either you opt for "Enlarge by pressing 3 times" - Or you opt for "If magnifier is activated, press the accessibility button"</li> </ul>	
<p>Blind</p> 			



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Evaluation	Model	Comments	Possible adaptation
Visually impaired 	Nokia 5 	<ul style="list-style-type: none"><li>• Relatively complicated menu</li><li>• Lightweight and not very convincing enlargement of characters</li><li>• Low quality screen</li></ul>	An adapted stylus can make it easier to operate the device 
Blind			



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Evaluation	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>SAMSUNG A5</p> 	<ul style="list-style-type: none"> <li>• Magnifying window which enlarges the screen content (3 magnifying sizes and zoom adjustment)</li> <li>• Not all accessibility options offered are compatible with each other and require a choice to be made</li> <li>• Possibility of configuring direct access to a selection of accessibility options</li> </ul>	<p>An adapted stylus can make it easier to operate the device</p> 
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Assessment	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>Samsung A6+</p> 	<ul style="list-style-type: none"> <li>• Voice Assistant</li> <li>• Adjustment of font size (very large font) + screen magnification</li> <li>• Large icons</li> <li>• Choice between 4 types of contrasts + adjustment of keyboard size and layout</li> <li>• Color inversion and/or adjustment</li> <li>• NB: the magnifying glass disables the Voice Assistant</li> </ul>	
<p>Blind</p> 			



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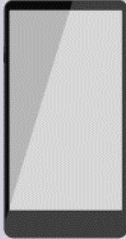

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Assessment	Model	Comments	Possible adaptation
Visually impaired 	Samsung A7 2018 	<ul style="list-style-type: none"> <li>• Adjustment of keyboard size</li> <li>• Adjustment of keyboard contrast</li> <li>• Choice of home-screen grid</li> <li>• TalkBack</li> <li>• Zoom in by spreading the fingers apart</li> <li>• Color lenses to adjust screen colors</li> </ul>	
Blind 			





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Evaluation	Model	Comments	Possible adaptation
Visually impaired 	SAMSUNG Galaxy A 8 	<ul style="list-style-type: none"> <li>• Samsung accessibility menu very complete and well implemented</li> <li>• Voice tags: possibility to link recorded voice comments to NFC tags</li> <li>• Talkback is sometimes slow to react</li> </ul>	
Blind 			



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Assessment	Model	Comments	Possible adaptation
Visually impaired 	Samsung A9 	<ul style="list-style-type: none"><li>• Voice assistant (no "Select to Speak")</li><li>• Bixby Voice (not yet in French)</li></ul>	Possibility of downloading "Android Accessibility Suite" on Playstore
Blind 			



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Evaluation	Model	Comments	Possible adaptation
<p>Visually impaired</p>	<p>Samsung A50</p>	<ul style="list-style-type: none"> <li>• Voice assistant (no "Select to Speak")</li> <li>• Whole-screen display - no buttons</li> <li>• Screen zoom</li> <li>• Slide to call/send texts</li> </ul>	
<p>Blind</p>			



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Assessment	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>Samsung Galaxy A10</p> 	<ul style="list-style-type: none"> <li>• Voice Assistant.</li> <li>• Two speech-synthesis engines (Samsung and Google).</li> <li>• Choice of 7 font sizes; adjustment of font size and display size, possibility to change the font or even download extra fonts.</li> <li>• Adaptive brightness (current lighting conditions). Night mode.</li> <li>• Themes, keyboard, fonts (high-contrast), negative colors.</li> <li>• Inversion of text colors. Color lens.</li> <li>• Zoom. Magnifier. Adjustment of display size.</li> </ul>	
<p>Blind</p> 			



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Evaluation	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>SAMSUNG Galaxy Note 8</p> 	<ul style="list-style-type: none"> <li>• Samsung accessibility menu</li> <li>• 6.3" screen</li> <li>• 2 enlargement levels (zoom and font sizes) + magnifying glass</li> <li>• Unlocking with face recognition</li> <li>• Integrated stylus</li> <li>• Arrival of "Bixby" but only in English</li> </ul>	
<p>Blind</p> 			



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Assessment	Model	Comments	Possible adaptation
Visually impaired 	Samsung Galaxy J4 +	<ul style="list-style-type: none"> <li>• Adjustment of keyboard size</li> <li>• Adjustment of keyboard contrast</li> <li>• Choice of home-screen grid</li> <li>• TalkBack</li> <li>• Touch screen lock (prevents screen from detecting an accidental touch)</li> </ul>	
Blind 			



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Evaluation	Model	Comments	Possible adaptation
Visually impaired 	Samsung S10 	<ul style="list-style-type: none"> <li>• Voice Assistant (no "Select to Speak")</li> <li>• Bixby Voice (In French but not very accomplished)</li> <li>• Whole-screen display - no buttons</li> <li>• Screen zoom (2 options)</li> <li>• Magnifying window (7 different zones)</li> <li>• Screen adjustment: Grey scale - protanope - deuteronope - tritanope - personalized colors</li> </ul>	
Blind 			



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Average


Evaluation	Model	Comments	Possible adaptation
<p>Visually impaired</p> 	<p>Sony Xpéria XZ Premium</p> 	<ul style="list-style-type: none"> <li>• The accessibility menu is limited.</li> <li>• High quality large screen</li> <li>• Light vibrations</li> </ul>	<p>An adapted stylus can make it easier to operate the device.</p> 
<p>Sourd</p> 			





## Accessible fixed-line phones

We recommend these phones for their large keys, high-contrast screen, and hands-free function.


Models	Visual impairment		Hearing impairment		Motor impairment	Mental impairment	Comments
	Visually impaired	Blind	Visually impaired	Deaf			
Maestro 6042 	+	+	+	/	+	+	Large white keys with large black characters or black keys with large white characters. Caller name and number display via the appropriate Proximus services. Hands-free function LED indicator for incoming calls Large backlit touch screen with medium-sized characters Possibility to double the volume of the handset via a button on the front of the phone. Adjustable speaker volume. 3 programmable direct dialling buttons. Directory for up to 10 numbers.

- + Suitable
- Not suitable
- +/- Can be used with its basic functions or with assistance

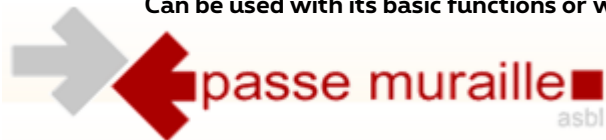


## Accessible fixed-line phones

We recommend these phones for their large keys, high-contrast screen, and hands-free function.

Models	Visual impairment		Hearing impairment		Motor impairment	Mental impairment	Comments
	Visually impaired	Blind	Visually impaired	Deaf			
<p>Twist 392</p> 	+	+	+	/	+	+	<p>Hands-free function with adjustable volume on the base station. This makes it easier to use the phone's call and answer functions.</p> <p>Moreover, the programmable call keys on the base station (with the possibility to place a photo in the button) make the phone very suitable for people with a mental or motor impairment or for the elderly.</p> <p>Need for training or assistance with the programming of extra functions for the blind and visually or mentally impaired.</p> <p>Switch to the "T" position possible, but not very efficient.</p> <p>However, the adjustable volume via the handset and the amplification function allow you to listen at a comfortable level thanks to the loud, high-quality sound.</p>

- + Suitable
- Not suitable
- +/- Can be used with its basic functions or with assistance





## Adapted rate plans

- If you want to call, text and surf freely, we recommend our Mobilus subscription from €15/month [www.proximus.be/mobilus](http://www.proximus.be/mobilus)
- If you want to call, text and surf without exceeding your budget, we recommend our Mobilus Full Control subscription from €15/month [www.proximus.be/fullcontrol](http://www.proximus.be/fullcontrol)
- If you want to combine your Mobilus or Mobilus Full Control subscription with an Internet, television and fixed telephony subscription, check out our Tuttimus offer [www.proximus.be/tuttimus](http://www.proximus.be/tuttimus)

## Social rate

People with a disability may, under certain conditions, be eligible to benefit from the social rate. [www.proximus.be/social](http://www.proximus.be/social)





## Customer service

Our customer service can be reached:

- by phone: 0800 55 800
- [by e-mail](#)

If you would like to benefit from an even easier experience, you are welcome to visit our Proximus Centers. You can set up an appointment in order to be helped immediately and avoid having to queue.

[www.proximus.be/rendez-vous](http://www.proximus.be/rendez-vous)





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