



# Accessible devices for people with a motor 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 phones to people with a motor impairment because of their shape. They do not require any pinching, twisting or rotating of the wrist to operate. They offer the possibility of "hands-free" use, programmable keys and voice recognition.

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

- an accessibility menu as standard
- an advanced voice synthesis and voice command system for calling, texting, etc. Voice synthesis is available in French and English as standard. For Dutch, the appropriate module must be downloaded: [SVOX LENA DUTCH](#).
- a practical screen reader that can be used directly for calling, texting, etc., but not for reading web pages or with certain incompatible applications
- a blockable drop-down menu: this enables better scrolling control

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





## List of tested devices

### A

[Apple Ipad Pro](#)  
[Apple iPhone 7 IOS](#)  
[Apple iPhone 7 Plus](#)  
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[Crosscall Trekker X4](#)

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## Accessible mobile phones

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Very good



Good



Average

Assessment	Model	Comments
	APPLE iPad 2020 	<ul style="list-style-type: none"><li>• If you already have an iPhone or an iPad configured in terms of accessibility, you can transfer accessibility preferences.</li><li>• Dictation and Siri</li><li>• Not very stable on a vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li></ul>



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Assessment	Template	Comments	Possible adaptation
	IPHONE 7 IOS 14 	<ul style="list-style-type: none"><li>• Stable on horizontal or vertical support</li><li>• Siri and Voice Control</li><li>• Choice of touch and hold delay to avoid mistakes</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<p>Apple 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>• Effective voice command.</li> <li>• Image quality +++</li> <li>• Large screen.</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> 



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	APPLE iPhone 11 Pro 	<ul style="list-style-type: none"><li>• If you already have a configured iPhone, you can transfer accessibility preferences.</li><li>• Dictation and Siri</li><li>• Not very stable on a vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li></ul>





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Assessment	Model	Comments	Possible adaptation
	CrossCall Trekker X4 	<ul style="list-style-type: none"><li>• Very stable and robust, but heavy.</li><li>• No hands-free function.</li><li>• Certain keys require you to press with force.</li></ul>	



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Average

Assessment	Model	Comments	Possible adaptation
	Fairphone 3 	<ul style="list-style-type: none"><li>• Designed in such a way that its parts are replaceable</li><li>• Adjustable key-press duration: short - medium - long</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<p>HUAWEI Mate 10 PRO</p> 	<ul style="list-style-type: none"><li>• Accessibility menu seems complete but has certain limitations (inexistent or incoherent functions)</li><li>• Shortcut for the accessibility menu: press and hold for 3 seconds on the high and low volume keys</li><li>• The shortcut doesn't give access to the entire menu</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<p>LG G6</p>	<ul style="list-style-type: none"><li>• Very complete, clear, and intuitive accessibility menu, available from first start-up</li><li>• Large, very good-quality screen</li><li>• Touch assistant</li><li>• Adjustment of key-press duration</li><li>• Restriction of touch control to certain areas of the screen</li><li>• The voice synthesis did not function on the device tested (to be checked)</li></ul>	<p>An adapted stylus can make it easier to operate the device</p>



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Evaluation	Model	Comments	Possible adaptation
	<p>Nokia 4.2</p> 	<ul style="list-style-type: none"> <li>• Possibility of configuring the phone to click automatically if the cursor is immobile for a set time.</li> <li>• Adjustable responsiveness: Short - Medium - Long</li> <li>• Turn device over to decline a call - Access to the camera - Block the ringtone - Use the fingerprint scanner to display notifications - Google Assistant button</li> </ul>	



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	Nokia 5 	<ul style="list-style-type: none"><li>Lack of screen responsiveness</li></ul>	An adapted stylus can make it easier to operate the device 



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Assessment	Model	Comments
	Nokia 5.4 	<ul style="list-style-type: none"><li>• Switch</li><li>• Not very stable on a vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li></ul>



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	Nokia 8.3 		





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Average

Assessment	Model	Comments	Possible adaptation
	OnePlus 7T Pro 	<ul style="list-style-type: none"><li>Not very stable on a flat surface</li></ul>	An adequate protective cover solves the problem of stability



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	OnePlus 8 Pro 	<ul style="list-style-type: none"><li>• Not very stable on horizontal and vertical support</li><li>• Choice of touch &amp; hold delay</li><li>• Programmable gestures to be made on the screen</li></ul>	



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Assessment	Model	Comments
	OnePlus 8T 	<ul style="list-style-type: none"><li>• Unstable on horizontal or vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li><li>• OK Google</li><li>• Choice of touch and hold delay</li><li>• Simple menu</li></ul>



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Assessment	Model	Comments	Possible adaptation
	OPPO Find X2 Pro 	<ul style="list-style-type: none"><li>• Not very stable on horizontal and vertical support</li><li>• Choice of touch &amp; hold delay</li></ul>	



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Assessment	Model	Comments
	OPPO Find X3 Lite 	<ul style="list-style-type: none"><li>• Possibility to activate a predefined menu with large icons and good contrast</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot...</li><li>• Screen sensitivity settings: choice of touch &amp; hold delay</li><li>• Possibility to activate a predefined menu with large icons and good contrast</li></ul>



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Assessment	Template	Comments	Possible adaptation
	<p>OPPO Reno 4 Pro 5G</p> 	<ul style="list-style-type: none"><li>• Not very stable on horizontal and vertical support</li><li>• Choice of touch and hold delay</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<p>Samsung A5</p> 	<ul style="list-style-type: none"> <li>• Many accessibility options are incompatible with each other and require a choice to be made</li> <li>• Possibility of programming direct access to a selection of accessibility options via the home button.</li> <li>• 5-inch super AMOLED screen</li> </ul>	<p>An adapted stylus can make it easier to operate the device</p> 



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	Samsung A7 2018 	<ul style="list-style-type: none"><li>• Facial recognition</li></ul>	





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Evaluation	Model	Comments	Possible adaptation
	<p>SAMSUNG Galaxy A8</p> 	<ul style="list-style-type: none"> <li>• Samsung accessibility menu very complete and well implemented</li> <li>• The shortcut to the accessibility menu is not easy to use if you have dexterity problems</li> </ul>	



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Assessment	Model	Comments	Possible adaptation
	Samsung A9 	<ul style="list-style-type: none"><li>• Speech synthesis</li><li>• Voice commands (OK Google)</li><li>• "Slide instead of press" configuration possibility</li></ul>	Possibility of downloading "Android Accessibility Suite" on Playstore



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	<p>Samsung A50</p>	<ul style="list-style-type: none"><li>• Rounded edges - stability depends on the support</li><li>• Voice commands (OK Google)</li><li>• Slide to call/send texts</li><li>• Smart pop-up view: 3 recent notifications or all notifications (icons)</li><li>• Possibility of personalizing the press duration from 0.1 sec. to 4.0 sec.</li><li>• Swipe to capture</li></ul>	



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	<p>Samsung A51</p>	<ul style="list-style-type: none"><li>Adjustable press duration from 0.5 s to 1.5 s - possibility to personalize the press duration</li><li>Edge panel: Applications can be placed on the right-hand side of the screen (the side of the physical keys).</li><li>Your Phone Companion: Among other things, allows you to consult and write your e-mails via your computer.</li></ul>	



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Assessment	Template	Comments	Possible adaptation
	Samsung A71 	<ul style="list-style-type: none"><li>• Unstable on horizontal or vertical support</li><li>• Screen sensitivity settings</li><li>• The keyboard's repeat function is not taken into account</li></ul> Choice of touch and hold delay Voice Assistant Interaction and dexterity menu	



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Assessment	Model	Comments	Possible adaptation
	Samsung Galaxy A10  	<ul style="list-style-type: none"> <li>• Not very stable on a flat support.</li> <li>• Voice commands.</li> <li>• Slide to call/send texts.</li> <li>• Key-press duration from 0.5 s to 1.5 s - possibility to personalize the key press.</li> <li>• Universal switch: control the phone with personalized switches. Possibility to select elements and execute actions using switches, instead of having to press a key.</li> <li>• Smart Stay: leaves the screen on while you're looking at it.</li> </ul>	Protective cover solves problem of stability.



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Assessment	Model	Comments
	Samsung Galaxy A 12 	<ul style="list-style-type: none"><li>• One-handed mode</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot...</li><li>• Voice assistant + settings: verbosity, shake for continuous reading/speak passwords</li><li>• Stable on horizontal or vertical support.</li><li>• Screen sensitivity settings</li><li>• Bixby</li><li>• Choice of touch and hold delay</li><li>• Simplified menu available</li></ul>



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Assessment	Model	Comments
	<p>Samsung Galaxy A 52</p>	<ul style="list-style-type: none"><li>• Single tap instead of swipe to respond to alarms, alerts, incoming calls.</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot...</li><li>• Voice assistant + settings: verbosity, shake for continuous reading/speak passwords</li><li>• Stable on horizontal or vertical support.</li><li>• Screen sensitivity settings</li><li>• Choice of touch &amp; hold delay</li><li>• Alternative to multi-touch via watermark keys with extended pressure</li><li>• Possibility to change the number of rows and columns of icons per screen</li><li>• Bixby</li><li>• Simplified menu available</li><li>• Disable animations</li></ul>





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Assessment	Model	Comments
	Samsung Galaxy S21 5G 	<ul style="list-style-type: none"><li>• Single tap instead of swipe to respond to alarms, alerts, incoming calls.</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot...</li><li>• Voice assistant + settings: verbosity, shake for continuous reading/speak passwords</li><li>• Stable on horizontal or vertical support.</li><li>• Screen sensitivity settings</li><li>• Bixby</li><li>• Choice of touch &amp; hold delay</li><li>• Simplified menu available</li><li>• Disable animations</li></ul>



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Evaluation	Model	Comments	Possible adaptation
	<p>Samsung Galaxy Note 8</p> 	<ul style="list-style-type: none"><li>• Samsung accessibility menu</li><li>• 6.3" screen</li><li>• Unlocking with face recognition</li><li>• Integrated stylus</li><li>• Arrival of "Bixby" but only in English</li></ul>	



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	Samsung Galaxy Note 10+ 	<ul style="list-style-type: none"><li>• Not very stable on a flat surface</li><li>• Adjustable key-press duration from 0.5 s to 1.5 s - possibility to personalize the key press</li><li>• S pen</li><li>• Personalizable adjustment of hold delay</li></ul>	An appropriate protective cover solves the problem of stability



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Assessment	Template	Comments	Possible adaptation
	<p>Samsung Note 20 5G</p>	<ul style="list-style-type: none"><li>• Unstable on horizontal or vertical support</li><li>• Screen sensitivity settings</li><li>• The keyboard's repeat function is not taken into account</li><li>• Choice of touch and hold delay</li><li>• Voice Assistant</li><li>• Interaction and dexterity menu</li></ul>	



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Assessment	Model	Comments	Possible adaptation
	Samsung Galaxy J4 +	<ul style="list-style-type: none"><li>• Switch access</li><li>• Touch screen lock (prevents screen from detecting an accidental touch)</li></ul>	



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Assessment	Model	Comments
	<p>Samsung Galaxy Z Fold 2 5G</p> 	<ul style="list-style-type: none"><li>• One-handed mode</li><li>• Narrow front screen</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot, ...</li><li>• Voice assistant + settings: verbosity, shake for continuous reading/speak passwords</li><li>• Unstable on horizontal or vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li><li>• Bixby</li><li>• Choice of touch and hold delay</li><li>• Simple menu</li></ul>



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Assessment	Model	Comments	Possible adaptation
	<p>Samsung J6</p>	<ul style="list-style-type: none"><li>• Adjustment of touch and hold delay on the screen</li><li>• Single tap mode</li><li>• Speed-dial keys</li></ul>	



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Evaluation	Model	Comments	Possible adaptation
	<p>Sony Xperia XZ Premium</p> 	<ul style="list-style-type: none"> <li>• Limited accessibility menu</li> <li>• Large high resolution screen</li> <li>• Large, virtual keyboard.</li> </ul>	<p>An adapted stylus can make it easier to operate the device.</p> 





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Evaluation	Model	Comments	Possible adaptation
	Samsung S10 	<ul style="list-style-type: none"> <li>• Good stability on flat support</li> <li>• Read aloud function for caller identification</li> <li>• Voice commands (OK Google)</li> <li>• Slide to call/send texts</li> <li>• Smart pop-up view: 3 recent notifications or all notifications (icons)</li> <li>• Short (0.5 sec.) - Medium (1 sec.) - Long (1.5 sec.) - possibility of personalizing the press duration</li> </ul> Volume keys <ul style="list-style-type: none"> <li>• Assistant menu: in overlay, possibility of including the chosen apps and managing their layout</li> <li>• In-display fingerprint recognition</li> <li>• + left/right keyboard - screen size and layout adjustment for one-handed use</li> <li>• Switch on screen by two taps in close succession - easy to mute sound - swipe to capture</li> </ul>	



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	<p>Samsung Galaxy S10 Lite</p> 	<ul style="list-style-type: none"><li>• Unstable on horizontal or vertical support</li><li>• Screen sensitivity settings</li><li>• The keyboard's repeat function is not taken into account</li><li>• Choice of touch and hold delay</li><li>• Voice Assistant</li><li>• Interaction and dexterity menu</li></ul>	



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	<p>Samsung S20 +</p>	<ul style="list-style-type: none"><li>• Simplified mode</li><li>• Voice Assistant</li></ul>	



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	Samsung S20 FE 5G 	<ul style="list-style-type: none"><li>• One-handed mode</li><li>• Gesture control must be activated. Examples: double-tap to turn on the screen, swipe to take a screenshot...</li><li>• Voice assistant + settings: verbosity, shake for continuous reading/speak passwords</li><li>• Unstable on horizontal or vertical support. It is recommended to use an appropriate cover.</li><li>• Screen sensitivity settings</li><li>• Bixby</li><li>• Choice of touch and hold delay</li><li>• Simple menu</li></ul>



## 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	Hard of hearing	Deaf			
<p>Maestro 6042</p> 	+	+	+	/	+	+	<p>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.</p>


- + 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	Hard of hearing	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)







## More information

Discover our complete offer on

[www.proximus.be/handicap](http://www.proximus.be/handicap)

Do you have questions/comments about this catalog? You can send them to

[CSR@proximus.com](mailto:CSR@proximus.com)

