



# Accessibility Features for the Cisco IP Phone 8800 Series

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**Updated: October 30, 2015**

The Cisco IP Phones 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865 provide accessibility features for the blind, and the visually, hearing, and mobility impaired.

See these sections:

- [Hearing-Impaired Accessibility Features, page 1](#)
- [Vision-Impaired and Blind Accessibility Features, page 4](#)
- [Mobility-Impaired Accessibility Features, page 7](#)
- [Cisco Unified CM Accessibility Features, page 9](#)
- [Cisco IP Phone 8800 Series Wall Mount Kits, page 10](#)

For additional information, see the phone User Guide, located here:

<http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/products-user-guide-list.html>.

## Hearing-Impaired Accessibility Features

This section describes the accessibility features for the hearing impaired.

[Figure 1](#) shows the features that are standard for the hearing impaired on the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865 and no setup is required, except where exceptions are noted.

The Cisco IP Phone 8861 is shown.

The features shown in [Figure 1](#) are described in the following table. Note the additional features described below the table.



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Figure 1 Hearing-Impaired Features—Cisco IP Phone 8861 Shown



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Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	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 Self Care Portal pages and accessing the message-indicator settings. Users change the setting to on or off. Your system administrator can change the setting.
2	Visual notification of phone state	For visual notification of the phone state: <ul style="list-style-type: none"> <li>• Toggle the Mute and Speakerphone 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 Speakerphone button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.</li> </ul>

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	<p>Users can adjust the ringtone, pitch, and volume by:</p> <ul style="list-style-type: none"> <li>• Selecting 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>Your system administrator can change the settings.</p>
4	Inline-amplifier support (handset)	<p>Cisco IP Phone handsets support third-party inline amplifiers that users attach to the handset and cord and that sit between the handset and the IP phone.</p> <p>Cisco IP Phones support these 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>
5	Hearing aid compatible (HAC) handset	<p>Cisco IP Phone handsets support these 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>
6	Acoustic coupled TTY and TDD support (handset)	<p>Cisco 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>For information about setting up TTY, contact your system administrator.</p>

Note the following also about third-party accessibility applications for the hearing impaired:

- Cisco IP Phones provide an interface for third-party accessibility applications from companies such as NexTalk that support these features:
  - Paging
  - Visual notification
  - Ability to provide single number services to support Video Relay, Text Relay, TTY Traffic or voice services
- Information about NexTalk is available at this URL:
  - <http://www.nextalk.com>

For more information about third-party applications, contact your system administrator.

# Vision-Impaired and Blind Accessibility Features

This section describes the accessibility features for the vision impaired and blind.

Figure 2 shows the features that are supported on the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865.

The Cisco IP Phone 8861 is shown.

The features are standard and no setup is required, except where exceptions are noted.

The features shown in Figure 2 are described in the following table. Note the additional features described below the table.

**Figure 2** Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 8861 Shown



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Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of incoming call	Cisco IP Phones provide an audible alert, and the handset provides a visual alert when the phone receives an incoming call. The handset light strip (at the top of the handset) flashes during incoming calls and stays lit when a voice-mail message is received.
2	Line, feature, and session buttons	<p>The line and feature buttons are to the left of the LCD. The sessions buttons are to the right of the LCD.</p> <p>Users can use the line buttons to initiate, answer, or switch to a call on a particular line. Features, such as Speed Dial, Line Status, Privacy, Do Not Disturb (DND), and Service URLs, can be assigned to feature buttons. Your system administrator sets up programmable feature buttons to your phone.</p> <p>Session buttons are used to perform task such as answering a call, or resuming a held call.</p> <p>The line and feature buttons illuminate to indicate status:</p> <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 active, or logged into Hunt Group</li> <li>• Amber, flashing: Incoming call or reverting call</li> <li>• Red, steady: Remote line in use (shared line or line status)</li> <li>• Red, flashing: Remote line on hold</li> </ul> <p><b>Note:</b> For locales that read right to left (such as Arabic), the session buttons are on the left and the line and feature buttons are on the right.</p>
3	Back-lit LCD screen and programmable contrast	<p>Users with low vision can adjust the phone display.</p> <ul style="list-style-type: none"> <li>• The Cisco IP Phone 8811 has a grayscale LCD that can be adjusted for brightness and contrast.</li> <li>• The other models have a color LCD that can be adjusted for brightness.</li> </ul>
4	Softkeys	Large buttons immediately below the LCD provide access to special functions. The functions display on the LCD.
5	Back, Navigation Cluster, Release	<p>Above the keypad, the Navigation cluster is made up of the Navigation ring and the Select button. Use the ring to move up, down, left, and right in the phone LCD. In the center of the Navigation cluster is the Select button.</p> <p>To the left of the Navigation cluster is the Back button.</p> <p>To the right of the Navigation cluster is the Release (End Call) button.</p>

Item	Accessibility Feature	Description
6	Large buttons to access Applications, Voice Messages, and Contacts functions	<p>Located of the left of the keypad, large buttons provide to easy access to:</p> <ul style="list-style-type: none"> <li>• Messages</li> <li>• Applications</li> <li>• Contacts</li> </ul> <p>The Messages button is the single button in the cluster. The Applications and Contacts buttons are below the Messages button, with the Applications button on the left.</p>
7	Large buttons to access Hold, Transfer, and Conference functions	<p>Located to the right of the keypad, three large buttons provide to easy access to:</p> <ul style="list-style-type: none"> <li>• Hold</li> <li>• Transfer</li> <li>• Conference</li> </ul> <p>The Hold button is the single button at the top of the cluster. The Transfer and Conference buttons are below the Hold button, with the Transfer button on the left.</p>
8	Volume key	<p>Located at the bottom left of the phone, the Volume key allows the user to increase or decrease the volume of the ringer or the sound through the handset, headset, or speakerphone. Press the right side of the rocker key to increase the volume; Press the left side of the rocker key to decrease the volume.</p>
9	Standard 12-key layout	<p>Cisco IP Phone keypads provide standard 12-key layout, which enables users to use existing or familiar key positions (including a nib on Key 5).</p>
10	Audible notification of phone state: Headset, Speakerphone, and Mute buttons	<p>This cluster of three buttons is located in the bottom right of the phone. The Headset button and the Speakerphone button are in the top row of this cluster of buttons, with the Headset button on the left. The Mute button is located below the Headset and Speakerphone buttons.</p> <p>For audible notification of the phone state, users can:</p> <ul style="list-style-type: none"> <li>• Toggle the Mute and Speakerphone 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 you turn on Mute, your phone beeps once and when you turn off Mute, your phone beeps twice.</li> </ul> <p>Use the Speakerphone button to toggle the speakerphone on or off.</p>

Note the following also for the vision impaired:

- Third-party accessibility applications for the vision impaired

Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865 provide an interface for third-party accessibility applications such as Tenacity accessaphone.

Tenacity accessaphone (AAP) is an assistive technology to the Cisco 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.

The AAP technology 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:

<http://www.tenacitycorp.com>

For more information about third-party applications, contact your system administrator.

- Adjustable Footstand

Users can adjust the footstand to provide optimum phone display viewing and comfortable access to all buttons and keys.

## Mobility-Impaired Accessibility Features

This section describes the accessibility features for the mobility impaired.

Figure 3 shows the features that are supported on the Cisco IP Phone 8811, 8841, 8845, 8851, 8851NR, 8861, and 8865, except where exceptions are noted.

The Cisco IP Phone 8861 is shown.

The features shown in Figure 3 are described in the following table. Note the additional features described below the table.

**Figure 3** Mobility-Impaired Features—Cisco IP Phone 8861 Shown



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Item	Accessibility Feature	Description
1	Well-spaced, illuminated buttons that enable easy operation	<p>Depending the phone setup, the programmable feature buttons allows users to access the following:</p> <ul style="list-style-type: none"> <li>• Phone lines and intercom lines (line buttons)</li> <li>• Speed-dial numbers (speed-dial buttons, including the speed-dial Line Status feature)</li> <li>• Web-based services, such as a Personal Address Book</li> <li>• Phone features, such as Privacy</li> </ul> <p>Buttons illuminate to indicate status:</p> <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, 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 Line Status)</li> </ul>
2	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.
3	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.
4	Tactile-discernible buttons and functions (including a nib on Key 5)	<p>Cisco 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 the Key 5.</p> <p>Users do not have to learn new key positions.</p>

# Cisco Unified CM Accessibility Features

Table 1 provides information on the Cisco Unified Communications Manager (Cisco Unified CM) accessibility features.

**Table 1** *Cisco Unified Communications Manager Accessibility Features*

Accessibility Feature	Description	Configuration Requirements	For More Information
Programmable Line Keys (PLKs)	<p>Users can use the line buttons (the buttons to the right of the phone screen) to initiate, answer, or switch to a call on a particular line. A limited number of features, such as speed dial, extension mobility, privacy, BLF speed dial, DND, and Service URLs, get assigned to these buttons.</p> <p>The PLK feature expands the features that can be assigned to the line buttons to include those that softkeys normally control; for example New Call, Call Back, End Call, and Forward All. When these features are configured on the line buttons, they are always visible, so you can have a “hard” New Call key.</p> <p>Users can access features easily that may be assigned to softkeys normally, which can be too small and difficult to use.</p>	<p>Standard on all Cisco Unified IP Phones; configuration is required.</p> <p>Your system administrator assigns PLKs to your phone.</p>	See the user guide applicable to your Cisco Unified IP Phone.
Audible Message Waiting Indicator (AMWI)	<p>Cisco Unified IP Phones can send a line-specific stutter dial tone when a voice message is waiting on the phone. Users hear it only when using the line with the waiting messages. When the user goes off hook (on the line for which a voice message has been left), the stutter dial tone is heard.</p> <p>Users can change the audible voice-message indicator setting by logging in to the Self Care Portal and changing the audible message-indicator setting to On or Off.</p>	<p>Standard on all Cisco Unified IP Phones. Configuration is required:</p> <ul style="list-style-type: none"> <li>• System administrator</li> <li>• Cisco Unified CM Self Care Portal</li> </ul>	See the user guide applicable to your Cisco Unified IP Phone.
Do Not Disturb (Alert and Reject)	The system administrator configures the phone to turn on all audible and visual notifications, turn on ringer only, or to choose the type of alert a phone should play for incoming calls.	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.
Busy Lamp Field	<p>Users can use the Busy Lamp Field (BLF) feature to monitor the call state of a directory number associated with a speed-dial button, call log, or directory listing on the phone.</p> <p>In addition, users can use BLF pickup to monitor incoming calls on a directory number.</p> <p>When the DN receives an incoming call, the system alerts the monitoring user, who can then pick up the call.</p>	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.

**Table 1** Cisco Unified Communications Manager Accessibility Features

Accessibility Feature	Description	Configuration Requirements	For More Information
Self Care Portal	<p>The Cisco Unified IP Phone is a network device that enables users to do the following:</p> <ul style="list-style-type: none"> <li>• Share information with other network devices in their company, including their personal computer.</li> <li>• Use their computer to log in to their Cisco Unified CM Self Care Portal, where they can subscribe to services, set up speed dial and call forwarding numbers, configure ring settings, and create a personal address book.</li> </ul>	Standard on all Cisco Unified IP Phones. Configuration is required.	See the user guide applicable to your Cisco Unified IP Phone.

## Cisco IP Phone 8800 Series Wall Mount Kits

The Cisco IP Phone 8800 Series phones can be mounted on a wall using one of the following wall mount kits:

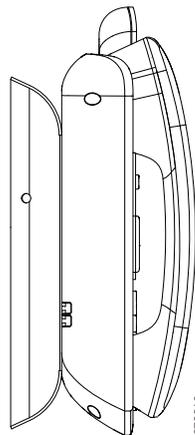
- Cisco IP Phone 8800 Series Wall Mount Kit: used to mount a single phone on the wall.
- Cisco IP Phone 8800 Series Wall Mount Kit with Single KEM: used to mount a single phone with one attached key expansion module on a wall.
- Cisco IP Phone 8800 Video Series Wall Mount Kit: used to mount a single video phone on the wall.

The Wall Mount Kits meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The Cisco IP Phone 8845 and 8865 Wall Mount kits are slightly larger and do not meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The following figure shows a side view of the phone with the wall mount kit installed.

**Figure 4** Side View of the Phone Installed with the Wall Mount Kit



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