Accessibility Features for the Cisco IP Phone 8800 Series

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Accessibility Features for the Cisco IP Phone 8800 Series

The Cisco IP Phone 8800 Series provide accessibility features for the blind, and the visually-, hearing-, and mobility-impaired. Because many of these features are standard, they can be used by users with disabilities without requiring any special configuration.

The Cisco IP Phone 8800 Series has two firmware streams: on-premises and multiplatform phones. The phones with on-premises firmware connect to Cisco products like the Cisco Unified Communications Manager. The multiplatform phones connect to third-party call control systems.

In this document, the term *phone support pages* refers to the web pages that users can access to set up certain features. For Cisco Unified Communications Manager (Release 10.0 and later), these pages are the Self Care Portal. For Cisco Unified Communications Manager (Release 9.1 and earlier), these pages are the User Options web pages. For Multiplatform Phones, these are the phone web pages.

For additional information, see the phone User Guides:

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

- Multiplatform Phones: https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-8800-series-multiplatform-firmware/products-user-guide-list.html

Cisco is committed to designing and delivering accessible products and technologies to meet the needs of your organization. You can find more information about Cisco and its commitment to accessibility at this URL: http://www.cisco.com/go/accessibility

New and Changed March 2019

The following changes were made to this document:

- New content to support Multiplatform phones

Hearing-Impaired Accessibility Features for On-Premises Phones

Your phone comes with standard accessibility features that require little or no setup.

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

The following table describes the hearing-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 1: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.
		To change the light or the audible voice-message indicator, sign in to the phone support pages and access the message-indicator settings. You can change each setting to on or off.
		Your administrator can also change your settings.
2	Visual notification of phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state.
		• Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit.
		• Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	• Select **Applications** > **Preferences**. • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.
4	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Hearing-Impaired Accessibility Features for Multiplatform Phones

Your phone comes with standard accessibility features that require little or no setup.

Figure 2: Hearing-Impaired Accessibility Features—Cisco IP Phone 8861 Multiplatform Phones Shown

The following table describes the hearing-impaired accessibility features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 2: Hearing-Impaired Accessibility Features

Item	Accessibility Feature	Description
1	Visual message-waiting indicator (handset)	This lighted strip is visible from all angles. Your phone also provides an audible message-waiting indicator.
		To change the light or the audible voice-message indicator, sign in to the phone support pages and access the message-indicator settings.
		Your administrator can also change your settings.
2	Visual notification of phone state	• Toggle the **Mute** and **Speakerphone** buttons on and off to indicate the phone state.
		• Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit.
		• Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Item	Accessibility Feature	Description
3	Adjustable ringtone, pitch, and volume	• Select **Applications** > **User preferences** > **Ringtone** • Adjust the volume level for the phone ring. While the handset is in the cradle and the headset and speakerphone buttons are off, press **Volume** to raise or lower the volume. Your administrator can also change your settings.
4	Inline-amplifier support (handset)	Cisco IP Phone handsets support third-party inline amplifiers. You attach an amplifier to the handset and cord and it sits between the handset and the IP phone.
5	Hearing aid compatible (HAC) handset	Supports these accessibility features: • Hearing-aid compatible. • Magnetic coupling of the hearing aid. • Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). • Section 508 loudness requirements, which are met by using industry-standard inline handset amplifiers.
6	Acoustic coupled TTY and TDD support (handset)	Cisco IP Phones support these TTY and TDD features: • Acoustic or direct connect TTYs from industry-leading manufacturers. • Real-time text transmission over phone lines. • Hearing and voice carry over phones (HCO/VCO). • VoIP network operating at G.711. For information about setting up TTY, contact your administrator.

Vision-Impaired and Blind Accessibility Features for On-Premises Phones

Your phone comes with standard accessibility features that require little or no setup.

Figure 3: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the vision-impaired and blind accessibility features on the Cisco IP Phone 8800 Series.

Table 3: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.

Item	Accessibility Feature	Description
2	Line, feature, and session buttons on the Cisco IP Phone • Line and feature buttons are to the left of the LCD. Session buttons are to the right of the LCD. • For locales that read right to left, such as Arabic, session buttons are on the left and the line and feature buttons are on the right.	Use line buttons to start, 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 administrator sets up programmable feature buttons on your phone. Use session buttons to perform tasks, such as answering a call or resuming a held call. Colors indicate your phone's status: • Green, steady—Active call or two-way intercom call. • Green, flashing—Held call. • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to a hunt group. • Amber, flashing—Incoming call or reverting call. • Red, steady—Remote line in use (shared line or line status). • Red, flashing—Remote line on hold.
3	Back-lit color LCD screen on the Cisco IP Phone • The Cisco IP Phone 8811 has a grayscale LCD with adjustable contrast.	Allows you to adjust your phone screen's brightness.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.
5	Navigation Cluster (includes the Navigation ring and the **Select** button) • The Navigation cluster is located just above the keypad. • **Back** button to the left of the Navigation cluster • **Release** button to the right of the Navigation cluster	Use the Navigation ring to move up, down, left, and right in the phone LCD. The **Select** button is in the center of the Navigation cluster. Use the **Back** button to return to the previous screen or menu. Use the **Release (End Call)** button to end a call or session.

Item	Accessibility Feature	Description
6	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the keypad. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
7	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of the keypad. • In this group, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
8	**Volume** key • This key is located at the bottom left of the phone.	Allows you to increase or decrease the ring volume 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.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	**Headset**, **Speakerphone**, and **Mute** buttons • These buttons are located on the bottom right of the phone. • In this group, the **Mute** button is the single button in the bottom row. Above the **Mute** button, the **Headset** button is on the left, and the **Speakerphone** button is on the right.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on. When the headset is on, the button is lit. Pick up the handset or select **Speakerphone** 🔊 to leave headset mode. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Adjustable Footstand

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

Vision-Impaired and Blind Accessibility Features for Multiplatform Phones

Your Multiplatform phone comes with standard accessibility features that require little or no setup.

Figure 4: Vision-Impaired and Blind Accessibility Features—Cisco IP Phone 8861 Multiplatform Phones Shown

The following table describes the vision-impaired and blind accessibility features on the Cisco IP Phone 8800 Series Multiplatform Phones.

Table 4: Vision-Impaired and Blind Accessibility Features

Item	Accessibility Feature	Description
1	High-contrast visual and audible alert of an incoming call	Alerts you to an incoming call. The handset light strip flashes during incoming calls and stays lit when a voicemail message is received.

Item	Accessibility Feature	Description
2	Programmable feature buttons and line buttons	Feature and line buttons, located on either side of the screen, give you access to phone features and phone lines. • Feature buttons—Used for features such as **Speed dial** or **Call pickup**, and to view your status on another line. • Line buttons—Used to answer a call or resume a held call. When not used for an active call, used to initiate phone functions, such as the missed calls display. Colors indicate your phone's status: • Green, steady LED—Active call or two-way intercom call • Green, flashing LED—Held call • Amber, steady LED—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group • Amber, flashing LED—Incoming call or reverting call • Red, steady LED—Remote line in use (shared line or Line Status) • Red, flashing LED—Remote line on hold
3	Back-lit color LCD screen on the Cisco IP Phone • The Cisco IP Phone 8811 has a grayscale LCD with adjustable contrast.	Allows you to adjust your phone screen's brightness.
4	Softkeys • These are large buttons just below the LCD.	Provide access to special functions. The functions are displayed on the LCD.

Item	Accessibility Feature	Description
5	Navigation Cluster (includes the Navigation ring and the **Select** button) • The Navigation cluster is located just above the keypad. • **Back** button to the left of the Navigation cluster • **Release** button to the right of the Navigation cluster	Use the Navigation ring to move up, down, left, and right in the phone LCD. The **Select** button is in the center of the Navigation cluster. Use the **Back** button to return to the previous screen or menu. Use the **Release (End Call)** button to end a call or session.
6	**Messages** button, **Applications** button, and **Contacts** button • These three large buttons are located to the left of the keypad. • In this group of buttons, the **Messages** button is the single button in the top row. Below the **Messages** button, the **Applications** button is on the left, and the **Contacts** button is on the right.	Allow you to easily access your messages, applications, and contacts.
7	**Hold** button, **Transfer** button, and **Conference** button • These three large buttons are located to the right of the keypad. • In this group, the **Hold** button is the single button in the top row. Below the **Hold** button, the **Transfer** button is on the left, and the **Conference** button is on the right.	Allow you to use these functions on your phone.
8	**Volume** key • This key is located at the bottom left of the phone.	Allows you to increase or decrease the ring volume 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.
9	Standard 12-key layout	Allows you to use existing or familiar key positions. Key 5 has a nib.

Item	Accessibility Feature	Description
10	**Headset**, **Speakerphone**, and **Mute** buttons • These buttons are located on the bottom right of the phone. • In this group, the **Mute** button is the single button in the bottom row. Above the **Mute** button, the **Headset** button is on the left, and the **Speakerphone** button is on the right.	Provide audible notification of the phone state: • Toggle the **Headset**, **Mute**, and **Speakerphone** buttons on and off to indicate the phone state. • Use the **Headset** button to toggle the headset on. When the headset is on, the button is lit. Pick up the handset or select **Speakerphone** ◀ to leave headset mode. • Use the **Mute** button to toggle the microphone on or off. When the microphone is muted, the button is lit. When you turn on Mute, your phone beeps once; when you turn off Mute, your phone beeps twice. • Use the **Speakerphone** button to toggle the speakerphone on or off. When the speakerphone is on, the button is lit.

Adjustable Footstand

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

Voice Feedback

Voice Feedback helps people vision problems to use their Cisco IP Phone. When enabled, a voice prompt helps you navigate your phone buttons, and to use and configure phone features. The voice also reads out incoming Caller IDs, displayed screens and settings, and button functions.

This feature is available on Cisco IP Phone 8800 Series and Cisco IP Phone 8800 Series Multiplatform Phones.

Here are a few important items to keep in mind as you use this feature.

• Voice Feedback is enabled and disabled with the **Select** button that is located in the center of the Navigation cluster. When the phone is idle, quickly tap **Select** three times to turn this feature on or off. A voice prompt alerts you to the feature status.

• Push a softkey once, and Voice Feedback reads out the feature that is associated with the key. Quickly push the softkey twice to execute the feature.

• Hard keys, such as the Contacts, Applications, and Messages buttons, are treated differently. Push a hard key once, and a voice reads out the screen name followed by the application or setting that is displayed on the phone.

Volume is adjusted with the **Volume** button. To adjust your handset volume, lift the receiver from the cradle, and press **Volume**. If you use a headset, select the **Headset** button, and then **Volume**. If you use the speakerphone, select **Speakerphone** and **Volume**.

You may not hear Voice Feedback if you select the **Headset** button, but don't have a connected headset. Select **Speakerphone** and you hear Voice Feedback again.

When on a call, only you hear Voice Feedback so your privacy is assured. Voice Feedback is only available for English language users. If this feature is not available to you, then it is disabled on your phone.

Mobility-Impaired Accessibility Features for On-Premises Phones

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Phone information**. The **Model number** field shows your phone model.

Figure 5: Mobility-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the mobility-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 5: Mobility-Impaired Accessibility Features.

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green, steady—Active call or two-way intercom call • Green, flashing—Held call • Amber, steady—Privacy in use, one-way intercom call, DND active, or signed in to hunt group • Amber, flashing—Incoming call or reverting call • Red, steady—Remote line in use (shared line or Line Status)
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Mobility-Impaired Features for Multiplatform Phones

Your phone comes with standard accessibility features that require little or no setup.

To check which phone model you have, press **Applications** ⚙ and select **Status** > **Product information**. The **Product name** field shows your phone model.

Figure 6: Mobility-Impaired Accessibility Features—Cisco IP Phone 8861 Shown

The following table describes the mobility-impaired accessibility features on the Cisco IP Phone 8800 Series.

Table 6: Mobility-Impaired Accessibility Features.

Item	Accessibility Feature	Description
1	Lighted buttons	Allow you to access the following features: • Phone lines and intercom lines (line buttons) • Speed-dial numbers (speed-dial buttons, including the speed-dial line status feature) • Web-based services, such as a personal address book • Phone features, such as privacy Indicate your phone's status: • Green, steady LED—Active call or two-way intercom call • Green, flashing LED—Held call • Amber, steady LED—Privacy in use, one-way intercom call, Do Not Disturb (DND) active, or logged into a Hunt Group • Amber, flashing LED—Incoming call or reverting call • Red, steady LED—Remote line in use (shared line or Line Status) • Red, flashing LED—Remote line on hold
2	Large buttons to access **Applications**, **Messages**, **Contacts**, **Hold**, **Transfer**, and **Conference**	Allow you to easily access your phone applications, voice messages, corporate and personal directories, and calling features.
3	Built-in speakerphone	Indicates whether the speakerphone is on or off. When the speakerphone is on, the button is lit.
4	Tactile-discernible buttons and functions, including a nib on Key 5	Allow you to easily locate your phone's keys. For example, Key 5 has a nib, which you can use to locate other key positions.

Cisco IP Phone 8800 Series Wall Mount Kit Accessibility

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

• Wallmount Kit for Cisco IP Phone 8800 Series—used to mount a single phone on the wall.

• Wallmount Kit for Cisco IP Phone 8800 Series with single KEM—used to mount a single phone with one attached key expansion module on a wall.

• Wallmount Kit for Cisco IP Phone 8800 Video Series—used to mount a single video phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Series and Wallmount Kit for Cisco IP Phone 8800 Series with single KEM meet the 307.2 Protrusion Limits section of the Americans with Disabilities Act (ADA) ADAAG requirement for mounting a phone on the wall.

The Wallmount Kit for Cisco IP Phone 8800 Video Series is slightly larger and does 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 7: Side View of the Phone Installed with the Wall Mount Kit
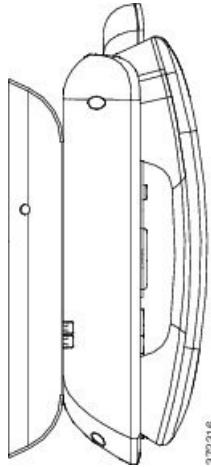
Third-Party Accessibility Applications

Cisco works closely with partners to provide solutions that complement the accessibility and usability of Cisco products and solutions. There are third-party applications such as real-time captioning on Cisco IP Phones, Text Telephones for the Deaf (TDD/TTY), Real Time Text (RTT), hearing/voice carry over (HCO/VCO), audible caller ID, inline amplifiers for handsets for louder call sound, "busy lights", audio/visual emergency notifications through Cisco IP Phones (supporting users with disabilities), etc.

Here's a link to a presentation about all the accessibility features of Cisco Unified Communications products, and some third party assistive technology which works with it:

http://www.cisco.com/c/dam/en_us/about/responsibility/accessibility/products/Accessibility_Innovation_Cisco_Unified_Communications.pdf

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

Cisco Unified Communications Manager Accessibility Features

The following table provides information on the Cisco Unified Communications Manager (Cisco Unified CM) accessibility features. For more information, see the user guide applicable to your phone.

Accessibility Feature	Description	Configuration Requirements
Programmable Line Key (PLK)	You can use the line buttons to initiate, answer, or switch to a call on a particular line. A limited number of features, such as speed dial, extension mobility, privacy, Busy Lamp Field (BLF) speed dial, Do Not Disturb (DND), and Service URLs, get assigned to these buttons. 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. You can access features easily that may be assigned to softkeys normally, which can be too small and difficult to use.	Standard on all Cisco IP Phones; configuration is required. Your administrator assigns PLKs to your phone.
Audible Message Waiting Indicator (AMWI)	Cisco Unified IP Phones can send a line-specific stutter dial tone when a voice message is waiting on the phone. You hear it only when using the line with the waiting messages. When you go off hook (on the line for which a voice message has been left), the stutter dial tone is heard. You can change the audible voice-message indicator setting by logging in to your phone support pages, and changing the audible message-indicator setting to On or Off.	Standard on all Cisco IP Phones. Configuration is required: • administrator • phone support pages
Do Not Disturb (Alert and Reject)	Your 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 IP Phones; configuration is required.
Busy Lamp Field	You can use the Busy Lamp Field (BLF) feature to monitor the call state of a directory number (DN) associated with a speed-dial button, call log, or directory listing on the phone. In addition, you can use BLF pickup to monitor incoming calls on a directory number. When the DN receives an incoming call, the system alerts the you so that you can then pick up the call.	Standard on all Cisco IP Phones; configuration is required.

Accessibility Feature	Description	Configuration Requirements
Phone support pages: • User Options web pages (Cisco Unified CM 9.1 and earlier) • Self Care Portal (Cisco Unified CM 10.0 and later)	The Cisco IP Phone is a network device that enables you to do the following actions: • Share information with other network devices in your company, including your personal computer. • Use your computer to log in to your phone support pages, where you can subscribe to services, set up speed dial and call forwarding numbers, configure ring settings, and create a personal address book.	Standard on all Cisco IP Phones; configuration is required.