



APPENDIX **A**

Providing Information to Users About Cisco IP Communicator

As the system administrator, you are likely the primary source of information for Cisco IP Communicator users in your network or company. It is important to provide current and thorough information to users. We recommend that you create a web page on your internal support site that provides users with important information about Cisco IP Communicator. [Table A-1](#) lists the information.

Table A-1 Information Needed By Users

Provide This Information	Explanation
Location of the Microsoft hotfix for USB audio devices.	Leverage information from the release notes at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html
List of supported audio devices (USB headsets and handsets).	Leverage information from the release notes at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html
Installation link (or executable file) for Cisco IP Communicator.	Depends on the deployment method. For details, see the “ Deployment Methods ” section on page 3-3.
Information needed to complete application configuration tasks.	Provide this information: <ul style="list-style-type: none">• Which network adapter the user should select or which device name to enter (right-click > Preferences > Network tab). For details, see the “About Selecting a Device Name” section on page 4-7.• Which TFTP servers to use (supply IP addresses for right-click > Preferences > Network tab). For details, see the “About Specifying a TFTP Server” section on page 4-6.• If you added devices to Cisco Unified Communications Manager with auto-registration through TAPS¹, provide the TAPS directory number to the user to dial. For details, see the “About Methods for Adding Devices to the Cisco Unified Communications Manager Database” section on page 2-6.

Table A-1 Information Needed By Users (continued)

Provide This Information	Explanation
Cisco Unified Communications Manager username and password.	<p>Tell users to enter this information when they access their User Options web pages from Cisco IP Communicator (right-click > Cisco User Options) unless you disabled access to the options through the Settings button in Cisco Unified Communications Manager Administration. For details, see the “About Disabling Local Settings Access” section on page 4-13.</p> <p>Access to the User Options web pages enables users to subscribe to phone services and set up speed dialing, for example.</p> <p>You created the user accounts when you associated users with device IDs in Cisco Unified Communications Manager. For details, see the “Configuration and Deployment Checklist” section on page 2-2.</p>
<p>Directory username and password (if required; depends on how you responded to user authentication prompts in the Directory Wizard).</p> <p>For users who want to synchronize with Microsoft Outlook, provide the Cisco Unified IP Phone Address Book Synchronizer utility, and tell them to install it.</p>	<p>Tell users to enter their username and password information in Cisco IP Communicator (right-click > Preferences > Directories tab). For details, see this information:</p> <ul style="list-style-type: none"> • “Specifying User Authentication Information for Quick Search with Windows-Based Cisco Unified Communications Managers” section on page 5-13 • “Configuring Quick Search to Access a Personal Address Book with Windows-Based Cisco Unified Communications Managers” section on page 5-15 <p>For details about configuring and using a personal directory, provide to users the <i>Customizing Your Cisco Unified IP Phone on the Web</i> at this URL:</p> <p>http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html</p>

Table A-1 Information Needed By Users (continued)

Provide This Information	Explanation
List of supported features that you configured in Cisco Unified Communications Manager Administration.	<p>For details, see the “Telephony Features Available for Cisco IP Communicator” section on page 5-2.</p> <p>For example, provide information if these features are configured:</p> <ul style="list-style-type: none"> • Auto answer—Causes the speakerphone or headset to automatically go off-hook when an incoming call is received. Inform users who receive a high volume of incoming calls or handle calls on behalf of others that this feature is enabled for them. • Call forwarding restrictions (if any)—you might restrict the call forwarding feature to numbers within your company. • Call park—Allows a user to place a call on hold so it can be retrieved from another phone in the system. Provide users with the call park extension so that the call can be retrieved. Tell users the amount of time to retrieve the parked call. • Call pickup group—Allows users to pick up incoming calls outside of their own group. Provide users with the call group pickup number. • CMC² or FAC³—CMC enables a user to specify that a call relates to a specific client matter, and FAC controls the types of calls that certain users can place. Provide users with the codes when placing a call using a billing or tracking code. • Meet-me conference—Enables other callers to join in a conference. Provide users with the Meet-me phone number. • MLPP⁴—Allows properly validated users to place priority calls. Provide users with the MLPP access number. Also provide a list of corresponding precedence numbers so that users can select the priority (precedence) level for an outgoing call.
Whether video calls are supported.	<ul style="list-style-type: none"> • Provide supported camera and installation information. For details about supported cameras, supported Cisco Unified Communications Manager releases, and supported Cisco Unified Video Advantage releases, see the release notes at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps5475/prod_release_notes_list.html • Provide the quick start and user guide at these URLs: <ul style="list-style-type: none"> – http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html – http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html

Table A-1 Information Needed By Users (continued)

Provide This Information	Explanation
Instructions for accessing a voice messaging system.	<p>Provide this information to users:</p> <ul style="list-style-type: none"> • How to access the voice messaging system account. Make sure you have configured the Cisco IP Communicator Messages button. • Initial password for accessing the voice messaging system. Make sure you have configured a default voice messaging system password for all users. • How Cisco IP Communicator shows that voice messages are waiting. Make sure that you used Cisco Unified Communications Manager Administration to set up a message waiting indicator method. <p>For details, see the <i>Cisco Unified Communications Manager Administration Guide</i> and the <i>Cisco Unified Communications Manager System Guide</i> at this URL: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html</p>
Instructions for installing, setting up, and using the application.	<p>Provide the user guide for Cisco IP Communicator. http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html</p> <p>Direct users to read the introduction chapter for the installation and set-up information.</p> <p>Remind users to use the online help that is embedded in the application. Access it through the ? button on the Cisco IP Communicator interface, through the menu button, or by accessing the right-click menu.</p>
Internal company support for the application.	<p>Provide users with the names of people to contact for assistance and the instructions for contacting those people.</p>
Information about how to report problems with Cisco IP Communicator.	<p>Tell users about these embedded tools:</p> <ul style="list-style-type: none"> • QRT—how and when to use it. For details, see the “Reporting Voice-Quality and Other Issues” section on page 8-2. • Problem Reporting Tool and enable logging—how and when to use them. For details, see the “Capturing Logs Automatically When the Application Crashes” section on page 8-3.

1. TAPS = Tool for Auto-Registered Phones Support
2. CMC = client matter code
3. FAC = forced authorization code
4. MLPP = Multilevel Precedence and Preemption