



## Providing Information to Users By Using a Website

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If you are a system administrator, you are likely the primary source of information for Cisco IP Phone users in your network or company. It is important to provide current and thorough information to end users.

To successfully use some features on the Cisco IP Phone (such as speed dial numbers and voice messaging system options), users must receive information from you or your network team or be able to contact you for assistance.

Cisco recommends that you create a web page on your internal support site that provides end users with important information about their new Cisco Wireless IP Phone 7920.

Consider adding the following types of information to this site:

- [How Wireless IP Phones Operate, page A-1](#)
- [How Users Get Copies of Cisco IP Phone Manuals, page A-3](#)
- [How Users Configure Phone Features and Services, page A-3](#)
- [How Users Access Voice Messages, page A-4](#)

## How Wireless IP Phones Operate

Users need to know that their Cisco Wireless IP Phone 7920 operates more like a cell phone than like their desktop phone. Small wireless phones with an antenna allow users to move around a facility while staying connected to a call. These phones, like cell phones, can approach the edge of the RF signal range and

experience static or poor voice quality. At times, the user might encounter areas where there is no signal and lose the call entirely. The following is a list of calling locations and situations in which wireless phones might experience audio problems:

- Stairwells, elevators, rooms with metal equipment such as file cabinets, or heavy machinery
- Break rooms with microwave ovens, or labs with equipment that emits RF signals within the same ranges.
- Conference rooms or other congested areas where many people are using wireless devices
- Parking garages and outdoor areas where access points are not located or out of range.

The Cisco Wireless IP Phone 7920 has many of the same phone features as the IP phone desktop models, such as Mute, access to voice messaging, and directories. The phone has a limited number of buttons, because of its size. As a consequence, the following are some differences in its operation:

- No line buttons—You must enter the phone number from the key pad and press Send. You do not hear a dial tone.
- No Mute button—You must press the softkey labeled for MuteOn. To turn off mute, you press the softkey labeled MuteOff.
- No Message Waiting light—When you have a voice message, the displays shows, “You have Voice Mail.”
- No speaker phone—You can use a headset for handsfree operation.

#### Related Topics

- [How Users Get Copies of Cisco IP Phone Manuals, page A-3](#)
- [How Users Configure Phone Features and Services, page A-3](#)
- [How Users Access Voice Messages, page A-4](#)

# How Users Get Copies of Cisco IP Phone Manuals

You should provide end users with access to user documentation for the Cisco IP Phones. This documentation includes detailed user instructions for key phone features. See the “[Related Documentation](#)” section on page xv for more information.

There are several Cisco IP Phone models available, so to assist users in finding the appropriate documentation on the Cisco website, Cisco recommends that you provide links to the current documentation. If you do not want to or cannot send users to the Cisco website, Cisco suggests that you download the PDF files and provide them to end users on your website.

For a list of available documentation for Cisco IP Phones, go to this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

For a list of available documentation for Cisco CallManager, go to this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm)

For more information about viewing or ordering documentation, see the “[Obtaining Documentation](#)” section on page xvi.

## Related Topics

- [How Wireless IP Phones Operate, page A-1](#)
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# How Users Configure Phone Features and Services

End users can perform a variety of activities using the Cisco CallManager User Options web page. Cisco Wireless IP Phone users can set up speed dial and call forwarding numbers. Keep in mind that configuring settings on a phone using a website might be new for your end users. You need to provide as much information as possible to ensure that they can successfully access and use the User Options web page.

Make sure to provide end users with the following information about the User Options web page:

- The URL required to access the application. This URL is:  
[http://server\\_name/CCMUser/](http://server_name/CCMUser/), where *server\_name* is the host on which the web server is installed.
- A user ID and default password for accessing the application.  
These settings correspond to the values you entered when you added the user to Cisco CallManager (see the “[Adding Users to Cisco CallManager](#)” section on page 7-13).
- A description of a web-based, graphical user interface application and how to access it with a web browser.
- An overview of tasks that users can accomplish by using the web page.

You can also refer users to *Customizing Your Cisco IP Phone on the Web*, which is available at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/ipp7960/usopt.pdf](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/usopt.pdf)

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## How Users Access Voice Messages

Cisco CallManager provides the flexibility to integrate with many different voice messaging systems, including the Cisco Unity voice messaging system. Because you can integrate with many different systems, you must provide users with detailed information about how to use your specific system.

You should provide this information to each user:

- How to access the voice messaging system account.
- The initial password for accessing the voice messaging system.

Make sure that you have configured a default voice messaging system password for all users.

- How the phone indicates that messages are waiting.

Make sure that you have used Cisco CallManager to set up a message waiting indicator (MWI) method.

For information about setting up the MWI method and the interface to the voice messaging system in Cisco CallManager, refer to the documentation for your system at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_callmg/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/index.htm)

If you are using a Cisco Unity voice messaging system, refer to the Cisco Unity documentation for your system for configuring voice messaging and the initial passwords at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_unity/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_unity/index.htm)

Refer to the *Cisco Wireless IP Phone 7920 Guide* for information about accessing the voice messaging system from the phone at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/english/wip7920/guid7920/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/wip7920/guid7920/index.htm)

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