



# Configuring Features, Templates, Services, and Users

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After you install and configure your wireless voice network, you can add Cisco Wireless IP Phone 7920s by using the Cisco CallManager Administration application to configure telephony features, optionally modify softkey templates, set up services, and assign users.

This chapter provides an overview of these configuration and setup procedures. Cisco CallManager documentation provides detailed instructions for these procedures.

For suggestions about how to provide users with information about features, and what information to provide, see [Appendix A, “Providing Information to Users By Using a Website.”](#)

For information about setting up phones in non-English environments, see [Appendix B, “Supporting International Users.”](#)

This chapter includes following topics:

- [Configuring Cisco Wireless IP Phones in Cisco CallManager, page 7-2](#)
- [Configuring Softkey Templates, page 7-8](#)
- [Setting Up IP Phone Services, page 7-10](#)
- [Configuring Corporate and Personal Directories, page 7-12](#)
- [Adding Users to Cisco CallManager, page 7-13](#)
- [Creating Custom Phone Rings, page 7-14](#)

# Configuring Cisco Wireless IP Phones in Cisco CallManager

To provide telephony call routing and call control features for the Cisco Wireless IP Phone 7920s, you must use the Cisco CallManager Administration application. For instructions about adding these devices, refer to the “Cisco IP Phone Configuration” chapter in the *Cisco CallManager Administration Guide*.

## Product Specific Configuration Options

When adding wireless IP phone devices, you have the following product specific configuration options for the 7920 device type:

- **Settings Access**—Enable, disable, or restrict access to local configuration settings in the Profiles, Phone Settings, and Network Configuration menus. When you disable Settings Access, the Profiles and Phone Settings options do not display. By restricting Settings Access, the Profiles and Phones Settings options display but cannot be changed.
- **Phone Book or IP Phone Services Softkey**—Set softkey to access Phone Book (PhBook) or IP Phone Services (Svcs) when the phone is idle.
- **Display Cisco CallManager softkeys initially during a call**—Set the phone to display features in the Cisco CallManager softkey template instead of the default softkeys for the Cisco Wireless IP Phone (MuteOn and EndCall).

## Access to Phone Menu Options

As the system administrator, you can disable access to three menus on the Cisco Wireless IP Phone 7920 to prevent users from changing personal or network profiles, changing phone settings such as greeting and welcome messages or language, and viewing the network configuration menu. Use the Settings Access field to enable or disable local configuration of a phone.

## Idle Phone Softkeys

You can control whether a Cisco Wireless IP Phone 7920 displays *PhBook* for accessing the local phone book or *Svcs* for accessing IP Phone Services when the phone is in an idle state.

## Cisco CallManager Softkeys

When users prefer to have other softkeys appear instead of Mute and Volume during a call, you can set up a softkey template and assign it to the Cisco Wireless IP Phone 7920.

You must assign the modified softkey template to the Cisco Wireless IP Phone and have the Cisco CallManager softkeys display initially. For more information about modifying softkey templates, see the [“Configuring Softkey Templates” section on page 7-8](#).

## Setting Up the Idle URL for a Cisco Wireless IP Phone 7920

Administrators can assign an idle URL for all phones in the Cisco CallManager system or to individual phones. To provide users access to a URL that displays information or a company logo when the phone is idle, you must use Cisco CallManager Administration.

## Configuring Telephony Features

After you add Cisco IP Phones to Cisco CallManager, you can add functionality to the phones. [Table 7-1](#) includes a list of supported telephony features, many of which you can configure using Cisco CallManager Administration. The Reference column lists Cisco CallManager documentation that contains configuration procedures and related information.

For information about using most of the features on the phone, refer to *Cisco Wireless IP Phone 7920 Guide*.

**Table 7-1** Configuring Telephony Features Using Cisco CallManager Administration

Feature	Description	Reference
Abbreviated Dialing	<p>Allows users to speed dial a phone number by entering an assigned index code (1-99) on the phone keypad.</p> <p>Users assign index codes from the User Options web pages.</p>	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> </ul>
Auto Answer	<p>Connects incoming calls automatically after a ring or two. This feature only works for the speaker, not the headset option.</p>	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Barge	<p>Adds users to an active call on a shared line. Set the built-in bridge service parameter to make this system-wide feature available or enable the built-in bridge for individual phones.</p> <p><b>Note</b> Cisco Wireless IP Phone 7920 users can use the Barge feature only with calls that are initiated from a shared line on a desktop phone with the built-in bridge enabled. Cisco IP Phone users cannot barge into a call that is initiated from a Cisco Wireless IP Phone 7920 with the shared line.</p>	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Call Back	<p>Provides users with an audio and visual alert on the phone when a busy or unavailable party becomes available.</p>	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Call Forward	<p>Allows users to redirect incoming calls to another number.</p>	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>

**Table 7-1 Configuring Telephony Features Using Cisco CallManager Administration (continued)**

Feature	Description	Reference
Call Park	Allows users to park (temporarily store) a call and then retrieve the call by using another phone in the Cisco CallManager system.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Call Pickup	Allows users to redirect a call that is ringing on another phone within their pickup group to their phone.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Call Waiting	Indicates (and allows users to answer) an incoming call that rings while on another call. Displays incoming call information on the phone screen.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Caller ID	Displays caller identification such as a phone number, name, or other descriptive text on the phone screen.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
cBarge	Adds users to a call and converts the call into a conference that allows users to access conference features.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Corporate Directory	Allows users to use their phone to search for coworker's numbers.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Conference	Allows a user to talk simultaneously with multiple parties by calling each participant individually. Conference features include Conference, Join, cBarge, and Meet-Me.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Direct Transfer	Allows users to connect two calls to each other (without remaining on the line).	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> </ul>

**Table 7-1 Configuring Telephony Features Using Cisco CallManager Administration (continued)**

Feature	Description	Reference
Extension Mobility Service	Allows users to temporarily apply their phone number and user profile settings to a shared Cisco IP Phone by logging into the Extension Mobility service on that phone.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Fast Dial Service	Allows users to enter a Fast Dial code that is associated with a phone number or PAB entry to place a call.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Group Call Pickup	Allows users to answer a call ringing on a phone in another group by using a group pickup code.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Hold	Allows the user to move a connected call from an active state to a held state.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Requires no configuration, unless you want to use music on hold. See “Music-on-Hold” in this table for information.</li> </ul>
Immediate Divert	Allows users to transfer an incoming call directly to the voice-messaging system.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Join	Allows users to join two or more calls that are on one line to create a conference call and remain on the call.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Malicious Caller ID	Allows users to notify the system administrator about suspicious or harassing calls that are received.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>

**Table 7-1 Configuring Telephony Features Using Cisco CallManager Administration (continued)**

Feature	Description	Reference
Message Waiting Indicator	Refers to the message that indicates that the user has a new voice message. There is no message waiting indicator light on the 7920.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Meet-Me Conference	Allows a user to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco IP Phone Features A to Z</i></li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Multilevel Precedence and Preemption (MLPP)	Provides a method of prioritizing calls within your phone system. Use this feature when users work in an environment where they need to make and receive urgent or critical calls.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Music-on-Hold	Plays music while callers are on hold.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Mute	Allows users to disable the audio input for their phone so the user can hear other parties on the call, but the parties cannot hear the user.	<ul style="list-style-type: none"> <li>Requires no configuration .</li> </ul>
OPickUp	Allows users to answer a call ringing on a phone in another group that is associated with the user's group.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Personal Address Book Service	Allows users to create a personal address book that is accessible from the phone by using the User Options web pages .	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> </ul>
Privacy	Prevents users who share a line from adding themselves to a call and from viewing information on their phone screens about the other user's calls.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Features and Services Guide</i>.</li> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Redial	Allows users to call the most recently dialed phone number by pressing a button.	Requires no configuration.

Table 7-1 Configuring Telephony Features Using Cisco CallManager Administration (continued)

Feature	Description	Reference
Service URL Button	Allows users to access a service from a softkey rather than by using the Services menu.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> </ul>
Shared Line	Allows users to have multiple phones that share the same phone number or allows users to share a phone number with a coworker.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>
Transfer	Allows users to redirect a connected call from their phone to another number.	Requires no configuration.
Voice Messaging System	Enables callers to leave messages if calls are unanswered.	<ul style="list-style-type: none"> <li>Refer to <i>Cisco CallManager Administration Guide</i>.</li> <li>Refer to <i>Cisco CallManager System Guide</i>.</li> </ul>

**Note**

For detailed information about using telephony features on the wireless IP phone, refer to the [Cisco Wireless IP Phone 7920 Guide](#).

**Related Topics**

- [Configuring Softkey Templates, page 7-8](#)
- [Setting Up IP Phone Services, page 7-10](#)
- [Configuring Corporate and Personal Directories, page 7-12](#)
- [Adding Users to Cisco CallManager, page 7-13](#)
- [Creating Custom Phone Rings, page 7-14](#)

## Configuring Softkey Templates

Administrators can change the order of softkeys for the Cisco Wireless IP Phone 7920 by using Cisco CallManager Administration. Unlike other Cisco IP Phones that have buttons for some functions, the Cisco Wireless IP Phone 7920 has four fixed softkeys for the following functions:

- Menu
- PhBook or Svcs
- Volume
- Mute

The administrator cannot change or reorder the fixed softkeys in Cisco CallManager Administration, but can choose to display the Mute softkey immediately during a connected call, or to display the softkeys from the Cisco CallManager softkey template.

When you configure a softkey template for the Cisco Wireless IP Phone 7920, you can only configure the Cisco CallManager softkeys and their sequence. Keep in mind that the first configurable softkey appears on the left softkey label and Mute appears on the right softkey label. The order of softkeys in the softkey template corresponds to the phone softkey labels as you press the left navigation arrow, not the right navigation arrow. When you set up the softkey template for users that prefer to have a softkey other than Mute appear during a connected call, place the desired softkey in the first position for the Connected phone state. The following example provides more information about this feature.

### Softkey Template Example for the Cisco Wireless IP Phone 7920

Users want the Hold and Transfer softkeys to appear for a connected call.

The administrator sets up a non-standard softkey template that places Hold in the first position and Transfer in the second position for the Connected state. The administrator assigns this non-standard softkey template to the IP Phone 7920 devices with users that want these softkeys.



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**Note** When you assign the softkey setting, *Softkey from CM*, the right softkey is Hold (instead of Mute) and the left softkey is Transfer. If the softkey setting is *Mute*, then the right softkey is Mute and Hold is the left softkey.

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You can modify a standard softkey template by making a copy of it, giving it a new name, and making updates to that copied softkey template. You can also modify a nonstandard softkey template.

Use the procedures in the online Help topic, “Adding Non-Standard Softkey Templates” to change the softkeys and their sequence. Softkey templates now support up to 16 softkeys when using applications. For more information about softkey templates, see the “Softkey Templates” Chapter in the *Cisco CallManager System Guide*.

To configure softkey templates, select **Device > Device Settings > Softkey Template** from Cisco CallManager Administration. You can modify a standard softkey template by making a copy of it, giving it a new name, and making updates to that copied softkey template. You can also modify a nonstandard softkey template.

To assign a softkey template to a phone, use the Softkey Template field in the Cisco CallManager Administration Phone Configuration page. Refer to the “Softkey Template Configuration” chapter in the *Cisco CallManager Administration Guide* and the *Cisco CallManager System Guide* for more information.

#### Related Topics

- [Configuring Cisco Wireless IP Phones in Cisco CallManager, page 7-2](#)
- [Setting Up IP Phone Services, page 7-10](#)
- [Configuring Corporate and Personal Directories, page 7-12](#)
- [Adding Users to Cisco CallManager, page 7-13](#)

## Setting Up IP Phone Services

The Services menu on the Cisco Wireless IP Phone 7920 gives users access to Cisco IP Phone Services. These services comprise XML applications that enable the display of interactive content with text and graphics on the phone. Examples of services include local movie times, stock quotes, and weather reports. To create customized XML applications for your site, refer to the *Cisco IP Phone Service Application Development Notes for Release 4.1(3)*.

Before a user can access any service, two important tasks must be completed:

- You as the system administrator must use Cisco CallManager Administration to configure available services.

- The user must subscribe to services using the Cisco IP Phone User Options application. This web-based application provides a graphical user interface (GUI) for limited, end-user configuration of IP Phone applications.

To set up IP Phone services, follow these steps:

### Procedure

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- Step 1** Before you set up services, gather the URLs for the sites you want to set up and verify that users can access those sites from your corporate IP telephony network.
- Step 2** To set up these services, choose **Feature > Cisco IP Phone Services** from Cisco CallManager Administration. Refer to *Cisco CallManager Administration Guide* and *Cisco CallManager System Guide* for more information.
- Step 3** After you configure these services, verify that your users have access to the Cisco CallManager IP Phone Options web-based application, from which they can select and subscribe to configured services. See the [“How Users Configure Phone Features and Services” section on page A-3](#) for a summary of the information that you must provide to end users.
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### Note

To configure extension mobility services for users, refer to *Cisco CallManager Features and Services Guide*.

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### Related Topics

- [Configuring Cisco Wireless IP Phones in Cisco CallManager, page 7-2](#)
- [Configuring Softkey Templates, page 7-8](#)
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# Configuring Corporate and Personal Directories

The **Directory** menu on the Cisco Wireless IP Phone 7920 gives users access to two directories. These directories can include:

- Corporate Directory—Allows a user to look up phone numbers for co-workers.

To support this feature, you must configure corporate directories. See the [“Configuring Corporate Directories” section on page 7-12](#) for more information.

- Phone Book—Allows a user to store a set of personal numbers on their phone. For information about setting up the Phone Book, refer to the *Cisco Wireless IP Phone Guide*.

**Note**

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Through IP Phone services, users can also have access to a Personal Address Book (PAB). To support this feature, you must provide the user with software to configure the personal directory. See the [“Configuring Personal Directory” section on page 7-13](#) for more information.

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## Configuring Corporate Directories

Cisco CallManager uses a Lightweight Directory Access Protocol (LDAP) directory to store authentication and authorization information about users of Cisco CallManager applications that interface with Cisco CallManager. Authentication establishes the users' rights to access the system. Authorization identifies the telephony resources that a user is permitted to use, such as a specific telephone extension.

To install and set up these features, refer to *Installing and Configuring the Cisco Customer Directory Configuration Plugin*. That manual guides you through the configuration process for integrating Cisco CallManager with Microsoft Active Directory and Netscape Directory Server.

After the LDAP directory configuration completes, users can use the Corporate Directory service on your Cisco Wireless IP Phone 7920 to look up users in the corporate directory.

## Configuring Personal Directory

Personal Directory provides a personal address book stored in the Cisco CallManager Lightweight Directory Access Protocol (LDAP) directory. It also provides a Cisco IP phone synchronizer, and two Cisco IP phone services, Personal Address Book and Personal Fast Dials. The Cisco IP Phone Address Book Synchronizer allows users to synchronize Microsoft Outlook and Outlook Express address book entries with the directory in Cisco CallManager. From a Cisco Wireless IP Phone 7920, a user can use the Personal Address Book service to look up entries, make a selection, and press a softkey to dial the selected number.

To configure Personal Directory, users must access their User Options web pages. If they want to synchronize with Microsoft Outlook, they must also install the Cisco IP Phone Address Book Synchronizer utility, provided by you.

To obtain this software, choose **Application > Install Plugins** from Cisco CallManager Administration and click **Cisco IP Phone Address Book Synchronizer**.

## Adding Users to Cisco CallManager

Adding users to Cisco CallManager allows you to display and maintain information about users and allows each user to perform the following actions:

- Access the corporate directory and other customized directories from a Cisco IP Phone
- Create a personal directory
- Set up speed dial and call forwarding numbers
- Subscribe to services that are accessible from a Cisco IP Phone

You can add users to Cisco CallManager using either of these methods:

- To add users individually, choose **User >Add a New User** from Cisco CallManager Administration.

Refer to “Adding a New User” chapter in *Cisco CallManager Administration Guide* for more information about adding users. Refer to *Cisco CallManager System Guide* for details about user information.

- To add users in batches, use the Bulk Administration Tool. This method also enables you to set an identical default password for all users.

Refer to *Bulk Administration Tool User Guide* for details.

### Related Topics

- [Configuring Cisco Wireless IP Phones in Cisco CallManager, page 7-2](#)
- [Configuring Softkey Templates, page 7-8](#)
- [Setting Up IP Phone Services, page 7-10](#)
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## Creating Custom Phone Rings

You can customize the phone ring types available at your site by using a set of phone ring sounds that are provided by Cisco CallManager or by creating your own pulse code modulation (PCM) files and editing the RingList.xml file. Refer to *Cisco CallManager Features and Services Guide* for more information about customized ring tones.

For wireless phone users in noisy environments, you can download a set of loud ring tones. For information about how to download these ring tones, see the [“Downloading Loud Ring Tones” section on page 7-14](#).

## Downloading Loud Ring Tones

The Cisco Wireless IP Phone 7920 running on Cisco CallManager Release 3.3(3) SR 1 or later provides support for special loud ring tones. The loud ring tones play at 136 dBA after being initially played at 125 dBA for 2 seconds; these are intended for use in noisy customer environments that require loud ring tones.

To load the loud ring tones on the Cisco Wireless IP Phone 7920, follow these steps:

### Procedure

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- Step 1** Download the loud ring tones zip file and Readme file from CCO at this URL:  
<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-7900ser-crypto>.

- Step 2** Extract the ring tone files to your hard disk.
- Step 3** To stop the TFTP service, from Cisco CallManager Administration, choose **Applications > Serviceability > Tools > Control Center**. Right-click **Cisco TFTP** and click **Stop** .
- Step 4** Back up your current ring list file (*ringlist.xml*) because the new ring list file might not include all of your ring tones.
- Step 5** Upgrade the Cisco Wireless IP Phone 7920 to the latest version firmware image file. See the “[Installing the New Firmware Image with Cisco CallManager 3.3\(3\) Service Release 1 and Later](#)” section on page C-1 for additional information.
- Step 6** Copy the special loud ring tone files (*loudxxx.raw*) and the associated *ringlist.xml* file into the C:\program files\Cisco\TFTPPath directory on the Cisco CallManager server.



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**Note** You must *copy* the ring tone files, not *move* them. If the ring tone files are moved, they will not inherit the correct permissions.

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- Step 7** To restart the Cisco TFTP server, choose **Applications > Serviceability > Tools > Control Center**. Right-click **Cisco TFTP** and click **Restart**
- Step 8** To download and select a loud ring tone as the current ring tone, power on the Cisco Wireless IP Phone 7920.
- Step 9** Choose **Menu > Phone Settings > Ring Tones > Download Ring Tone**. The loud ring tones (*loudxxx.raw*) should be available for download on the phone.
- Step 10** From the Download Ring Tone list, scroll to and select the desired loud ring tone. A check mark appears by the active ring tone.
- Step 11** From the Cisco Wireless IP Phone 7920, choose **Menu > Profiles** to adjust the ring volume.



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**Note** Make sure the ring volume is tuned to the maximum setting. Alternatively, you can choose the “Outdoors” profile, which has the maximum volume setting preset.

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For additional information about setting the ring volume on the phone, refer to Chapter 7, “Using and Changing Profiles,” in the *Cisco Wireless IP Phone 7920 Guide*.

**Related Topics**

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- [Configuring Softkey Templates, page 7-8](#)
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