



APPENDIX **A**

Providing Information to Users Via a Website

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

Cisco recommends that you create a web page on your internal support site that provides end users with important information about their Cisco Unified IP Phones.

Consider including the following types of information on this site:

- [How Users Obtain Support for the Cisco Unified IP Phone, page A-1](#)
- [How Users Access the Online Help System on the Phone, page A-1](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page A-2](#)
- [Accessing Cisco 7900 Series Unified IP Phone eLearning Tutorials \(SCCP Phones Only\), page A-2](#)
- [How Users Subscribe to Services and Configure Phone Features, page A-3](#)
- [How Users Access a Voice Messaging System, page A-3](#)
- [How Users Configure Personal Directory Entries, page A-4](#)

How Users Obtain Support for the Cisco Unified IP Phone

To successfully use some of the features on the Cisco Unified IP Phone (including speed dial, services, and voice-messaging system options), users must receive information from you or from your network team or be able to contact you for assistance. Make sure to provide end users with the names of people to contact for assistance and with instructions for contacting those people.

How Users Access the Online Help System on the Phone

This Cisco Unified IP Phone 7965G and 7945G provides access to a comprehensive online help system. To view the main help menu on a phone, press the ? button on the phone and wait for the menu to appear. If you are already in Help, press **Main**.

Main menu topics include:

- About Your Cisco Unified IP Phone—Descriptive information about the phone model
- How do I...?—Procedures and information about commonly used phone tasks

- Calling Features—Descriptions and procedures for using calling features, such as conference and transfer
- Help—Tips on using and accessing Help

You can also use the ? button to obtain information about softkeys, menu items, and the help system itself. Refer to *Cisco Unified IP Phone 7965G and 7945G Guide* for more information.

How Users Get Copies of Cisco Unified IP Phone Manuals

You should provide end users with access to user documentation for the Cisco Unified IP Phones. *Cisco Unified IP Phone 7965G and 7945G Guide* includes detailed user instructions for key phone features.

There are several Cisco Unified 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, go to the Cisco Unified IP Phone website at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

For more information about viewing or ordering documentation, see the “Obtaining Documentation, Obtaining Support, and Security Guidelines” section on page xiii.

Additionally, you can provide end users with access to self-paced Cisco Unified IP Phone eLearning tutorials for several phone models. The tutorials can include a link to a user guide PDF. For more information, see the “Accessing Cisco 7900 Series Unified IP Phone eLearning Tutorials (SCCP Phones Only)” section on page A-2.

Accessing Cisco 7900 Series Unified IP Phone eLearning Tutorials (SCCP Phones Only)

Cisco 7900 Series Unified IP Phone eLearning tutorials use audio and animation to demonstrate basic calling features for SCCP phones. The eLearning tutorials are currently available for the Cisco Unified IP Phone 7965G and 7945G, and other Cisco Unified IP Phone models.

End-users can access runtime versions of the eLearning tutorials (English only) from Cisco.com by looking for tutorials under relevant phone models at this site:

http://cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Administrators can either download customizable versions of the eLearning tutorials (English only) from the phone product pages on Cisco.com

<http://www.cisco.com/en/US/products/hw/phones/ps379/ps1855/index.html> or obtain tutorials from the Cisco Unified Communications Manager Design, Installation, and Operation Guides CD that ships with Cisco Unified Communications Manager version 4.1 or later. (Availability of tutorials by phone model can vary by CD version.) In either case, refer to the tutorial Read Me file included with the relevant eLearning tutorial for specific instructions, including how to link to the most recent user guide PDF.

**Note**

The eLearning tutorials are updated periodically and therefore might not contain the latest feature information for end-users. For the latest feature information, end-users should refer to the Cisco Unified IP Phone end-user documentation specific to their phone model and Cisco Unified Communications Manager version.

How Users Subscribe to Services and Configure Phone Features

End users can perform a variety of activities by using the Cisco Unified Communications Manager User Options web pages. These activities include subscribing to services, setting up speed dial and call forwarding numbers, configuring ring settings, and creating a personal address book. 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 pages.

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

- The URL required to access the application. This URL is:
`http://server_name:portnumber/ccmuser/`, where *server_name* is the host on which the web server is installed.
- A user ID and default password are needed to access the application.
These settings correspond to the values you entered when you added the user to Cisco Unified Communications Manager (see the “[Adding Users to Cisco Unified Communications Manager](#)” section on page 5-16).
- A brief description of what a web-based, graphical user interface application is, and how to access it with a web browser.
- An overview of the tasks that users can accomplish by using the web page.

You can also refer users to *Cisco Unified IP Phone 7965G and 7945G Guide*, which is available at this URL:

http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html

How Users Access a Voice Messaging System

Cisco Unified Communications Manager lets you integrate with many different voice messaging systems, including the Cisco Unity voice messaging system. Because you can integrate with a variety of systems, you must provide users with information about how to use your specific system.

You should provide this information to each user:

- How to access the voice messaging system account.
Make sure that you have used Cisco Unified Communications Manager to configure the **Messages** button on the Cisco Unified IP Phone.
- 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 voice messages are waiting.

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

How Users Configure Personal Directory Entries

Users can configure personal directory entries on the Cisco Unified IP Phone. To configure a personal directory, users must have access to the following:

- User Options web pages—Make sure that users know how to access their User Options web pages. See the “[How Users Subscribe to Services and Configure Phone Features](#)” section on page A-3 for details.
- Cisco Unified IP Phone Address Book Synchronizer—Make sure to provide users with the installer for this application. To obtain the installer, choose **Application > Install Plugins** from Cisco Unified Communications Manager and click **Cisco IP Phone Address Book Synchronizer**.

See the “[Installing and Configuring the Cisco Unified IP Phone Address Book Synchronizer](#)” section on page A-4 for information about installing the Cisco Unified IP Phone Address Book Synchronizer.

Installing and Configuring the Cisco Unified IP Phone Address Book Synchronizer

Use this tool to synchronize data stored in your Microsoft Windows, Microsoft Outlook, or Microsoft Outlook Express address book(s) with the Cisco Unified Communications Manager directory and Personal Address Book service.

Installing the Synchronizer

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- Step 1** Get the Cisco Unified IP Phone Address Book Synchronizer installer file from your system administrator.
- Step 2** Double-click the TabSyncInstall.exe file provided by your system administrator.
The Welcome to Cisco Unified IP Phone Address Book Synchronizer window appears.
- Step 3** Click **Next**.
The License Agreement window appears.
- Step 4** Read the license agreement information, and click **Yes** to accept.
The Choose Destination Location window appears.
- Step 5** Choose the directory in which you want to install the application and click **Next**.
The Start Copying Files window appears.
- Step 6** Verify that you have chosen the correct directory, and click **Next**.
The installation wizard installs the application to your computer. When the installation is complete, the InstallShield Wizard Complete window appears.
- Step 7** Click **Finish**.
- Step 8** To complete the process, you must next configure the Synchronizer.
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Configuring the Synchronizer

- Step 1** Open the Cisco Unified IP Phone Address Book Synchronizer.
If you accepted the default installation directory, you can open the application by choosing **Start > Programs > Cisco > IP Phone Address Synchronizer**.
- Step 2** To configure user information, click the **Password** button.
The Cisco Unified IP Phone User window appears.
- Step 3** Enter the Cisco Unified IP Phone user name and password and click **OK**.
- Step 4** To configure synchronization rules, click the **Rules Options** button.
- Step 5** Choose the synchronization method that you want to use and click **OK**.
- Step 6** To configure Cisco Unified Communications Manager information, click the **CCM Server** button.
The Configure Cisco Unified Communications Manager Web Server window appears.
- Step 7** Enter the IP address or host name of the Cisco Unified Communications Manager and click **OK**.
If you do not have this information, contact your system administrator.
- Step 8** Click the **Password** button.
The Cisco Unified IP Phone User window appears.
- Step 9** Enter your user identification and password for the Cisco Unified IP Phone User Options application.
- Step 10** To start the directory synchronization process, click the **Synchronize** button.
The Synchronization Status window provides information on the status of the address book synchronization. If you chose the user intervention for duplicate entries rule and you have duplicate address book entries, the Duplicate Selection window appears. Choose the entry that you want to include in your Personal Address Book and click **OK**.
When synchronization completes, click **Exit** to close the Cisco Unified IP Phone Address Book Synchronizer.
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