



Providing Information to Users Via a Website

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.

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

Consider including the following types of information on this site:

- [How Users Obtain Support for the Cisco IP Phone, page A-1](#)
- [How Users Access the Online Help System on the Phone, page A-2](#)
- [How Users Get Copies of Cisco IP Phone Manuals, 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, page A-4](#)

How Users Obtain Support for the Cisco IP Phone

To successfully use some of the features on the Cisco 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 IP Phone 7970 Series provide access to a comprehensive online help system. To view the main help menu on a phone, press the ? button on your phone and wait for several seconds for the menu to appear. If you are already in Help, press **Main**.

Main menu topics include:

- About Your Cisco 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 IP Phone 7970 Series Guide* for more information.

How Users Get Copies of Cisco IP Phone Manuals

You should provide end users with access to user documentation for the Cisco IP Phones. *Cisco IP Phone 7970 Series Guide* includes detailed user instructions for key phone features.

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, go to the Cisco IP Phone website at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

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

How Users Subscribe to Services and Configure Phone Features

End users can perform a variety of activities using the Cisco IP Phone User Options web page. 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 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/`, where `server_name` is the host on which the web server is installed.
- A user ID and default password needed to access 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 5-9).
- A brief description of what a web-based, graphical user interface application is, and how to access it with a web browser.
- An overview the tasks that users can accomplish 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/index.htm

How Users Access a Voice Messaging System

Cisco CallManager lets you integrate with many different voice mail 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 mail messaging system account.
Make sure that you have used Cisco CallManager to configure the **Messages** button on the Cisco 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 CallManager to set up a message waiting indicator (MWI) method.

How Users Configure Personal Directory

Users can configure personal directory entries on the Cisco IP Phone 7970 Series. To configure personal directory, users must have access to the following:

- User Options pages.
Make sure that users know how to access their User Options pages. See the “[How Users Subscribe to Services and Configure Phone Features](#)” section on [page A-3](#) for details.
- Cisco 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 CallManager and click **Cisco IP Phone Address Book Synchronizer**.
- *Personal Directory Configuration Guide*
Provide users with this link:
http://www.cisco.com/univercd/cc/td/doc/product/voice/serv_fea/config/index.htm