



Preface

Overview

The *Cisco Unified SIP Phone 3911 Administration Guide for Cisco Unified Communications Manager 6.0 and 5.1* provides the information you need to understand, install, configure, manage, and troubleshoot the phones on a Voice-over-IP (VoIP) network.

Because of the complexity of a Unified Communications network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager (formerly Cisco Unified CallManager) or other network devices.

Audience

Network engineers, system administrators, or telecom engineers should review this guide to learn the steps required to properly set up the Cisco Unified SIP Phone 3911 on the network.

The tasks described are considered to be administration-level tasks and are not intended for end-users of the phones. Many of the tasks involve configuring network settings and affect the phone's ability to function in the network.

Because of the close interaction between the Cisco Unified IP Phone and Cisco Unified Communications Manager, many of the tasks in this manual require familiarity with Cisco Unified Communications Manager.

Objectives

This guide provides the required steps to get the Cisco Unified IP Phone up and running on a Voice-over-IP (VoIP) network.

Organization

This manual is organized as follows:

| Chapter | Description |
|---|--|
| Chapter 1, “An Overview of the Cisco Unified IP Phone” | Provides a conceptual overview and description of the Cisco Unified IP Phone. |
| Chapter 2, “Preparing to Install the Cisco Unified IP Phone on Your Network” | Describes how the IP Phone interacts with other key IP telephony components, and provides an overview of the tasks required prior to installation. |
| Chapter 3, “Setting Up the Cisco Unified IP Phone” | Describes how to properly and safely install and configure the Cisco Unified IP Phone on your network. |
| Chapter 4, “Configuring Settings on the Cisco Unified IP Phone” | Describes how to configure network settings, verify status, and make global changes to the Cisco Unified IP Phone. |
| Chapter 5, “Configuring Features and Users” | Provides an overview of procedures for configuring telephony features, configuring directories, configuring phone button and softkey templates, setting up services, and adding users to Cisco Unified Communications Manager. |
| Chapter 6, “Viewing Status, Statistics, and Firmware Information on the Cisco Unified IP Phone” | Provides an overview of procedures for configuring telephony features and adding users to Cisco Unified Communications Manager. |
| Chapter 7, “Troubleshooting and Maintenance” | Provides tips for troubleshooting the Cisco Unified IP Phones and the Expansion Module. |

| Chapter | Description |
|--|---|
| Appendix A, “Providing Information to Users Via a Website” | Provides suggestions for setting up a website for providing users with important information about their Cisco Unified IP Phones. |
| Appendix B, “Supporting International Users” | Provides information about setting up phones in non-English environments. |
| Appendix C, “Technical Specifications” | Provides technical specifications of the Cisco Unified IP Phone. |
| Index | Provides reference information. |

Related Documentation

For more information about Cisco Unified IP Phones or Cisco Unified Communications Manager, refer to the following publications:

Cisco Unified SIP Phones 3900 series

http://www.cisco.com/en/US/products/ps7193/tsd_products_support_series_home.html

- *Cisco Unified SIP Phone 3911 Phone Guide for Cisco Unified Communications Manager 6.0 and 5.1*
- *Cisco Unified SIP Phone 3911 Installation Guide*
- *Cisco Unified SIP Phone 3911 Release Notes*

Cisco Unified Communications Manager

Related publications are available at the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Cisco Unified Communications Manager Business Edition

Related publications are available at the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Document Conventions

This document uses the following conventions:

| Convention | Description |
|-----------------------------|--|
| boldface font | Commands and keywords are in boldface . |
| <i>italic font</i> | Arguments for which you supply values are in <i>italics</i> . |
| [] | Elements in square brackets are optional. |
| { x y z } | Alternative keywords are grouped in braces and separated by vertical bars. |
| [x y z] | Optional alternative keywords are grouped in brackets and separated by vertical bars. |
| string | A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks. |
| screen font | Terminal sessions and information the system displays are in <code>screen font</code> . |
| boldface screen font | Information you must enter is in boldface screen font . |
| <i>italic screen font</i> | Arguments for which you supply values are in <i>italic screen font</i> . |
| ^ | The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key. |
| < > | Nonprinting characters, such as passwords are in angle brackets. |

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Warning**

Means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.
