



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 new Cisco Unified IP Phones.

Consider adding the following types of information to this site:

- [How Users Obtain Support for the Cisco Unified IP Phone, page B-1](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page B-2](#)
- [How Users Access Voice Messages, page B-3](#)

How Users Obtain Support for the Cisco Unified IP Phone

To successfully use some features on the Cisco Unified 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.

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. This documentation includes detailed user instructions for key phone features. See the “[Related Documentation](#)” section on page xiii for more information.

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 for Cisco Unified IP Phones, go to this URL:

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

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

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 xiv.

How Users Access Voice Messages

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

How Users Access Voice Messages