



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](#)
- [Giving Users Access to the User Options Web Pages, page A-1](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page A-2](#)
- [How Users Subscribe to Services and Configure Phone Features, page A-2](#)
- [How Users Access a Voice Messaging System, page A-3](#)
- [How Users Configure Personal Directory Entries, page A-3](#)

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.

Giving Users Access to the User Options Web Pages

Before a user can access the User Options web pages, you must use Cisco Unified Communications Manager Administration to add the user to a standard Cisco Unified Communications Manager end user group: choose **User Management > User Groups**. For additional information, refer to:

- *Cisco Unified Communications Manager Administration Guide*, “User Group Configuration” chapter
- *Cisco Unified Communications Manager System Guide*, “Roles and User Groups” chapter”

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 Phone 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 for Cisco Unified IP Phones, go to this URL:

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

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

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

Accessing Cisco 7900 Series Unified IP Phone eLearning Tutorials

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 7970 Series (7970G/7971G-GE) and the Cisco Unified IP Phone models 7961G/G-GE, 7941G/G-GE, 7960G, 7940G, 7912G, and 7905G.

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 download customizable versions of the eLearning tutorials (English only) from the phone product pages on cisco.com at

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

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 by 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 5-18).
- 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.

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.

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-2 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 > Plugins** from Cisco Unified Communications Manager Administration and click **Download**, which is located next to the **Cisco Unified IP Phone Address Book Synchronizer** plugin name. When the file download dialog box displays, click **Save**. Send the TabSyncInstall.exe file to all users who require this application.

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 address book with the Cisco Unified Communications Manager directory and the User Options Personal Address Book.



Tip

To successfully synchronize the Windows address book with the Personal Address Book, all Windows address book users should be entered in the Windows address book before performing the following procedures.

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 publisher dialog box displays.
 - Step 3** Click **Run**.
The Welcome to the InstallShield Wizard for Cisco Unified CallManager Personal Address Book Synchronizer window displays.
 - Step 4** Click **Next**.
The License Agreement window displays.
 - Step 5** Read the license agreement information, and click the I Accept radio button. Click **Next**.
The Destination Location window displays.
 - Step 6** Choose the directory in which you want to install the application and click **Next**.
The Ready to Install window displays.
 - Step 7** Click **Install**.
The installation wizard installs the application to your computer. When the installation is complete, the InstallShield Wizard Complete window displays.
 - Step 8** Click **Finish**.
 - Step 9** To complete the process, follow the steps in the [“Configuring the Synchronizer”](#) section on page A-4.
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Configuring the Synchronizer

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- 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 > All Programs > Cisco Systems > TabSync**.
 - Step 2** To configure user information, click the **User** button.
The Cisco Unified CallManager User Information window displays.
 - Step 3** Enter the Cisco Unified IP Phone user name and password and click **OK**.
 - Step 4** To configure Cisco Unified Communications Manager server information, click the **Server** button.

The Configure Cisco Unified CallManager Server Information window displays.

- Step 5** Enter the IP address or host name and the port number of the Cisco Unified Communications Manager server and click **OK**.

If you do not have this information, contact your system administrator.

- Step 6** 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 displays. 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 CallManager Address Book Synchronizer. To verify if the synchronization worked, log in to your User Options web pages and choose Personal Address Book. The users from your Windows address book should be listed.
