Internal Support Website

Internal Support Website Overview

If you are an administrator, you are likely the primary source of information for conference phones in your network or company. It is important to provide current and thorough information about the conference phone to end users.

We recommend that you create a web page on your internal support site that provides end users with important information about the conference phone.

Phone User Support

To successfully use some of the features on the conference phone (including 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.

IP Phone Manuals

You should provide end users with access to user documentation for the conference phones. Each conference phone user guide includes detailed user instructions for key conference phone features.

There are several conference 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 or epub files and provide them to end users on your website.

For a list of available documentation, go to the conference phone website at this URL:
http://www.cisco.com/en/US/products/ps12965/index.html.

IP Phone Features User Subscription and Setup

End users can perform a variety of activities using Cisco Unified Communications Manager Self Care Portal. These activities include subscribing to services, setting up call forwarding numbers, configuring ring settings, and creating a personal address book. Keep in mind that configuring settings on a conference 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 Cisco Unified Communications Manager Self Care Portal.

Make sure to provide end users with the following information:

- 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, and *portnumber* is the port number of the web server.

- A user ID, default password, and default PIN are needed to access the application.

  These settings correspond to the values you entered when you added the user to Cisco Unified Communications Manager.

- 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.

You can also refer users to Cisco Unified IP Conference Phone 8831 User Guide for Cisco Unified Communications Manager, which is available at this URL:
http://www.cisco.com/en/US/products/ps12965/products_user_guide_list.html.

User Voice Messaging System Access

Cisco Unified Communications Manager 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.

- 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.

User Personal Directory Entries Setup

Users can configure personal directory entries on the conference phone. To configure personal directory, users must have access to Cisco Unified Communications Manager Self Care Portal.

Note   Cisco Unified IP Conference Phone does not support address book synchronization with the Cisco IP Phone Address Book Synchronizer.

Related Topics

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