



## CHAPTER **A**

# Providing Information to Users By Using a Website

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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.

To successfully use some features on the Cisco Unified Wireless IP Phone 7921G (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.

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 Wireless IP Phone 7921G.

Consider adding the following types of information to this site:

- [How the Cisco Unified Wireless IP Phone Operates, page 2](#)
- [How Users Access the Help System on the Phone, page 4](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page 5](#)
- [How Users Configure Phone Features and Services, page 6](#)
- [How Users Access Voice Messages, page 7](#)

# How the Cisco Unified Wireless IP Phone Operates

Users need to know that their Cisco Unified Wireless IP Phone 7921G operates more like a cell phone than like their desktop phone. Small wireless phones with an antenna allow users to move around a facility while staying connected to a call. These phones, like cell phones, can approach the edge of the RF signal range and experience static or poor voice quality. At times, the user might encounter areas where there is no signal and lose the call entirely. The following is a list of calling locations and situations in which wireless phones might experience audio problems:

- Stairwells, elevators, rooms with metal equipment such as file cabinets, or heavy machinery
- Break rooms with microwave ovens, or labs with equipment that emits RF signals within the same ranges.
- Conference rooms or other congested areas where many people are using wireless devices
- Parking garages and outdoor areas where access points are not located or out of range.

**Caution**

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This product is not a medical device and may use an unlicensed frequency band that is susceptible to interference from other devices or equipment.

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The Cisco Unified Wireless IP Phone 7921G has many of the same phone features as the IP phone desktop models, such as Mute, access to voice messaging, and directories. The phone has a limited number of buttons, because of its size. As a consequence, the following are some differences in its operation:

- No line buttons—You must enter the phone number from the key pad and press Send. You can press the Phone icon from the main screen to use other lines on your phone.
- Only two softkeys—You must press the Options softkey to see the list of softkey features.
- You do not hear a dial tone.

**Related Topics**

- [How to Care for and Clean the Phone, page 3](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page 5](#)
- [How Users Configure Phone Features and Services, page 6](#)
- [How Users Access Voice Messages, page 7](#)

## How to Care for and Clean the Phone

Users need to know how to protect and clean their phone. These guidelines provide information about using accessories and cleaning the Cisco Unified Wireless IP Phone 7921G:

- Use only chargers, batteries, and accessories that are approved by the Cisco Unified Wireless IP Phone 7921G manufacturer. Use of unapproved chargers, batteries, and accessories might be dangerous.
- Do not adhere a clip to the back of the phone or insert a clip between the phone and battery cover because it can damage the battery.
- Use a protective cover case to shield the phone from moisture, dust, hair, grease, and other contaminants that might get on your hands. For example, in Healthcare environments, where phones must be cleaned with sterilizing wipes, you must use a protective cover case to prevent moisture damage to the phone.
- Use a protective cover case in environments where the phone might be bumped or dropped, such as manufacturing or warehouse environments.
- When disconnecting the power cord of any accessory, grasp and pull the plug. Do not pull the cord.
- Keep accessories out of reach of young children.
- Clean the phone only with a soft dry cloth. Do not use moist wipes or cleaning powders that might damage the phone.

**Note**

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Using unapproved accessories, not protecting the phone from moisture, contaminants, and hard impacts can invalidate the one-year hardware warranty.

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For a list of available accessories and their descriptions, refer to the *Cisco Unified Wireless IP Phone 7921G Accessory Guide* at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide09186a008076b878.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide09186a008076b878.html)

#### Related Topics

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## How Users Access the Help System on the Phone

This Cisco Unified Wireless IP Phone 7921G provides access to a comprehensive online help system. To view the main help menu on a phone, from the main screen, press the Select button in the center of the navigation button. Wait for several seconds for this menu to appear.

- About Your Cisco Unified IP Phone—Details about your phone
- How do I...?—Procedures for common phone tasks
- Calling Features—Descriptions and procedures for calling features
- Help—Tips on using and accessing Help
- [How the Cisco Unified Wireless IP Phone Operates, page 2](#)
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# 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 xix 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/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](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](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 [Obtaining Documentation and Submitting a Service Request](#), [Obtaining Documentation and Submitting a Service Request](#), page xx.

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# How Users Configure Phone Features and Services

End users can perform a variety of activities using the Cisco Unified Communications Manager User Options web page. Cisco Unified Wireless IP Phone users can set up speed dial and call forwarding numbers. 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:

`https://server_name:port_number/ccmuser/`

where *server\_name* is the host on which the web server is installed, and *port\_number* is the port address.

- A user ID and default password for accessing 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 7-29).

- A description of a web-based, graphical user interface application and how to access it with a web browser.
- An overview of tasks that users can accomplish by using the web page.

You can also refer users to *Customizing Your Cisco Unified IP Phone on the Web*, which is available at this URL:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cuipph/all\\_models/4\\_1\\_user\\_options/english/user/guide/usopt.pdf](http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/all_models/4_1_user_options/english/user/guide/usopt.pdf)

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# How Users Access Voice Messages

Cisco Unified Communications Manager provides 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 detailed information about how to use your specific system.

You should provide this information to each user:

- How to access the voice messaging system account.
- The 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 Communications Manager to set up a message waiting indicator (MWI) method.

For information about setting up the MWI method and the interface to the voice messaging system in Cisco Unified Communications Manager, refer to the documentation for your system at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

If you are using a Cisco Unity voice messaging system, refer to the Cisco Unity documentation for your system for configuring voice messaging and the initial passwords at this URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps2237/tsd_products_support_series_home.html)

Refer to the *Cisco Unified Wireless IP Phone 7921G Guide* for information about accessing the voice messaging system from the phone at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/products\\_user\\_guide\\_book09186a008076b8af.html](http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_book09186a008076b8af.html)

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