



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](#)
- [How Users Get Copies of Cisco Unified IP Phone Manuals, page A-2](#)
- [How Users Access a Voice Messaging System, page A-2](#)

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 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.

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. The *Cisco Unified SIP Phone 3911 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.

Documentation is also available on the CD-ROM titled *Cisco Unified Communications Manager Design, Installation, and Operation Guides*, which is distributed with Cisco Unified Communications Manager releases.

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 xii.

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.

Make sure that you have used Cisco Unified Communications Manager to set up a message waiting indicator (MWI) method.

