Preface

Overview

Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager 8.6 (SCCP and SIP) provides the information you need to understand, install, configure, manage, and troubleshoot the phones on a Voice-over-IP (VoIP) network.

Because of the complexity of an IP telephony network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager or other network devices. See Related Documentation, page xii for a list of related documentation.

Audience

Network engineers, system administrators, or telecom engineers should review this guide to learn the steps required to properly set up the Cisco Unified IP Phones on the network.

The tasks described are administration-level tasks and are not intended for end users of the phones. Many of the tasks involve configuring network settings and affect the phone's ability to function in the network.

Because of the close interaction between the Cisco Unified IP Phones and Cisco Unified Communications Manager, many of the tasks in this manual require familiarity with Cisco Unified Communications Manager.

Organization

This manual is organized as follows:

Chapter	Description
Chapter 1, An Overview of the Cisco Unified IP Phones	Provides a conceptual overview and description of the Cisco Unified IP Phones.
Chapter 2, Preparing to Install the Cisco Unified IP Phones on Your Network	Describes how the Cisco Unified IP Phones interact with other key IP telephony components, and provides an overview of the tasks required prior to installation.
Chapter 3, Setting Up the Cisco Unified IP Phones	Describes how to properly and safely install and configure the Cisco Unified IP Phones on your network.

Chapter 4, Configuring Settings on the Cisco Unified IP Phones	Describes how to configure network settings, verify status, and make global changes to the Cisco Unified IP Phones.
Chapter 5, Configuring Features, Templates, Services, and Users	Provides an overview of procedures for configuring telephony features, configuring directories, configuring phone button and softkey templates, setting up services, and adding users to Cisco Unified Communications Manager.
Chapter 6, Customizing the Cisco Unified IP Phones	Explains how to customize phone ring sounds, background images, and the phone idle display at your site.
Chapter 7, Monitoring the Cisco Unified IP Phones Remotely	Describes the information that you can obtain from the phone's web page to remotely monitor the operation of a phone and to assist with troubleshooting.
Chapter 8, Viewing Model Information, Status, and Statistics on the Cisco Unified IP Phones	Explains how to view model information, status messages, network statistics, and firmware information from the Cisco Unified IP Phones.
Chapter 9, Troubleshooting and Maintenance	Provides tips for troubleshooting the Cisco Unified IP Phone and the Cisco Unified IP Phones Expansion Modules.
Appendix A, Providing Information to Users Via a Website	Provides suggestions for setting up a website for providing users with important information about their Cisco Unified IP Phones.
Appendix B, Feature Support by Protocol for Cisco Unified IP Phone	Provides information about feature support for the Cisco Unified IP Phones 7962G, 7942G, 7961G, 7961G-GE, 7941G, and 7941G-GE using the SCCP or SIP protocol with Cisco Unified Communications Manager Release.
Appendix C, Supporting International Users	Provides information about setting up phones in non-English environments.
Appendix D, Technical Specifications	Provides technical specifications of the Cisco Unified IP Phones.
Appendix E, Basic Phone Administration Steps	Provides procedures for basic administration tasks such as adding a user and phone to Cisco Unified Communications Manager and then associating the user to the phone.

Related Documentation

For more information about Cisco Unified IP Phones or Cisco Unified Communications Manager, refer to the following publications:

Cisco Unified IP Phone 7900 Series

These publications are available at the following URL:

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

Cisco Unified Communications Manager Administration

Related publications are available at the following URL:

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

Cisco Unified Communications Manager Business Edition

Related publications are available at the following URL:

http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Document Conventions

This document uses the following conventions:

Table 1

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x | y | z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x | y | z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in `boldface screen` font.
italic screen font	Arguments for which you supply values are in *italic screen* font.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warning **Means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.**