



# Configuring User Access and Features

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Many of the Cisco IP Phone features available to end users require that you configure them using the Cisco CallManager Administration application. An overview of configuration procedures is provided in this chapter; detailed instructions are available in Cisco CallManager Administration documentation.

This chapter describes setting up user features and providing users with information about those features. Refer to the following topics:

- [Adding Users to Cisco CallManager, page 6-1](#)
- [Modifying Phone Button Templates, page 6-2](#)
- [Configuring Corporate Directories, page 6-4](#)
- [Setting Up User Services, page 6-5](#)
- [System Administrator Checklist, page 6-6](#)

## Adding Users to Cisco CallManager

Cisco CallManager Administration allows you to display and maintain information about users on the network.

You must configure features to allow users to perform the following actions:

- Access the corporate directory and other customized directories from a Cisco IP Phone
- Set up their own speed dial and call forwarding numbers
- Subscribe to services that are accessible from a Cisco IP Phone

To set up these features, open the Cisco CallManager Administration application and select **User > Add a New User**. Refer to the *Cisco CallManager Administration Guide*, the *Cisco CallManager System Guide*, or context-sensitive help in the application for details.

After you add users to Cisco CallManager, provide users with the URL to access the Cisco IP Phone User Options application. From this web-based application, users can configure speed dial and call-forwarding numbers and choose the services to display on their phones.

## Modifying Phone Button Templates

Although the Cisco IP Phones support similar features, each phone model can implement these features differently. Modify phone button templates to assign features to phone buttons and to customize features for a phone model.

Ideally, you can modify templates before registering phones on the network. Proceeding in this order allows you to access customized phone button template options from the Cisco CallManager Administration application during registration.

To modify a phone button template, open the Cisco CallManager Administration application and select **Device > Phone Button Template**. Refer to the *Cisco CallManager Administration Guide*, the *Cisco CallManager System Guide*, or context-sensitive help in the application for details.



### Tip

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The number of buttons and features that you can customize varies based upon Cisco IP Phone model. Familiarize yourself with the possible configuration options.

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This section covers these topics:

- [Modifying Cisco IP Phone 7960 and 7940 Templates, page 6-3](#)
- [Modifying Cisco IP Phone 7910 Templates, page 6-3](#)

## Modifying Cisco IP Phone 7960 and 7940 Templates

The template for Cisco IP Phone models 7960 and 7940 enables you to configure lines and speed dial options. You can configure up to six line or speed dial options on the Cisco IP Phone 7960 and up to two on the Cisco IP Phone 7940. Other phone features, such as call park, call forward, redial, voice mail, conference calls, and so on are accessed using soft keys. You cannot configure these keys.

**Note**

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If you are using an Expansion Module with a Cisco IP Phone 7960, see the [“Configuring the 7914 Expansion Module Button Template”](#) section on [page 2-8](#) for instructions.

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## Modifying Cisco IP Phone 7910 Templates

The Cisco IP Phone 7910 has six programmable buttons, which you configure using the phone button template. You can assign the following functions to any of the six buttons:

- Voice mail
- Conference calls
- Call forwarding
- Speed dial
- Redial
- Call Park
- Call Pickup
- Group Call Pickup
- Meet Me Conference

Of these possible options, the default template includes the following features, which are also labeled on the Cisco IP Phone 7910:

- msgs—for voice mail
- conf—for conference calls
- forward—for call forwarding

- speed 1 and speed 2—for speed dialing
- redial—for dialing the most recently dialed number again

If you change these button assignments, you can also update their corresponding labels on the Cisco IP Phone 7910. The Cisco IP Phone 7910 shipped with extra mylar labels on a perforated sheet. After printing the labels, you can easily remove them from this sheet.

These label sheets have different textures—one smooth side and one textured side; the textured side is labeled “front.” This is the side that users contact when pressing the buttons. The type of printing method used determines the side to print on. To avoid ink rubbing off on users’ fingers, choose a printing method that prints on the smooth side of the labels.

Use these specifications to print on the labels:

- Text size—10 point (on a PC-compatible computer) or 12 point (on a Macintosh-compatible computer)
- Text font—Univers 65 bold oblique
- Text color—PMS 413C
- Text position—2.533 mm above the button hole openings

## Configuring Corporate Directories

Cisco IP Phone models 7960 and 7940 can store a directory of employee names and phone numbers. Although you access the directory from the IP Phone, you must configure the directory before users can access it. To use the corporate directory, you must have users entered into a Lightweight Directory Access Protocol (LDAP) directory configured with Cisco CallManager.

To set up these features, open Cisco CallManager and select **User > Global Directory**. Refer to the *Cisco CallManager Administration Guide*, the *Cisco CallManager System Guide*, or context-sensitive help in the Cisco CallManager Administration application for details.

# Setting Up User Services

The Cisco IP Phone models 7960 and 7940 allow users to access specific information services, such as local movie times, stock quotes, weather reports, and so on. Although users access these services by pressing the Services button to display a services menu on the Cisco IP Phone, you must first configure the services to which users can subscribe.

In summary:

- System administrators configure available services using the Cisco CallManager Administration application.
- Users subscribe to services using the Cisco IP Phone User Options application. This web-based application provides a graphic user interface (GUI) for limited, end-user configuration of IP Phone applications.

Before setting up services, gather the URL addresses for the sites you want to set up and verify that users can access those sites from your corporate IP telephony network.

To set up these features, open the Cisco CallManager Administration application and select **Feature > Cisco IP Phone Services**. Refer to the *Cisco CallManager Administration Guide*, the *Cisco CallManager System Guide*, or context-sensitive help in the Cisco CallManager Administration application for details.

After you configure these services, verify that your users have access to the Cisco CallManager IP Phone Options web-based application, where they can select and subscribe to configured services. Refer to the *Cisco CallManager Administration Guide*, the *Cisco CallManager System Guide*, or context-sensitive help in the Cisco CallManager Administration application for details.



## Note

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To configure Extension Mobility services for users, see the *Cisco CallManager Extended Services Administrator's Guide*.

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# System Administrator Checklist

If you are a system administrator, you are likely the primary source of information for Cisco IP Phone users in your network or company. It is important to provide current and thorough information to end users.

Provide the following information to end users:

- Identify yourself. The *Cisco IP Phone Models 7960 and 7940 User Guide* instructs users to direct some questions to a system administrator. To assist users, consider distributing an E-mail or memo identifying yourself or your network team. Provide contact information.
- Provide end users with the following information about the Cisco IP Phone User Options web-based application:
  - The URL required to access the application
  - A user ID and default password needed to access the application
  - A brief description of what a web-based, graphic user interface application is, and how it is accessed with a Web browser.
  - Outline the tasks that users can expect to accomplish with the application, including subscribing to services, setting up speed dial and call forwarding numbers, and creating a personal address book.
- Provide end users with access to user documentation for the Cisco IP Phones. For example, the *Cisco IP Phone Models 7960 and 7940 User Guide* includes detailed user instructions for subscribing to services, using extension mobility, and other key features.

For a list of available documentation, go to the Cisco IP Phone website at: [http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm) and click on the link called Cisco IP Phone Documentation for Cisco CallManager.

For more information about viewing or ordering documentation, see the “[Obtaining Documentation](#)” section on page -xiv.