Appendix 3-E: User Frequently Asked Questions

A FAQs list will become useful as the IP phone conversion begins. This FAQ list will serve useful as you begin to capture and build your own FAQ document. This appendix is also available at http://www.ciscopress.com/1587200880.

IP Phone Support Information

- General questions

- Using IP Phones

- Troubleshooting general questions

Cisco IP Phones

- What is an IP Phone?

- When will I get an IP Phone?

- Why are we using the Cisco IP Phone?

- How can I get an IP Phone for my house?

- How can I order the appropriate headset/cord for my IP Phone?

- How do I request or suggest features for IP Phones?

- How do I drop or end a call?

- How do I forward all my calls?

- How do I program my speed dial?

- How do I use the directories?

- How do I adjust the ringer volume?

- How do I change the ring sound?

- How do I connect two IP Phones with only one phone jack?

- How do I adjust/save speaker volume levels?

- How do I transfer a call?

- How do I place a conference call?

Troubleshooting

- How do I report problems with my IP Phone?

- My message waiting indicator (MWI) is not working. What's wrong?

- What do I do if my IP Phone appears "dead"?

- What do I do if my IP Phone appears to be in configuration mode or registering mode?

- What do I do if my IP Phone is stuck in configuring mode?

- IT Internal Technical Support Library FAQs—*(insert internal URL here)*.