



# Cisco IP Phone Services Configuration

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Using Cisco CallManager Administration, you define and maintain the list of Cisco IP Phone Services to which users can subscribe at their site. Cisco IP Phone Services comprise XML applications that enable the display of interactive content with text and graphics on Cisco IP Phones 7970, 7960, 7940, 7912, and 7905.



## Note

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Cisco IP Phones 7912 and 7905 only support text-based XML applications.

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Cisco CallManager provides sample Cisco IP Phone Services applications. You can also create customized Cisco IP Phone applications for your site.

After you configure the list of services, you can add services to the phones in the database and assign them to phone buttons. In Cisco CallManager Administration, you can view and modify settings for phones and device profiles. Users can log on to the Cisco IP Phone User Options application and subscribe to these services for their Cisco IP Phones.

This section covers the following topics:

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)
- [Adding a Cisco IP Phone Service Parameter, page 42-8](#)

- [Updating a Cisco IP Phone Service Parameter, page 42-10](#)
- [Deleting a Cisco IP Phone Service Parameter, page 42-11](#)
- [Cisco IP Phone Service Parameter Settings, page 42-12](#)

## Finding a Cisco IP Phone Service

Because you might have several Cisco IP Phone Services in your network, Cisco CallManager lets you locate specific Cisco IP Phone Services on the basis of specific criteria. Use the following procedure to locate Cisco IP Phone Services.

**Note**

During your work in a browser session, Cisco CallManager Administration retains your Cisco IP Phone Service search preferences. If you navigate to other menu items and return to this menu item, Cisco CallManager Administration retains your Cisco IP Phone Service search preferences until you modify your search or close the browser.

**Procedure**

**Step 1** Choose **Feature > Cisco IP Phone Services**.

The Find and List IP Phone Services window displays. Use the two drop-down list boxes to search for a Cisco IP Phone Service.

**Step 2** From the first Find Service where drop-down list box, choose one of the following criteria:

- IP Phone Service
- Description

**Note**

The criterion that you choose in this drop-down list box specifies how the list of Cisco IP Phone Services that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find Service where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

**Step 3** Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



**Tip** To find all Cisco IP Phone Services that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco IP Phone Services displays by

- IP Phone Service icon
- IP Phone Service name
- Description



**Note** You can delete multiple Cisco IP Phone services from the Find and List IP Phone Services window by checking the check boxes next to the appropriate Cisco IP Phone Services and clicking **Delete Selected**. You can delete all Cisco IP Phone Services in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

**Step 4** From the list of records, click the IP Phone Service name or description that matches your search criteria.

The window displays the Cisco IP Phone Service that you choose.

### Related Topics

- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)

- [Adding a Cisco IP Phone Service Parameter, page 42-8](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)

## Adding a Cisco IP Phone Service

Perform the following steps to add a Cisco IP Phone Service.



### Caution

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Do not put Cisco IP Phone Services on any Cisco CallManager server at your site or any server that is associated with Cisco CallManager, such as the TFTP server or directory database publisher server. This precaution eliminates the possibility that errors in a Cisco IP Phone Service application will have an impact on Cisco CallManager performance or interrupt call-processing services.

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### Procedure

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- Step 1** Choose **Feature > Cisco IP Phone Services**.
- Step 2** In the upper, right corner of the window, click the **Add a New IP Phone Service** link.
- The Cisco IP Phone Services Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 42-1](#).
- Step 4** To add the service, click **Insert**.

After the service is added to the list, you can add and configure parameters for the service. See the “[Adding a Cisco IP Phone Service Parameter](#)” section on [page 42-8](#) for more information.

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### Related Topics

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Adding a Cisco IP Phone Service Parameter, page 42-8](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)

# Updating a Cisco IP Phone Service

Perform the following steps to update a Cisco IP Phone Service (for example, to change the service URL or other information).

**Note**

If you change the service URL, remove a Cisco IP Phone Service parameter, or change the name of a phone service parameter for a phone service to which users are subscribed, be sure to click **Update Subscriptions** to update all currently subscribed users with the changes. If you do not do so, users must resubscribe to the service to rebuild the URL correctly.

**Procedure**

- Step 1** Find the Cisco IP Phone service by using the procedure in the [“Finding a Cisco IP Phone Service”](#) section on page 42-2.
- Step 2** Click the name or description of the Cisco IP Phone Service that you want to update.
- Step 3** Update the appropriate settings as described in [Table 42-1](#).
- Step 4** Add, update, or delete parameters as needed as described in [“Adding a Cisco IP Phone Service Parameter”](#) section on page 42-8, [“Updating a Cisco IP Phone Service Parameter”](#) section on page 42-10, and [“Deleting a Cisco IP Phone Service Parameter”](#) section on page 42-11.
- Step 5** To apply the changes, update the Cisco IP Phone Services Configuration window:
  - If the service was modified after subscriptions existed, click **Update Subscriptions** to rebuild all user subscriptions. You must update subscriptions if you changed the service URL, removed a phone service parameter, or changed the Parameter Name for a phone service parameter.
  - If the service is new and you do not need to rebuild user subscriptions, click **Update**.

**Related Topics**

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)

- [Deleting a Cisco IP Phone Service, page 42-6](#)
- [Adding a Cisco IP Phone Service Parameter, page 42-8](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)

## Deleting a Cisco IP Phone Service

Perform the following steps to delete a Cisco IP Phone Service.

### Before You Begin

When you delete a Cisco IP Phone Service, Cisco CallManager removes all service information, user subscriptions, and user subscription data from the database. To find out which devices are using the Cisco IP Phone Service, click the **Dependency Records** link from the Cisco IP Phone Service Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a Cisco IP Phone Service that is in use, Cisco CallManager displays an error message. Before deleting a Cisco IP Phone Service that is currently in use, you must perform either or both of the following tasks:

- Assign a different Cisco IP Phone Service to any devices that are using the Cisco IP Phone Service that you want to delete. See the [“Updating a Phone” section on page 57-10](#).
- Delete the devices that are using the Cisco IP Phone Service that you want to delete. See the [“Deleting a Phone” section on page 57-11](#).

### Procedure

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- Step 1** Find the Cisco IP Phone service by using the procedure in the [“Finding a Cisco IP Phone Service”](#) section on page 42-2.
- Step 2** Click the name or description of the Cisco IP Phone Service that you want to delete.
- The Cisco IP Phone Services Configuration window displays.
- Step 3** Click **Delete**.
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### Related Topics

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)

# Cisco IP Phone Service Configuration Settings

[Table 42-1](#) describes the Cisco IP Phone service configuration settings. See [Table 42-2](#) for Cisco IP Phone Service Parameter Settings.

**Table 42-1 Cisco IP Phone Service Configuration Settings**

Field	Description
Service Name	Enter the name of the service as it will display on the menu of available services in the Cisco IP Phone User Options application. Enter up to 32 characters for the service name.
Service Description	Enter a description of the content that the service provides.

**Table 42-1 Cisco IP Phone Service Configuration Settings (continued)**

Field	Description
Service URL	<p>Enter the URL of the server where the Cisco IP Phone Services application is located. Make sure that this server remains independent of the servers in your Cisco CallManager cluster. Do not specify a Cisco CallManager server or any server that is associated with Cisco CallManager (such as a TFTP server or directory database publisher server).</p> <p>For the services to be available, the phones in the Cisco CallManager cluster must have network connectivity to the server.</p>
Character Set	If you are using a language other than English for Service Name and Description, choose the character set for that language. Text that is input by the user displays incorrectly if the wrong character set is chosen.

**Related Topics**

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)

## Adding a Cisco IP Phone Service Parameter

Use the following procedure to add and configure Cisco IP Phone Service parameters. Add the phone service before you configure parameters. Refer to the documentation for the individual Cisco IP Phone Service for specific information about whether the service uses parameters, how those parameters should be configured, and whether you should provide optional parameter definitions.



## Procedure

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- Step 1** Find the Cisco IP Phone service by using the procedure in the [“Finding a Cisco IP Phone Service”](#) section on page 42-2.
- Step 2** From the Cisco IP Phone Services list, choose the service to which you want to add parameters.
- The Cisco IP Phone Services Configuration window displays.
- Step 3** Click the **New** button to the right of the Parameters list box.
- The Configure Cisco IP Phone Service Parameter dialog appears.
- Step 4** Enter the appropriate settings as described in [Table 42-2](#).
- Step 5** To add the new parameter, click **Insert**.
- Step 6** To add additional parameters, if needed, repeat [Step 4](#) and [Step 5](#).
- Step 7** To add the last parameter, click **Insert and Close**.
- Step 8** To apply the changes, update the Cisco IP Phone Services Configuration window:
- If the service was modified after subscriptions existed, click **Update Subscriptions** to rebuild all user subscriptions. You must update subscriptions if you changed the service URL, removed a phone service parameter, or changed the name for a phone service parameter.
  - If the service is new and you do not need to rebuild user subscriptions, click **Update**.
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## Related Topics

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Updating a Cisco IP Phone Service Parameter, page 42-10](#)
- [Deleting a Cisco IP Phone Service Parameter, page 42-11](#)
- [Cisco IP Phone Service Parameter Settings, page 42-12](#)

# Updating a Cisco IP Phone Service Parameter

Perform the following steps to update a service parameter for a specific Cisco IP Phone Service.

**Note**

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If you remove a Cisco IP Phone Service parameter or change the parameter name of a phone service for a phone service to which users are subscribed, be sure to click **Update Subscriptions** to update all currently subscribed users with the changes. If you do not do so, users must resubscribe to the service to rebuild the URL correctly.

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**Procedure**

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- Step 1** Find the Cisco IP Phone service by using the procedure in the [“Finding a Cisco IP Phone Service”](#) section on page 42-2.
- Step 2** From the Cisco IP Phone Services list, choose the phone service that you want to update.
- The Cisco IP Phone Services Configuration window displays.
- Step 3** In the Parameters list box, choose the name of the parameter that you want to update.
- Step 4** Click **Edit**.
- Step 5** Update the appropriate settings as described in [Table 42-2](#).
- Step 6** To apply the changes, click **Update**, or to apply the changes and close the dialog, click **Update and Close**.
- Step 7** To apply the changes, update the Cisco IP Phone Services Configuration window:
- If the service was modified after subscriptions existed, click **Update Subscriptions** to rebuild all user subscriptions. You must update subscriptions if you changed the service URL, removed a phone service parameter, or changed the name for a phone service parameter.
  - If the service is new and you do not need to rebuild user subscriptions, click **Update**.
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**Related Topics**

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Deleting a Cisco IP Phone Service Parameter, page 42-11](#)
- [Cisco IP Phone Service Configuration Settings, page 42-7](#)
- [Cisco IP Phone Service Parameter Settings, page 42-12](#)

## Deleting a Cisco IP Phone Service Parameter

Perform the following steps to delete a Cisco IP Phone Service.

**Note**

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If you remove a phone service parameter or modify the Parameter Name of a phone service parameter for a phone service to which users are subscribed, you must click **Update Subscriptions** to update all currently subscribed users with the changes. If you do not do so, users must resubscribe to the service to rebuild the URL correctly.

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**Procedure**

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- Step 1** Find the Cisco IP Phone service by using the procedure in the [“Finding a Cisco IP Phone Service”](#) section on page 42-2.
  - Step 2** From the Cisco IP Phone Services list, choose the phone service whose parameters you want to delete.
  - Step 3** In the Parameters list box, choose the name of the parameter that you want to delete.
  - Step 4** Click **Delete**.
  - Step 5** To confirm the deletion, click **OK**.

- Step 6** To apply the changes, update the Cisco IP Phone Services Configuration window:
- If the service was modified after subscriptions existed, click **Update Subscriptions** to rebuild all user subscriptions. You must update subscriptions if you changed the service URL, removed a phone service parameter, or changed the Parameter Name for a phone service parameter.
  - If the service is new and you do not need to rebuild user subscriptions, click **Update**.

#### Related Topics

- [Updating a Cisco IP Phone Service Parameter, page 42-10](#)
- [Adding a Cisco IP Phone Service Parameter, page 42-8](#)
- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)
- [Cisco IP Phone Service Parameter Settings, page 42-12](#)

## Cisco IP Phone Service Parameter Settings

Table 42-2 describes the Cisco IP Phone service parameter settings.

**Table 42-2 Cisco IP Phone Service Parameter Settings**

Field	Description
Parameter Name	Enter the exact query string parameter to use when you build the subscription URL; for example, symbol.
Parameter Display Name	Enter a descriptive parameter name to display to the user in the Cisco IP Phone User Options application; for example, Ticker Symbol.
Default Value	Enter the default value for the parameter. This value displays to the user when a service is being subscribed to for the first time; for example, CSCO.

**Table 42-2 Cisco IP Phone Service Parameter Settings (continued)**

Field	Description
Parameter Description	Enter a description of the parameter. The user can access the text that is entered here while the user is subscribing to the service. The parameter description should provide information or examples to help users input the correct value for the parameter.
Parameter is Required	If the user must enter data for this parameter before the subscription can be saved, check the Parameter is Required check box.
Parameter is a Password (mask contents)	You can mask entries in the Cisco IP Phone User Options application, so asterisks display rather than the actual user entry. You may want to do this for parameters such as passwords that you do not want others to be able to view. To mask a parameter entry, check the Parameter is a Password (mask contents) check box in the Configure Cisco IP Phone Service Parameter window in Cisco CallManager Administration.

## Adding a Cisco IP Phone Service to a Phone Button

In addition to adding a Cisco IP Phone Service, so it is available to users on their phones, you can assign the service to a phone button that is configured as a service URL. This gives the user one-button access to the service without using the services button on the IP phone.

Perform the following steps to add a service to a service URL button:

1. Add the service to Cisco CallManager (see [Adding a Cisco IP Phone Service, page 42-4](#))
2. Customize a phone button template by configuring a Service URL button (see [Adding Phone Button Templates, page 59-4](#))
3. Add the customized phone button template to the phone (see [Adding a Phone, page 57-5](#))
4. Subscribe the service to the phone (see [Configuring Cisco IP Phone Services, page 57-36](#))

5. Add the service URL to a phone button (see [Configuring Service URL Buttons, page 57-39](#))

**Related Topics**

- [Finding a Cisco IP Phone Service, page 42-2](#)
- [Adding a Cisco IP Phone Service, page 42-4](#)
- [Updating a Cisco IP Phone Service, page 42-5](#)
- [Deleting a Cisco IP Phone Service, page 42-6](#)
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- [Deleting a Cisco IP Phone Service Parameter, page 42-11](#)

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