

# 7970 IP Phone: Set the Time Zone

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**Introduction**

**Prerequisites**

Requirements

Components Used

Conventions

**Background Information**

**Configuration**

**Verify**

**Troubleshoot**

**NetPro Discussion Forums – Featured Conversations**

**Related Information**

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## Introduction

This document describes how to set the time zone on the Cisco 7970 IP Phone and provides a basic troubleshooting procedure in a Cisco CallManager Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Express
- Cisco 7970 IP Phone

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Express version 3.2.1
- Cisco 7970 IP Phone Firmware version 7.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

## Background Information

The Cisco 7970 IP Phone calculates the time displayed on its panel based on these two parameters. Cisco CallManager Express passes these two parameters to the Cisco 7970 IP Phone during phone initialization

time:

- The Coordinated Universal Time (UTC)/Greenwich Mean Time (GMT) converted from the current time on Cisco CallManager Express.
- The timezone configuration for the Cisco 7970 IP Phone on Cisco CallManager Express.

## Configuration

Complete these steps on the Cisco CallManager Express to display the correct time:

1. Configure CLI **type 7970** under the ephone (see arrow A in Figure 1).

**Figure 1 Ephone Configuration**

```
⌘
ephone 10
mac-address 000F.905A.D224
type 7970 ← A
button 1:3
⌘
```

2. Configure CLI **time-zone** (see A arrow in Figure 2) under the Telephony service.

**Figure 2 Time Zone Configuration**

```
⌘
telephony-service
load 7970 /Desktops/320x212/12/test25.
max-ephones 20
max-dn 20
ip source-address 10.89.239.45 port 2000
auto assign 1 to 4
time-zone 8 ← A
create cnf-files version-stamp 7960 Mar 02 2006 15:07:30
voicemail 6000
max-conferences 8 gain -6
transfer-system full-consult
⌘
```

3. Configure the **create cn** command under the Telephony service to implement the change in step 1 and 2 (see arrow A in Figure 3).

**Figure 3 Configuration File Creation**

```
CME-CUE(config)#telephony-service
CME-CUE(config-telephony)#create cn ← A
CNF file creation is already On
Updating CNF files

CNF files update complete
```

## Verify

Reset the Cisco 7970 IP Phone to verify the configuration. Complete these steps:

1. Hit the **Setting** button on the Cisco 7970 IP Phone.
2. Enter the **\*\*\*#** key sequence on the phone keypad to reset the phone.

The correct time displays on the Cisco 7970 IP Phone after the reset.

# Troubleshoot

Complete these steps if the time displayed on the Cisco 7970 IP Phone is incorrect:

1. Verify the phone configuration on Cisco CallManager Express.
2. Display the 7970 configuration on Cisco CallManager Express. The name is `xmldefault7970.cnf.xml` and is located in the `system:/its/` directory. Complete these steps:
  - a. Login to Cisco CallManager Express.
  - b. Complete these steps to display the 7970 configuration file:
    - i. Issue the **cd system:** command.
    - ii. Issue the **cd its** command.
    - iii. Issue the **more xmldefault7970.cnf.xml** command to dump the configuration (see arrow A in Figure 4) .
  - c. Verify that the time zone parameter is correctly configured (see arrow B in Figure 4).

**Figure 4** 970 Phone Configuration File on Cisco CallManager Express

```
CME-CUE#more xmldefault7970.cnf.xml ← A
<device>
<devicePool>
<dateLineSetting>
<dateTemplate>M/D/YA</dateTemplate>
<timeZone>Central Standard/Daylight Time</timeZone> ← B
</dateLineSetting>
<callManagerGroup>
<members>
<member priority="0">
<callManager>
<ports>
<ethernetPhonePort>2000</ethernetPhonePort>
</ports>
<processNodeName>10.89.239.45</processNodeName>
</callManager>
</member>
</members>
</callManagerGroup>
</devicePool>
<versionStamp><7970 Mar 02 2006 15:07:30></versionStamp>
<loadInformation>/Desktops/320x212/12/test25.</loadInformation>
<userLocale>
<name>English_United_States</name>
<langCode>en</langCode>
</userLocale>
<networkLocale>United_States</networkLocale>
<idleTimeout>0</idleTimeout>
<authenticationURL></authenticationURL>
<directoryURL>http://10.89.239.45:80/localdirectory</directoryURL>
<idleURL></idleURL>
<informationURL></informationURL>
<messagesURL></messagesURL>
<proxyServerURL></proxyServerURL>
<servicesURL></servicesURL>
</device>
```

3. Verify that Cisco CallManager Express successfully sends the 7970 configuration file to the Cisco 7970 IP Phone. Complete these steps:
  - a. Login to Cisco CallManager Express.
  - b. Issue the **debug tftp event** command.
  - c. Issue the **terminal monitor** command.
  - d. Reset the Cisco 7970 IP Phone.

Figure 5 shows the debugging output. If the Cisco 7970 IP Phone successfully receives its configuration file, the messages contained in arrow A appear.

Figure 5 Verify the 7970 Configuration File Download

```
Mar 2 17:03:09 cst: %IPPHONE-6-UNREGISTER_NORMAL: ephone-10:SEP000F905AD224 IP:10.89.239.44 Socket:1 Device
as unregistered normally.
Mar 2 17:03:49: IFTP: Looking for CTLSEP000F905AD224.tlv
Mar 2 17:03:50: IFTP: Looking for SEP000F905AD224.cnf.xml
Mar 2 17:03:50: IFTP: Opened system:/its/XMLDefault7970.cnf.xml, fd 0, size 934 for process 230 ← A
Mar 2 17:03:50: IFTP: Finished system:/its/XMLDefault7970.cnf.xml, time 00:00:00 for process 230
Mar 2 17:03:51 cst: %IPPHONE-6-REG_ALARM: 20: Name=SEP000F905AD224 Load= 7.0(1.0s) Last=Phone-Keypad
Mar 2 17:03:52 cst: %IPPHONE-6-REGISTER: ephone-10:SEP000F905AD224 IP:10.89.239.44 Socket:1 DeviceType:Phon
cred.
```

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## Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

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