Add a New Service to the Cisco IP Phone to Display Customized URL

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Contents

Introduction
Prerequisites
   Requirements
   Components Used
   Conventions
Add a New Service to the Cisco IP Phone
Related Information

Introduction

The document describes how to configure the Cisco IP Phone so that a customized URL is displayed when you press the services button.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco 7965 IP Phone.

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 Cisco Technical Tips Conventions for more information on document conventions.

Add a New Service to the Cisco IP Phone

Cisco Unified IP Phone services comprise XML applications that enable the display of interactive content with text and graphics on Cisco Unified IP Phones. After the list of services is configured, users can log in to the Cisco Unified Communications Manager User Options Menu and subscribe to these services for their Cisco Unified IP Phones, or an administrator can add services to Cisco Unified IP Phones and device profiles. Administrators can assign services to speed-dial buttons, so users have one-button access to the services.

Perform these steps to create a service so that when the user presses the services button on the IP Phone, it should display the URL for the web interface for the CUCM user.
Note: In this Scenario, the ip address in the URL https://<ip address>/ccmuser/ refers to the Server IP address where the Cisco Unified IP Phone Services application is located.

1. From the Cisco Unified Communications Manager Administration page, choose Device > Device Settings > Phone Services. This will open the Find and List IP Phone Services window.

2. Click the Add New button. The IP phone Services Configuration window appears.

3. Enter the Service Name as https://<ip address>/ccmuser/. This is the name that will display on the menu of available services in the Cisco Unified IP Phone User Options application.

4. Enter the ASCII Service Name as https://<ip address>/ccmuser/ also. This is the name of the service to display if the phone cannot display Unicode.

5. Enter the Service URL as https://<ip address>/ccmuser/. This is the URL of the server where the Cisco Unified IP Phone Services application is located. In order for the services to be available, the phones in the Cisco Unified CallManager cluster must have network connectivity to the server.

6. The Service Description is optional.
7. Click **Save** and navigate to the IP Phone for which you want the new service to be configured.
8. From the **Cisco Unified Communications Manager Administration** page, choose **Device > Phone**. The **Find and List Phones** page opens.
9. Search for a phone device. To see a list of all phone devices, leave the search dialog box empty, and click **Find**.
10. From the list, choose the **IP Phone** for which you want the service configured.
11. In the **Phone Configuration** window, choose **Subscribe/Unsubscribe Services** from the Related Links list and click **Go**.

12. When the Subscribe/Unsubscribe Services window opens, choose **https://<ip address>/ccmuser/** from the **Select a Service** list and click **Next**.

13. Click **Subscribe**.

Once complete, you should be able to view the URL **https://<ip address>/ccmuser/** on your IP Phone after you press the **services** button.

**Note:** This service will not have any functionality from the CallManager perspective. It will only display the URL so that user will know what link to use in order to change the configuration on the CUCM user page.
Related Information

- Cisco Unified IP Phone Services
- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
  - Technical Support & Documentation – Cisco Systems