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Overview

You can use this document to develop and deploy customized client services for the phone that support Cisco Unified Phone services.

Because of the complexity of a communications network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager, other third-party call control systems, or other network devices.

In this document, the term *call control system* means Cisco Unified Communications Manager or third-party call control systems. The term *phone* means the Cisco IP Phones, Cisco Wireless Phones, Cisco IP Conference Phones, Cisco IP Phones with Multiplatform, Cisco Video Phones, Cisco Desk Phones.

For information about how to use or administer the phones, see the appropriate phone user guide, phone administration guide, and call control system documentation.

Related Topics

[Related Documentation](#), on page ii

Audience

This document provides the information needed for eXtensible Markup Language (XML) and X/Open System Interface (XSI) programmers and system administrators to develop and deploy new services.

Organization

This document contains the following sections:

Chapter	Description
Custom Client Services Overview	Provides an overview of the phone services for developers.
New and Changed Information	Provides details on the new and changed information in the XML service interface for the call control system.
CiscoIPPhone XML Objects	Describes the general behavior and usage of each XML object.
Component APIs	Describes additional application programming interfaces (API) available to the phones.
Internal URI Features	Describes how to implement embedded features on phones.
HTTP Requests and Header Settings	Provides a procedure on handling HTTP client requests, definitions for HTTP header elements, identifies the capabilities of the requesting IP phone client, and defines the Accept header.
Troubleshooting Cisco Unified IP Phone Service Applications	Provides troubleshooting tips, XML parsing errors, and error messages.
Cisco IP Phone Services Software Development Kit (SDK)	Provides a list of the components used in the Cisco Unified IP Services Software Development Kit (SDK) and the sample services requirements.
IP Phone Service Administration and Subscription	Describes how to add and administer Cisco Unified IP Phone Services through Cisco Unified Communications Manager Administration.
CiscoIPPhone XML Object Quick Reference	Provides a quick reference of the CiscoIPPhone XML objects and the definitions that are associated with each object.
Device Capability Query via CTI Feature	Provides information on the Device Capability Query via CTI feature.

Related Documentation

Use the following sections to obtain related information.

Cisco Desk Phone 9800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the product support page for the Cisco Desk Phone 9800 Series.

- [Get started with Cisco Desk Phone 9800 Series](#)
 - [Help articles for administrators and end-users](#)
- [Cisco Desk Phone 9800 Series Support Page](#)

Cisco IP Phone 6800 Series Documentation

See the publications that are specific to your language, phone model, and multiplatform firmware release. Navigate from the following Uniform Resource Locator (URL):

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/tsd-products-support-series-home.html>

Cisco IP Phone 7800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Phone 7800 Series.

Cisco IP Conference Phone 7832 Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Conference Phone 7832.

Cisco IP Phone 8800 Series Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Phone 8800 Series.

For help information about Cisco Video Phone 8875, see [Cisco Video Phone 8875](#).

Cisco Wireless Phone 800 Series Documentation

Find documentation that is specific to your phone model, call control system, and language on the product support page for the [Cisco Wireless Phone 840 and 860](#). From these pages, you can also find the [Cisco Wireless Phone 840 and 860 Deployment Guide](#).

Cisco Wireless IP Phone 882x Series Documentation

Find documentation that is specific to your phone model, call control system, and language on the product support page for the [Cisco Wireless IP Phone 8821](#) and [Cisco Wireless IP Phone 8821-EX](#). From these pages, you can also find the [Cisco Wireless IP Phone 8821 and 8821-EX Wireless LAN Deployment Guide](#) and [Cisco Wireless IP Phone 8821 and 8821-EX Solution Compatibility Matrix](#).

Cisco Unified IP Conference Phone 8831 Documentation

Refer to publications that are specific to your language, phone model, and call control system. Navigate from the following documentation URL:

<https://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-8800-series/tsd-products-support-series-home.html>

Cisco IP Conference Phone 8832 Documentation

Find documentation specific to your language, phone model, and call control system on the [product support](#) page for the Cisco IP Conference Phone 8832.

Guide Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in boldface .
<i>italic</i> font	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{x y z}	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in screen font.
input font	Information you must enter is in input font.
<i>italic screen</i> font	Arguments for which you supply values are in <i>italic screen</i> font.
^	The symbol ^ represents the key labeled Control - for example, the key combination ^D in a terminal display means hold down the Control key while you press the D key.
< >	Nonprinting characters such as passwords are in angle brackets.



Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:



Attention IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS

Cisco DevNet, Cisco TAC, and Cisco Solutions Partner Program

The Cisco DevNet portal provides access to API documentation, learning, tools, and communities across multiple Cisco product technology areas, enabling developers, customers, and partners to accelerate development of applications and integrated solutions. Free help options include knowledge bases, Webex chat, and community forums.

Cisco DevNet: <https://developer.cisco.com>

For break or fix service-level agreement production support of Cisco APIs, contact the Cisco Technical Assistance Center (TAC).

Cisco TAC: <https://www.cisco.com/c/en/us/support/index.html>

The Cisco Solutions Partner Program (SPP) is designed for businesses (IHVs and ISVs) interested in going to market with Cisco. The SPP enables members to develop compelling solutions that unify data, voice, video, and more on Cisco's powerful network platforms. The program also allows members to take advantage of Cisco's brand, market leadership position, and installed base to help drive positive business results for themselves and their customers.

Cisco Solutions Partner Program: <https://www.cisco.com/c/en/us/partners/partner-with-cisco/solution-partner-program-spp.html>

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer, and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute, or use encryption. Importers, exporters, distributors, and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at <http://www.bis.doc.gov/index.php/regulations/export-administration-regulations-ear>.

