



Configuring Cisco IP Phone Services

The Cisco IP Phone Services Configuration area of Cisco CallManager Administration is where system administrators define and maintain the list of Cisco IP Phone Services to which users can subscribe at their site. Cisco IP Phone services are XML applications that enable interactive content with text and graphics to be displayed on Cisco IP Phones.



Note

Currently, only Cisco IP Phone 7960 and 7940 model phones support Cisco IP Phone services.

Once the list of services is configured, users can log on to the Cisco CallManager user preferences pages and subscribe to these services for their Cisco IP Phones.

Cisco CallManager (Release 3.0(5) or later) provides sample Cisco IP Phone services applications. You can also create customized Cisco IP Phone applications for your site.

This section covers the following topics:

- Understanding Cisco IP Phone Services, page 41-2
- Adding a Cisco IP Phone Service, page 41-3
- Adding a Cisco IP Phone Service Parameter, page 41-5
- Updating a Cisco IP Phone Service, page 41-6
- Deleting a Cisco IP Phone Service, page 41-7

- Updating a Cisco IP Phone Service Parameter, page 41-8
- Deleting a Cisco IP Phone Service Parameter, page 41-9

Understanding Cisco IP Phone Services

Cisco IP Phone Services are XML applications that enable interactive content with text and graphics to be displayed on Cisco IP Phones.

The Cisco IP Phone model 7960 and 7940 telephones have a button labeled “services.” When the user presses this button, the phone uses its HTTP client to load a specific URL that contains a menu of services to which the user has subscribed for their phone. The user then selects a service from the listing. When a service is selected from the menu, the URL is requested via HTTP, and a server provides the content, which then updates the phone's display.

Typical services that might be supplied to a phone include weather information, stock quotes, and news quotes. Cisco IP Phone Services are deployed using the HTTP protocol from standard web servers, such as Microsoft's Internet Information Service (IIS).

Only services configured through Cisco CallManager Administration are available for user subscription. The following information is configured for each service:

- URL of the server that provides the content
- Service name and description, which help end users browsing the system
- A list of parameters that are appended to the URL when it is sent to the server

These are used to personalize a service for an individual user. Examples of parameters include stock ticker symbols, city names, zip codes, or user IDs.

After the system administrator configures the services, users can log on to the Cisco CallManager user preferences pages and subscribe to services. From the user preferences pages, users can

- Customize the name of the service as it is displayed on their services list
- Enter any service parameters available for the selected phone service
- Review the description of each phone service parameter
- Subscribe to that service on their phone (Subscriptions are made on a per-device basis.)

When the user clicks the Subscribe button, a custom URL is built and stored in the database for this subscription. The service then appears on the device's services list.

Adding a Cisco IP Phone Service

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



Caution

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

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Features > Cisco IP Phone Services**.
- Step 3** Click **New**.
- Step 4** Enter configuration settings for the new service, as described in Table 41-1.

Table 41-1 Cisco IP Phone Service Configuration Settings

Field	Description
Service Name	Name of the service as it will display on the menu of available services on the user preferences pages.
Service Description	Description of the content provided by the service.

Table 41-1 Cisco IP Phone Service Configuration Settings (continued)

Field	Description
Service URL	<p data-bbox="603 293 1231 477">URL to the server where the Cisco IP Phone Services application is located. This server must be independent of the servers in your Cisco CallManager cluster. Do not specify a Cisco CallManager server or any server associated with Cisco CallManager (such as a TFTP server or directory database publisher server).</p> <p data-bbox="603 496 1157 586">For the services to be available, the phones in the Cisco CallManager cluster must have network connectivity to the server.</p> <p data-bbox="603 605 749 631">For example:</p> <p data-bbox="603 651 1130 677"><code>http://<Server>/ccmuser/sample/sample.asp</code></p> <p data-bbox="603 696 1224 750">Where <Server> is a fully qualified domain name or an IP address.</p>

Step 5 Click **Update** to add the service.

Once the service is added to the list, you can add and configure parameters for the service. Refer to the “Adding a Cisco IP Phone Service Parameter” section on page 41-5.

Related Topics

- Deleting a Cisco IP Phone Service, page 41-7
- Updating a Cisco IP Phone Service, page 41-6
- Adding a Cisco IP Phone Service Parameter, page 41-5

Adding a Cisco IP Phone Service Parameter

Use the following procedure to add and configure Cisco IP Phone service parameters. Before you can configure parameters, the phone service must already have been added. Parameter definitions are optional. Refer to the documentation for the individual Cisco IP Phone service for specific information about whether the service uses parameters and how those parameters should be configured.

Procedure

- Step 1** Log in to Cisco CallManager Administration.
- Step 2** Select **Features > Cisco IP Phone Services**.
- Step 3** Select the service to which you wish to add parameters from the list of Cisco IP Phone services on the left side of the page.
- Step 4** Click the **New** button to the right of the Service Parameter Information list box to open the Cisco IP Phone Service Parameter Configuration dialog.
- Step 5** Configure the phone service parameter settings as described in Table 41-2.

Table 41-2 Cisco IP Phone Service Parameter Configuration Settings

Field	Description
Parameter Name	The exact query string parameter to use when building the subscription URL.
Parameter Display Name	Descriptive parameter name to display to the user on the user preferences page.
Default Value	Default value for the parameter. This value will display to the user when a service is being subscribed to for the first time.
Parameter is Required	Check the Parameter is Required box if the user must enter data for this parameter before the subscription can be saved.
Parameter Description	The text entered here will be available to the user while they are subscribing to the service. The parameter description should provide information or examples to help users input the correct value for the parameter.

- Step 6 Click **Insert** to add the new parameter.
 - Step 7 Repeat Steps 4 through 6 to add additional parameters, if needed.
 - Step 8 Click **Insert and Close** to add the last parameter.
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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 Parameter Name of a phone service parameter for a phone service to which users are already subscribed, be sure to click **Update Subscriptions** to update all currently subscribed users with the changes. If you do not do so, users must re-subscribe to the service to rebuild the URL correctly.

Procedure

- Step 1 Open Cisco CallManager Administration.
 - Step 2 Click **Features > IP Phone Services**.
 - Step 3 Select the Cisco IP Phone Service you wish to update from the list of Cisco IP Phone services on the left side of the page.
 - Step 4 Make the desired changes to the configuration settings. Refer to Table 41-1 for information about configuration settings.
 - Step 5 Add, update, or delete parameters as needed.
- Refer to the “Adding a Cisco IP Phone Service” section on page 41-3, “Updating a Cisco IP Phone Service Parameter” section on page 41-8, and “Deleting a Cisco IP Phone Service Parameter” section on page 41-9 for more information.

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

- Adding a Cisco IP Phone Service, page 41-3
- Deleting a Cisco IP Phone Service, page 41-7

Deleting a Cisco IP Phone Service

Perform the following steps to update a Cisco IP Phone service.



Note

When you delete a Cisco IP Phone subscription, all service information, user subscriptions, and user subscription data are removed from the database.

Procedure

- Step 1** Log in to Cisco CallManager Administration.
- Step 2** Select **Features > Cisco IP Phone Services**.
- Step 3** Select the name of the Cisco IP Phone service you wish to delete from the list of Cisco IP Phone services on the left side of the page.
- Step 4** Click **Delete**.
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Related Topics

- Updating a Cisco IP Phone Service, page 41-6
- Adding a Cisco IP Phone Service, page 41-3

Updating a Cisco IP Phone Service Parameter

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



Note

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

Procedure

- Step 1** Log in to Cisco CallManager Administration.
- Step 2** Select **Features > Cisco IP Phone Services**.
- Step 3** Select the phone service you wish to update from the list of Cisco IP Phone services on the left side of the page.
- Step 4** Click on the name of the parameter you wish to update in the Parameters list box under Service Parameter Information.
- Step 5** Click **Edit**.
- Step 6** Make the desired changes to the parameter settings. Refer to Table 41-2 for information about service parameter configuration settings.
- Step 7** Click **Update** to apply the changes, or click **Update and Close** to apply the changes and close the dialog.

- Step 8** Update the Cisco IP Phone Services Configuration page to apply the changes:
- Click **Update Subscriptions** to rebuild all user subscriptions if the service was modified after subscriptions existed. 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.
 - Click **Update** if the service is new and you do not need to rebuild user subscriptions.
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Related Topics

- Updating a Cisco IP Phone Service, page 41-6
- Deleting a Cisco IP Phone Service Parameter, page 41-9

Deleting a Cisco IP Phone Service Parameter

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



Note

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 already subscribed, you must click **Update Subscriptions** to update all currently subscribed users with the changes. If you do not do so, users must re-subscribe to the service to rebuild the URL correctly.

Procedure

- Step 1** Open Cisco CallManager Administration.
- Step 2** Click **Features > Cisco IP Phone Services**.
- Step 3** Select the phone service whose parameters you wish to delete from the list of Cisco IP Phone services on the left side of the page.
- Step 4** Click on the name of the parameter you wish to delete in the Parameters list box under Service Parameter Information.
- Step 5** Click **Delete**.

- Step 6** Click **OK** to confirm the deletion.
- Step 7** Update the Cisco IP Phone Services Configuration page to apply the changes:
- Click **Update Subscriptions** to rebuild all user subscriptions if the service was modified after subscriptions existed. 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.
 - Click **Update** if the service is new and you do not need to rebuild user subscriptions.
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Related Topics

- Updating a Cisco IP Phone Service Parameter, page 41-8
- Adding a Cisco IP Phone Service Parameter, page 41-5