



Cisco IP Phone Services Configuration

Using the 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 7960/7940.

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

Once you configure the list of services, you can add services to the phones in the database. You can view and modify settings for phones and device profiles in the Cisco CallManager Administration. Users can log on to the Cisco CallManager user preferences pane and subscribe to these services for their Cisco IP phones.

This section covers the following topics:

- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Updating a Cisco IP Phone Service, page 35-3](#)
- [Deleting a Cisco IP Phone Service, page 35-4](#)
- [Cisco IP Phone Service Configuration Settings, page 35-5](#)
- [Adding a Cisco IP Phone Service Parameter, page 35-6](#)
- [Updating a Cisco IP Phone Service Parameter, page 35-7](#)
- [Deleting a Cisco IP Phone Service Parameter, page 35-8](#)
- [Cisco IP Phone Service Parameter Settings, page 35-9](#)

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

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- Step 1** Choose **Features > Cisco IP Phone Services**.
- Step 2** Enter the appropriate settings as described in [Table 35-1](#).
- Step 3** Click **Update** to add the service.

Once the service is added to the list, you can add and configure parameters for the service. See to the [“Adding a Cisco IP Phone Service Parameter”](#) section on [page 35-6](#) for more information.

Related Topics

- [Deleting a Cisco IP Phone Service, page 35-4](#)
- [Updating a Cisco IP Phone Service, page 35-3](#)
- [Adding a Cisco IP Phone Service Parameter, page 35-6](#)
- [Cisco IP Phone Service Configuration Settings, page 35-5](#)

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

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- Step 1** Choose **Features > Cisco IP Phone Services**.
- Step 2** From the Cisco IP Phone Services list, choose the Cisco IP Phone Service you want to update.
- Step 3** Update the appropriate settings as described in [Table 35-1](#).
- Step 4** Add, update, or delete parameters as needed as described in [“Adding a Cisco IP Phone Service Parameter”](#) section on page 35-6, [“Updating a Cisco IP Phone Service Parameter”](#) section on page 35-7, and [“Deleting a Cisco IP Phone Service Parameter”](#) section on page 35-8.
- Step 5** Update the Cisco IP Phone Services Configuration pane to apply the changes:
- If the service was modified after subscriptions existed, click **Update Subscriptions** to rebuild all user subscriptions. 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.
 - If the service is new and you do not need to rebuild user subscriptions, click **Update**.
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Related Topics

- [Deleting a Cisco IP Phone Service, page 35-4](#)
- [Adding a Cisco IP Phone Service Parameter, page 35-6](#)
- [Cisco IP Phone Service Configuration Settings, page 35-5](#)

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 service, Cisco CallManager removes all service information, user subscriptions, and user subscription data from the database.

Procedure

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- Step 1** Choose **Features > Cisco IP Phone Services**.
- Step 2** From the Cisco IP Phone Services list, choose the name of the Cisco IP Phone Service you want to delete.
- Step 3** Click **Delete**.
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Related Topics

- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Updating a Cisco IP Phone Service, page 35-3](#)
- [Cisco IP Phone Service Configuration Settings, page 35-5](#)

Cisco IP Phone Service Configuration Settings

Table 35-1 describes the Cisco IP Phone service configuration settings.

Table 35-1 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 on the user preferences pane.
Service Description	Enter a description of the content provided by the service.
Service URL	<p>Enter the URL to the server where the Cisco IP Phone Services application is located. Make sure this server is 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>For the services to be available, the phones in the Cisco CallManager cluster must have network connectivity to the server.</p> <p>To see a sample service application, go to the following URL:</p> <p><code>http://<Server>/ccmuser/sample/sample.asp</code></p> <p>Where <Server> is a fully qualified domain name or an IP address.</p>

Related Topics

- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Deleting a Cisco IP Phone Service, page 35-4](#)

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

- Step 1** Choose **Features > Cisco IP Phone Services**.
The Cisco IP Phone Services Configuration pane displays.
- Step 2** From the Cisco IP Phone Services list, choose the service to which you wish to add parameters.
- Step 3** Click the **New** button to the right of the Parameters list box.
The Cisco IP Phone Service Parameter Configuration dialog appears.
- Step 4** Enter the appropriate settings as described in [Table 35-2](#).
- Step 5** To add the new parameter, Click **Insert**.
- Step 6** Repeat [Step 3](#) and [Step 5](#) to add additional parameters, if needed.
- Step 7** Click **Insert and Close** to add the last parameter.
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Related Topics

- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Deleting a Cisco IP Phone Service, page 35-4](#)
- [Updating a Cisco IP Phone Service, page 35-3](#)
- [Updating a Cisco IP Phone Service Parameter, page 35-7](#)
- [Deleting a Cisco IP Phone Service Parameter, page 35-8](#)
- [Cisco IP Phone Service Parameter Settings, page 35-9](#)

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 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

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- Step 1** Choose **Features > Cisco IP Phone Services**.
 - Step 2** From the Cisco IP Phone Services list, choose the phone service you want to update.
 - Step 3** In the Parameters list box, choose the name of the parameter you want to update.
 - Step 4** Click **Edit**.
 - Step 5** Update the appropriate settings as described in [Table 35-2](#).
 - Step 6** Click **Update** to apply the changes, or click **Update and Close** to apply the changes and close the dialog.
 - Step 7** Update the Cisco IP Phone Services Configuration pane to apply the changes:
 - 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

- [Deleting a Cisco IP Phone Service Parameter, page 35-8](#)
- [Cisco IP Phone Service Configuration Settings, page 35-5](#)

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 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.

Procedure

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- Step 1** Choose **Features > Cisco IP Phone Services**.
- 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 you want to delete.
- Step 4** Click **Delete**.
- Step 5** Click **OK** to confirm the deletion.
- Step 6** Update the Cisco IP Phone Services Configuration pane to apply the changes:
- 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**.
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Related Topics

- [Updating a Cisco IP Phone Service Parameter, page 35-7](#)
- [Adding a Cisco IP Phone Service Parameter, page 35-6](#)
- [Deleting a Cisco IP Phone Service, page 35-4](#)
- [Cisco IP Phone Service Parameter Settings, page 35-9](#)

Cisco IP Phone Service Parameter Settings

Table 35-2 describes the Cisco IP Phone service parameter settings.

Table 35-2 Cisco IP Phone Service Parameter Settings

Field	Description
Parameter Name	Enter the exact query string parameter to use when building the subscription URL, for example, symbol.
Parameter Display Name	Enter a descriptive parameter name to display to the user on the user preferences page., for example, Ticker Symbol.
Default Value	Enter the default value for the parameter. This value will display to the user when a service is being subscribed to for the first time, for example, CSC0.
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	Enter a description of the parameter. 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.

