



Cisco IP Phone Services

System Administrators use the Cisco IP Phone Services Configuration area of Cisco CallManager Administration to define and maintain the list of Cisco IP phone services to which users can subscribe at their site. Cisco IP phone services include Extensible Markup Language (XML) applications that enable the display of interactive content with text and graphics 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 windows and subscribe to these services for their Cisco IP phones, or an administrator can add services to Cisco IP phones and device profiles.

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:

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Understanding Cisco IP Phone Services

Cisco IP Phone Services comprise XML applications that enable the display of interactive content with text and graphics on Cisco IP phones.

The Cisco IP Phone 7960 and 7940 model 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 chooses a service from the listing. When a service is chosen from the menu, the URL is requested via HTTP, and a server provides the content, which then updates the phone display.

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

Users can only subscribe to services configured through Cisco CallManager Administration. The following list gives information 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 parameters personalize a service for an individual user. Examples of parameters include stock ticker symbols, city names, zip codes, or user IDs.

From the Cisco CallManager Administration, you can subscribe a lobby phone or other shared devices to a service.

After the system administrator configures the services, users can log in to the Cisco IP Phone Configuration window and subscribe to services. From the Cisco IP Phone Configuration window, users can

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

You can also subscribe to services from the Cisco CallManager Administration and from the Bulk Administration Tool (BAT) application.

When the user clicks the Subscribe button, Cisco CallManager builds a custom URL and stores it in the database for this subscription. The service then appears on the device services list.

Guidelines and Tips

A Cisco IP phone displays graphics or text menus, depending on how the services are configured.

The Cisco IP Phone 7960 model supports the HTTP header sent with any page that includes a Refresh setting. Therefore, a new page can, after a fixed time, replace any XML object displayed. The user can force a reload by quickly pressing the Update soft key. If a timer parameter of zero was sent in the header, the window only moves to the next window when you press the Update soft key. The window never automatically reloads.

The Cisco IP Phone 7960 model supports the following soft keys intended to help the data entry process:

- Submit—This indicates that the form is complete and the resulting URL should be sent via HTTP.
- <<—Backspace within a field.
- Cancel—Cancels the current input.

Use the vertical scroll button for field-to-field navigation.



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.

Cisco IP Phone Service Configuration Checklist

Table 28-1 provides a checklist to configure Cisco IP phone service.

Table 28-1 Cisco IP Phone Service Configuration Checklist

Configuration Steps		Related procedures and topics
Step 1	Configure Cisco IP Phone Services to the system. Each service has a name and description, which helps users browsing the system.	Adding a Cisco IP Phone Service , <i>Cisco CallManager Administration Guide</i>
Step 2	Configure the list of parameters used to personalize a service for an individual user.	Adding a Cisco IP Phone Service Parameter , <i>Cisco CallManager Administration Guide</i>
Step 3	Notify users that the Cisco IP Phone Service feature is available.	Refer to the phone documentation for instructions on how users access call pickup features on their Cisco IP phone.

Where to Find More Information

Related Topics

- [Phone Button Template Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Configuration](#), *Cisco CallManager Administration Guide*
- [Cisco IP Phone Services Configuration](#), *Cisco CallManager Administration Guide*

Additional Cisco Documentation

- *Cisco IP Phone Administration Guide for Cisco CallManager*
- Cisco IP Phone user documentation and release notes (all models)

■ Where to Find More Information