



Cisco Unified IP Phone Services Configuration

Using Cisco Unified CallManager Administration, you define and maintain the list of Cisco Unified IP Phone Services to which users can subscribe at their site. Cisco Unified IP Phone Services comprise XML applications that enable the display of interactive content with text and graphics on Cisco Unified IP Phones 7970, 7960, 7940, 7912, and 7905.



Note

Cisco Unified IP Phones 7912 and 7905 only support text-based XML applications.

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

After you configure the list of services, you can add services to the phones in the database and assign them to phone buttons. In Cisco Unified CallManager Administration, you can view and modify settings for phones and device profiles. Users can log on to the Cisco Unified IP Phone User Options application and subscribe to these services for their Cisco Unified IP Phones.

This section covers the following topics:

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)

- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)
- [Adding a Cisco Unified IP Phone Service Parameter, page 44-9](#)
- [Updating a Cisco Unified IP Phone Service Parameter, page 44-10](#)
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Finding a Cisco Unified IP Phone Service

Because you might have several Cisco Unified IP Phone Services in your network, Cisco Unified CallManager lets you locate specific Cisco Unified IP Phone Services on the basis of specific criteria. Use the following procedure to locate Cisco Unified IP Phone Services.



Note

During your work in a browser session, Cisco Unified CallManager Administration retains your Cisco Unified IP Phone Service search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified CallManager Administration retains your Cisco Unified IP Phone Service search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Feature > Cisco Unified IP Phone Services**.

The Find and List IP Phone Services window displays. Use the two drop-down list boxes to search for a Cisco Unified IP Phone Service.

Step 2 From the first Find Service where drop-down list box, choose one of the following criteria:

- IP Phone Service
- Description



Note The criterion that you choose in this drop-down list box specifies how the list of Cisco Unified IP Phone Services that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find Service where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Tip To find all Cisco Unified IP Phone Services that are registered in the database, click **Find** without entering any search text.

A list of discovered Cisco Unified IP Phone Services displays by

- IP Phone Service icon
- IP Phone Service name
- Description



Note You can delete multiple Cisco Unified IP Phone services from the Find and List IP Phone Services window by checking the check boxes next to the appropriate Cisco Unified IP Phone Services and clicking **Delete Selected**. You can delete all Cisco Unified IP Phone Services in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

The Character Set field displays after the listing. See the description of this field in the [“Cisco Unified IP Phone Service Configuration Settings”](#) section on page 44-8.

Step 4 From the list of records, click the IP Phone Service name or description that matches your search criteria.

The window displays the Cisco Unified IP Phone Service that you choose.

Related Topics

- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)
- [Adding a Cisco Unified IP Phone Service Parameter, page 44-9](#)
- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)

Adding a Cisco Unified IP Phone Service

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



Caution

Do not put Cisco Unified IP Phone Services on any Cisco Unified CallManager server at your site or any server that is associated with Cisco Unified CallManager, such as the TFTP server or directory database publisher server. This precaution eliminates the possibility that errors in a Cisco Unified IP Phone Service application will have an impact on Cisco Unified CallManager performance or interrupt call-processing services.

Procedure

- Step 1** Choose **Feature > Cisco Unified IP Phone Services**.
- Step 2** In the upper, right corner of the window, click the **Add a New IP Phone Service** link.
- The Cisco Unified IP Phone Services Configuration window displays.
- Step 3** Enter the appropriate settings as described in [Table 44-1](#).

Step 4 To add the service, click **Insert**.

After the service is added to the list, you can add and configure parameters for the service. See the “[Adding a Cisco Unified IP Phone Service Parameter](#)” section on [page 44-9](#) for more information.

Related Topics

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Adding a Cisco Unified IP Phone Service Parameter, page 44-9](#)
- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)

Updating a Cisco Unified IP Phone Service

Perform the following steps to update a Cisco Unified IP Phone Service (for example, to change the service URL or other information).



Note

If you change the service URL, remove a Cisco Unified 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

- Step 1** Find the Cisco Unified IP Phone service by using the procedure in the “[Finding a Cisco Unified IP Phone Service](#)” section on [page 44-2](#).
- Step 2** Click the name or description of the Cisco Unified IP Phone Service that you want to update.
- Step 3** Update the appropriate settings as described in [Table 44-1](#).

- Step 4** Add, update, or delete parameters as needed as described in [“Adding a Cisco Unified IP Phone Service Parameter”](#) section on page 44-9, [“Updating a Cisco Unified IP Phone Service Parameter”](#) section on page 44-10, and [“Deleting a Cisco Unified IP Phone Service Parameter”](#) section on page 44-11.
- Step 5** To apply the changes, update the Cisco Unified IP Phone Services Configuration window:
- 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

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)
- [Adding a Cisco Unified IP Phone Service Parameter, page 44-9](#)
- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)

Deleting a Cisco Unified IP Phone Service

Perform the following steps to delete a Cisco Unified IP Phone Service.

Before You Begin

When you delete a Cisco Unified IP Phone Service, Cisco Unified CallManager removes all service information, user subscriptions, and user subscription data from the database. To find out which devices are using the Cisco Unified IP Phone Service, click the **Dependency Records** link from the Cisco Unified IP Phone Service Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records”](#) section on page A-3. If you try to delete a Cisco Unified IP Phone Service that is

in use, Cisco Unified CallManager displays an error message. Before deleting a Cisco Unified IP Phone Service that is currently in use, you must perform either or both of the following tasks:

- Assign a different Cisco Unified IP Phone Service to any devices that are using the Cisco Unified IP Phone Service that you want to delete. See the [“Updating a Phone” section on page 59-10](#).
- Delete the devices that are using the Cisco Unified IP Phone Service that you want to delete. See the [“Deleting a Phone” section on page 59-11](#).

Procedure

- Step 1** Find the Cisco Unified IP Phone service by using the procedure in the [“Finding a Cisco Unified IP Phone Service” section on page 44-2](#).
- Step 2** Click the name or description of the Cisco Unified IP Phone Service that you want to delete.
- The Cisco Unified IP Phone Services Configuration window displays.
- Step 3** Click **Delete**.
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Related Topics

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)

Cisco Unified IP Phone Service Configuration Settings

[Table 44-1](#) describes the Cisco Unified IP Phone service configuration settings. Refer to [Table 44-2](#) for Cisco Unified IP Phone Service Parameter Settings.

Table 44-1 Cisco Unified 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 in the Cisco Unified IP Phone User Options application. Enter up to 32 characters for the service name.
Service Description	Enter a description of the content that the service provides.
Service URL	Enter the URL of the server where the Cisco Unified IP Phone Services application is located. Make sure that this server remains independent of the servers in your Cisco Unified CallManager cluster. Do not specify a Cisco Unified CallManager server or any server that is associated with Cisco Unified CallManager (such as a TFTP server or directory database publisher server). For the services to be available, the phones in the Cisco Unified CallManager cluster must have network connectivity to the server.
Character Set	If you are using a language other than English for Service Name and Description, choose the character set for that language. Text that is input by the user displays incorrectly if the wrong character set is chosen.

Related Topics

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
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Adding a Cisco Unified IP Phone Service Parameter

Use the following procedure to add and configure Cisco Unified IP Phone Service parameters. Add the phone service before you configure parameters. Refer to the documentation for the individual Cisco Unified 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** Find the Cisco Unified IP Phone service by using the procedure in the [“Finding a Cisco Unified IP Phone Service”](#) section on page 44-2.
- Step 2** From the Cisco Unified IP Phone Services list, choose the service to which you want to add parameters.
- The Cisco Unified IP Phone Services Configuration window displays.
- Step 3** Click the **New** button to the right of the Parameters list box.
- The Configure Cisco IP Phone Service Parameter dialog appears.
- Step 4** Enter the appropriate settings as described in [Table 44-2](#).
- Step 5** To add the new parameter, click **Insert**.
- Step 6** To add additional parameters, if needed, repeat [Step 4](#) and [Step 5](#).
- Step 7** To add the last parameter, click **Insert and Close**.
- Step 8** To apply the changes, update the Cisco Unified IP Phone Services Configuration window:
- 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

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Updating a Cisco Unified IP Phone Service Parameter, page 44-10](#)
- [Deleting a Cisco Unified IP Phone Service Parameter, page 44-11](#)
- [Cisco Unified IP Phone Service Parameter Settings, page 44-13](#)

Updating a Cisco Unified IP Phone Service Parameter

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

**Note**

If you remove a Cisco Unified 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** Find the Cisco Unified IP Phone Service by using the procedure in the [“Finding a Cisco Unified IP Phone Service”](#) section on page 44-2.
 - Step 2** From the Cisco Unified IP Phone Services list, choose the phone service that you want to update.

The Cisco Unified IP Phone Services Configuration window displays.
 - Step 3** In the Parameters list box, choose the name of the parameter that you want to update.
 - Step 4** Click **Edit**.

- Step 5** Update the appropriate settings as described in [Table 44-2](#).
- Step 6** To apply the changes, click **Update**, or to apply the changes and close the dialog, click **Update and Close**.
- Step 7** To apply the changes, update the Cisco Unified IP Phone Services Configuration window:
- 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

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Deleting a Cisco Unified IP Phone Service Parameter, page 44-11](#)
- [Cisco Unified IP Phone Service Configuration Settings, page 44-8](#)
- [Cisco Unified IP Phone Service Parameter Settings, page 44-13](#)

Deleting a Cisco Unified IP Phone Service Parameter

Perform the following steps to delete a Cisco Unified 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

- Step 1** Find the Cisco Unified IP Phone Service by using the procedure in the [“Finding a Cisco Unified IP Phone Service”](#) section on page 44-2.
- Step 2** From the Cisco Unified 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 that you want to delete.
- Step 4** Click **Delete**.
- Step 5** To confirm the deletion, click **OK**.
- Step 6** To apply the changes, update the Cisco Unified IP Phone Services Configuration window:
- 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 Unified IP Phone Service Parameter](#), page 44-10
- [Adding a Cisco Unified IP Phone Service Parameter](#), page 44-9
- [Finding a Cisco Unified IP Phone Service](#), page 44-2
- [Deleting a Cisco Unified IP Phone Service](#), page 44-6
- [Cisco Unified IP Phone Service Parameter Settings](#), page 44-13

Cisco Unified IP Phone Service Parameter Settings

Table 44-2 describes the Cisco Unified IP Phone Service parameter settings.

Table 44-2 Cisco Unified IP Phone Service Parameter Settings

Field	Description
Parameter Name	Enter the exact query string parameter to use when you build the subscription URL; for example, symbol.
Parameter Display Name	Enter a descriptive parameter name to display to the user in the Cisco Unified IP Phone User Options application; for example, Ticker Symbol.
Default Value	Enter the default value for the parameter. This value displays to the user when a service is being subscribed to for the first time; for example, CSCO.
Parameter Description	Enter a description of the parameter. The user can access the text that is entered here while the user is subscribing to the service. The parameter description should provide information or examples to help users input the correct value for the parameter.
Parameter is Required	If the user must enter data for this parameter before the subscription can be saved, check the Parameter is Required check box.
Parameter is a Password (mask contents)	You can mask entries in the Cisco Unified IP Phone User Options application, so asterisks display rather than the actual user entry. You may want to do this for parameters such as passwords that you do not want others to be able to view. To mask a parameter entry, check the Parameter is a Password (mask contents) check box in the Configure Cisco Unified IP Phone Service Parameter window in Cisco Unified CallManager Administration.

Adding a Cisco Unified IP Phone Service to a Phone Button

In addition to adding a Cisco Unified IP Phone Service, so it is available to users on their phones, you can assign the service to a phone button that is configured as a service URL. This gives the user one-button access to the service without using the services button on the IP phone.

Perform the following steps to add a service to a service URL button:

1. Add the service to Cisco Unified CallManager (see [Adding a Cisco Unified IP Phone Service, page 44-4](#))
2. Customize a phone button template by configuring a Service URL button (see [Adding Phone Button Templates, page 64-4](#))
3. Add the customized phone button template to the phone (see [Adding a Phone, page 59-5](#))
4. Subscribe the service to the phone (see [Configuring Cisco Unified IP Phone Services, page 59-41](#))
5. Add the service URL to a phone button (see [Configuring Service URL Buttons, page 59-44](#))

Related Topics

- [Finding a Cisco Unified IP Phone Service, page 44-2](#)
- [Adding a Cisco Unified IP Phone Service, page 44-4](#)
- [Updating a Cisco Unified IP Phone Service, page 44-5](#)
- [Deleting a Cisco Unified IP Phone Service, page 44-6](#)
- [Adding a Cisco Unified IP Phone Service Parameter, page 44-9](#)
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- [Deleting a Cisco Unified IP Phone Service Parameter, page 44-11](#)