



# Preface

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## Overview

Use this document with Cisco Unified Communications Manager 7.0(1) (previously Cisco Unified CallManager) to develop and deploy customized client services for the Cisco Unified IP Phones that support Cisco Unified Phone services.

Because of the complexity of a Unified Communications network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager or other network devices. See the [“Related Documentation” section on page xii](#) for a list of related documentation.

## 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.

# Cisco Developer Support Program

The Developer Support Program was developed to provide formalized support for Cisco interfaces to accelerate the delivery of compatible solutions to Cisco customers. The program web site at <http://www.cisco.com/go/developersupport> provides a central resource point for all your development needs.

- Program Benefits:
- Product and document downloads
- Bug reports
- Sample scripts
- Frequently Asked Questions
- Access to Developer Support Engineers

Most of the product and document downloads are accessible with a Cisco.com guest level login. However, as a member of the program, you will get access to all the program benefits listed above to promote your development efforts. The subscription also provides the ability to open support cases using the same infrastructure and processes used by Cisco Technical Assistance Center (TAC).

Our Subscription membership is fee-based. The Developer Support Agreement, with the subscription fees and list of supported interfaces, is available on the Developer Support Web site.



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**Note**

The Cisco TAC does NOT provide support for this API/interface under standard hardware or software support agreements. All technical support for this API/interface, from initial development assistance through API troubleshooting/bugs in final production apps, is provided by Cisco Developer Support and requires a separate Developer Support contract. When opening cases, a Developer Support contract number must be provided in order to receive support.

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# Organization

This document comprises the following sections.

Chapter	Description
Chapter 1, “Overview”	Provides an overview of the Cisco Unified IP Phone services for developers.
Chapter 2, “CiscoIPPhone XML Objects”	Describes the general behavior and usage of each XML object.
Chapter 3, “Component APIs”	Describes additional APIs available to the Cisco Unified IP Phones.
Chapter 4, “Internal URI Features”	Describes how to implement embedded features on Cisco Unified IP Phones.
Chapter 5, “Cisco IP 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.
Chapter 6, “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.
Chapter 7, “IP Phone Service Administration and Subscription”	Describes how to add and administer Cisco Unified IP Phone Services through Cisco Unified Communications Manager Administration.
Chapter 8, “Troubleshooting Cisco Unified IP Phone Service Applications”	Provides troubleshooting tips, XML parsing errors, and error messages.
Chapter 9, “DeviceListX Report”	Describes how the report provides a list of the services-capable devices along with basic information about the device to identify or classify the devices based on specific criteria.
Appendix A, “CiscoIPPhone XML Object Quick Reference”	Provides a quick reference of the CiscoIPPhone XML objects and the definitions that are associated with each.
Appendix B, “Cisco Unified IP Phone Services XML Schema File”	Provides the CiscoIPPhone XML Schema.

# Related Documentation

For more information about Cisco Unified IP Phones or Cisco Unified Communications Manager, refer to the following publications:

## **Cisco Unified IP Phone 7900 Series**

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

- *Cisco Unified IP Phone 7975 Series Phone Guide*
- *Cisco Unified IP Phone Features A-Z*
- *Cisco Unified IP Phone Expansion Module 7914 Phone Guide*
- *Cisco Unified IP Phone Expansion Module 7915 Phone Guide*
- *Cisco Unified IP Phone Expansion Module 7916 Phone Guide*
- *Installing the Wall Mount Kit for the Cisco Unified IP Phone*
- *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone*
- *Open Source License Notices for the Cisco Unified IP Phones 7900 Series*

## **Cisco Unified Communications Manager Administration**

Related publications are available at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

## **Cisco Unified Communications Manager Business Edition**

Related publications are available at the following URL:

[http://www.cisco.com/en/US/products/ps7273/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7273/tsd_products_support_series_home.html)

# Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

## 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.access.gpo.gov/bis/ear/ear\\_data.html](http://www.access.gpo.gov/bis/ear/ear_data.html).

## Document Conventions

This document uses the following conventions:

Convention	Indication
<b>bold font</b>	Commands and keywords and user-entered text appear in <b>bold font</b> .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .

[ ]	Elements in square brackets are optional.
{x   y   z }	Required 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.
<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Nonprinting characters such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

**Note**

Means *reader take note*.

**Tip**

Means *the following information will help you solve a problem*.

**Caution**

Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

**Warning**

**Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.**