

# Idle URL Logo Does Not Display on the Cisco 7960/7940 IP Phone LCD

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## Introduction

This document shows how to display an idle URL logo after a preselected time of inactivity on the Cisco IP Phone 7960/7940 liquid crystal display (LCD).

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of Cisco CallManager administration before you use the information in this document.

### Components Used

The information in this document is based on Cisco CallManager version 3.1 or later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

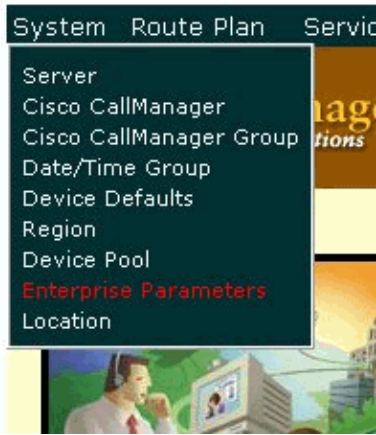
## Problem

The idle URL logo does not display on the phone.

## Solution

Ensure that you have set up the configuration to correctly display idle URL logos. Complete these steps:

1. Choose **System > Enterprise Parameters** from the Cisco CallManager Administration window.



2. Enter the URL of the logo that you want to display in the URL Idle field.

URL Directories	<input type="text" value="http://10.48.79.36/CCMCIP/xmldirectory.as"/>
URL Help*	<input type="text" value="http://10.48.79.36/help"/>
URL Idle	<input type="text" value="http://10.48.80.19/monkey/monkey.asp"/>
URL Idle Time	<input type="text" value="0"/> 0
URL Information	<input type="text" value="http://10.48.79.36/CCMUSER/GetTelecast"/>
URL Messages	<input type="text"/>
URL Proxv	<input type="text"/>

3. Enter a value that is greater than zero (0) in the URL Idle Time field.

This value indicates the amount of idle time that passes before activation of the logo that you selected in Step 2. If you set this value to zero, the idle URL logo **never** displays.

URL Directories	<input type="text" value="http://10.48.79.36/CCMCIP/xmldirectory.as"/>
URL Help*	<input type="text" value="http://10.48.79.36/help"/>
URL Idle	<input type="text" value="http://10.48.80.19/monkey/monkey.asp"/>
URL Idle Time	<input type="text" value="0"/> 0
URL Information	<input type="text" value="http://10.48.79.36/CCMUSER/GetTelecast"/>
URL Messages	<input type="text"/>
URL Proxv	<input type="text"/>

**Note:** The parameters that display in this window are global parameters. In order to set a different value for a particular phone, change the value of the URL Idle field and the URL Idle Time field under the phone configuration. Otherwise, the Idle Timer field in the phone configuration is empty, as this example shows:

Cisco IP Phone - External Data Locations (leave blank to	
Information	<input type="text"/>
Directory	<input type="text"/>
Messages	<input type="text"/>
Services	<input type="text"/>
Authentication Server	<input type="text"/>
Proxy Server	<input type="text"/>
Idle	<input type="text"/>
Idle Timer (seconds)	<input type="text"/>
Extension Mobility (Device Profile) Information	
<input type="checkbox"/> Enable Extension Mobility Feature	
Log Out Profile	<input type="text" value="— Not Selected —"/>
Log In User ID	< None >
Log In Time	< None >
Log Out Time	< None >

**Note:** Choose **Device > IP phone > search for your phone** in order to find this phone configuration.

## Related Information

- [Voice Technology Support](#)
- [Voice and IP Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#) 
- [Technical Support & Documentation – Cisco Systems](#)

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