



# Cisco IP Conference Phone Customization

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## Custom Phone Ringtones

The Cisco IP Phone ships with two default ringtones that are implemented in hardware: Chirp1 and Chirp2. Cisco Unified Communications Manager also provides a default set of additional phone ringtones that are implemented in software as pulse code modulation (PCM) files. The PCM files, along with an XML file that describes the ring list options that are available at your site, exist in the TFTP directory on each Cisco Unified Communications Manager server.



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**Attention** All file names are case sensitive. If you use the wrong case for the file name, the phone will not apply your changes.

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For more information, see the "Custom Phone Rings and Backgrounds" chapter, [Feature Configuration Guide for Cisco Unified Communications Manager](#).

### Related Topics

[Cisco Unified Communications Manager Documentation](#)

## Set Up a Custom Phone Ring

### Procedure

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- Step 1** Create a PCM file for each custom ring (one ring per file).  
Ensure the PCM files comply with the format guidelines that are listed in the Custom Ring File Formats section.
- Step 2** Upload the new PCM files that you created to the Cisco TFTP server for each Cisco Unified Communications Manager in your cluster.  
For more information, see the documentation for your particular Cisco Unified Communications Manager release.

- Step 3** Use a text editor to edit the Ringlist-wb file.
- See the “Custom Ring File Formats” section for information about how to format this file and for a sample Ringlist-wb file.
- Step 4** Save your modifications and close the Ringlist-wb file.
- Step 5** To cache the new Ringlist-wb file:
- Stop and start the TFTP service by using Cisco Unified Serviceability
  - Disable and reenable the “Enable Caching of Constant and Bin Files at Startup” TFTP service parameter, located in the Advanced Service Parameters area.

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### Related Topics

[Cisco Unified Communications Manager Documentation](#)

## Custom Ring File Formats

The Ringlist-wb.xml file defines an XML object that contains a list of phone ring types. This file includes up to 50 ring types. Each ring type contains a pointer to the PCM file that is used for that ring type and the text that appears on the Ring Type menu on a Cisco IP Phone for that ring. The Cisco TFTP server for each Cisco Unified Communications Manager contains this file.

The CiscoIPPhoneRinglist XML object uses the following simple tag set to describe the information:

```
<CiscoIPPhoneRingList>
  <Ring>
    <DisplayName/>
    <FileName/>
  </Ring>
</CiscoIPPhoneRingList>
```

The following characteristics apply to the definition names. You must include the required DisplayName and FileName for each phone ring type.

- DisplayName specifies the name of the custom ring for the associated PCM file that displays on the Ring Type menu of the Cisco IP Phone.
- FileName specifies the name of the PCM file for the custom ring to associate with DisplayName.




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**Note** The DisplayName and FileName fields must not exceed 25 characters in length.

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This example shows a Ringlist-wb.xml file that defines two phone ring types:

```
<CiscoIPPhoneRingList>
  <Ring>
    <DisplayName>Analog Synth 1</DisplayName>
    <FileName>Analog1.rwb</FileName>
  </Ring>
  <Ring>
    <DisplayName>Analog Synth 2</DisplayName>
    <FileName>Analog2.rwb</FileName>
  </Ring>
</CiscoIPPhoneRingList>
```

The PCM files for the rings must meet the following requirements for proper playback on Cisco IP Phones:

- Raw PCM (no header)
- 8000 samples per second
- 8 bits per sample
- Mu-law compression
- Maximum ring size = 16080 samples
- Minimum ring size = 240 samples
- Number of samples in the ring = multiple of 240.
- Ring start and end at zero crossing.

To create PCM files for custom phone rings, use any standard audio editing package that supports these file format requirements.

## Customize the Dial Tone

You can set up your phones so that users hear different dial tones for internal and external calls. Depending upon your needs, you can choose from three dial tone options:

- Default: A different dial tone for inside and outside calls.
- Inside: The inside dial tone is used for all calls.
- Outside: The outside dial tone is used for all calls.

Always Use Dial Tone is a required field on Cisco Unified Communications Manager.

### Procedure

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- Step 1** In Cisco Unified Communications Manager Administration, select **System > Service Parameters**.
  - Step 2** Select the appropriate Server.
  - Step 3** Select **Cisco CallManager** as the Service.
  - Step 4** Scroll to the Clusterwide Parameters pane.
  - Step 5** Set **Always Use Dial Tone** to one of the following:
    - Outside
    - Inside
    - Default
  - Step 6** Select **Save**.
  - Step 7** Restart your phones.
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