



Cisco IP Phone Customization

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Custom Phone Rings

The phone ships with three ring tones that are implemented in hardware: Sunshine, Chirp, Chirp1.

Cisco Unified Communications Manager also provides a default set of additional phone ring sounds that are implemented in software as pulse code modulation (PCM) files. The PCM files, along with an XML file (named Ringlist-wb.xml) that describes the ring list options that are available at your site, exist in the TFTP directory on each Cisco Unified Communications Manager server.



Attention

All file names are case sensitive. If you use Ringlist-wb.xml for the file name, the phone will not apply your changes.

For more information, see the "Custom Phone Rings and Backgrounds" chapter, [Feature Configuration Guide for Cisco Unified Communications Manager](#) for Cisco Unified Communications Manager release 12.0(1) or later.

Custom Background Images

You can customize a Cisco IP phone with a background image or wallpaper. Customized wallpapers are a popular way to display corporate logos or images and many organizations use them to make their phones stand out.

As of Firmware Release 12.7(1), you can customize your wallpaper on both your phones and your key expansion modules. But you need one image for the phone and one image for the expansion module.

The phone analyzes the wallpaper colors, and changes the font colors and icons so you can read them. If your wallpaper is dark, the phone changes the fonts and icons to white. If your wallpaper is light, the phone displays the fonts and icons as black.

It is best to choose a simple image such as a solid color or pattern for your background. Avoid high contrast images.

You add customized wallpaper in one of two ways:

- Using the List file
- Using a Common Phone Profile

If you want the user to be able to select your image from various wallpapers available on the phone, then modify the List file. But if you want to push the image to the phone, then create or modify an existing Common Phone Profile.

Regardless of your approach, note the following:

- Your images must be in PNG format and the full sized image must be within the following dimensions:
 - Thumbnail images—139 pixels (width) by 109 pixels (height)
 - Cisco IP Phone 8800 Series—800 pixels by 480 pixels
 - Cisco IP Phone 8851 and 8861 Key Expansion Module with a dual LCD screen—320 by 480 pixels
 - Cisco IP Phone 8865 Key Expansion Module with a dual LCD screen—320 by 480 pixels
 - Cisco IP Phone 8800 Key Expansion Module with a single LCD screen—272 by 480 pixels
- Upload the images, the thumbnails, and List file to your TFTP server. The directory is:
 - Cisco IP Phone 8800 Series—Desktops/800x480x24
 - Cisco IP Phone 8851 and 8861 Key Expansion Module with a dual LCD screen—Desktops/320x480x24
 - Cisco IP Phone 8865 Key Expansion Module with a dual LCD screen—Desktops/320x480x24
 - Cisco IP Phone 8800 Key Expansion Module with a single LCD screen—Desktops/272x480x24

After the upload is done, you restart the TFTP server.

- If you don't want the user selecting their own wallpaper, then disable **Enable End User Access to Phone Background Image Setting**. Save and apply the phone profile. Restart the phones so your changes take effect.



Note You can apply the phone background images in bulk with the **Common Phone Profile**. But bulk configuration requires you to disable **Enable End User Access to Phone Background Image Setting**. For more information on bulk configuration of background images, refer to the “Configure the Common Phone Profile” chapter of [Customized Wallpapers Best Practices Cisco IP Phone 8800 Series](#).)

For more information on customizing wallpaper, refer to the following documentation:

- [Customized Wallpapers Best Practices Cisco IP Phone 8800 Series](#)).

- "Custom Phone Rings and Backgrounds" chapter, [Feature Configuration Guide for Cisco Unified Communications Manager](#) for Cisco Unified Communications Manager release 12.0(1) or later.
- "Settings" chapter in the *Cisco IP Phone 8800 Series User Guide*.

Set Up Wideband Codec

By default, the G.722 codec is enabled for the Cisco IP Phone. If Cisco Unified Communications Manager is configured to use G.722 and if the far endpoint supports G.722, the call connects using the G.722 codec in place of G.711.

This situation occurs regardless of whether the user has enabled a wideband headset or wideband handset, but if either the headset or handset is enabled, the user may notice greater audio sensitivity during the call. Greater sensitivity means improved audio clarity but also means that the far endpoint can hear more background noise: noise such as rustling papers or nearby conversations. Even without a wideband headset or handset, some users may prefer the additional sensitivity of G.722 distracting. Other users may prefer the additional sensitivity of G.722.

The Advertise G.722 and iSAC Codec service parameter affects whether wideband support exists for all devices that register with this Cisco Unified Communications Manager server or for a specific phone, depending on the Cisco Unified Communications Manager Administration window where the parameter is configured.

Procedure

Step 1 To configure wideband support for all devices:

- a) From Cisco Unified Communications Manager Administration, choose **System > Enterprise Parameters**
- b) Set the Advertise G.722 and iSAC Codec field

The default value of this enterprise parameter is **True**, which means that all Cisco IP Phone Models that register to this Cisco Unified Communications Manager advertise G.722 to Cisco Unified Communications Manager. If each endpoint in the attempted call supports G.722 in the capabilities set, Cisco Unified Communications Manager chooses that codec for the call whenever possible.

Step 2 To configure wideband support for a specific device:

- a) From Cisco Unified Communications Manager Administration, choose **Device > Phone**.
- b) Set the Advertise G.722 and iSAC Codec parameter in the Product Specific Configuration area.

The default value of this product-specific parameter is to use the value that the enterprise parameter specifies. If you want to override this on a per-phone basis, choose **Enabled** or **Disabled**

Set Up Idle Display

You can specify an idle display (text only; text file size should not exceed 1M bytes) that appears on the phone screen. The idle display is an XML service that the phone invokes when the phone is idle (not in use) for a designated period and no feature menu is open.

For detailed instructions about creating and displaying the idle display, see *Creating Idle URL Graphics on Cisco IP Phone* at this URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_tech_note09186a00801c0764.shtml

In addition, see the documentation for your particular Cisco Unified Communications Manager release for the following information:

- Specifying the URL of the idle display XML service:
 - For a single phone: Idle field in the Phone Configuration window in Cisco Unified Communications Manager Administration.
 - For multiple phones simultaneously: URL Idle field in the Enterprise Parameters Configuration window, or the Idle field in the Bulk Administration Tool (BAT)
- Specifying the length of time that the phone is not used before the idle display XML service is invoked:
 - For a single phone: Idle Timer field in the Phone configuration window in Cisco Unified Communications Manager Administration.
 - For multiple phones simultaneously: URL Idle Time field in the Enterprise Parameters Configuration window, or the Idle Timer field in the Bulk Administration Tool (BAT)

Procedure

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| Step 1 | In Cisco Unified Communications Manager Administration, select Device > Phone |
| Step 2 | In the Idle field, enter the URL to the idle display XML Service. |
| Step 3 | In the Idle Timer field, enter the time that the idle phone waits before displaying the idle display XML service. |
| Step 4 | Select Save . |
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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 . |
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- 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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