C H A P T E R **36**

# Cisco Unified IP Phone Services

System administrators use Cisco Unified IP Phone Services Configuration, a menu option in Cisco Unified Communications Manager Administration, to define and maintain the list of Cisco Unified IP Phone services to which users can subscribe at their site. Cisco Unified IP Phone services include Extensible Markup Language (XML) applications that enable the display of interactive content with text and graphics on Cisco Unified IP Phones.

**Note** Cisco Unified IP Phone services support Cisco Unified IP Phones 7970, 7960, 7940, 7912, and 7905.

After the list of services is configured, users can log in to Cisco Unified CM User Options and subscribe to these services for their Cisco Unified IP Phones, or an administrator can add services to Cisco Unified IP Phones and device profiles. Administrators can assign services to speed-dial buttons, so users have one-button access to the services.

Cisco Unified Communications Manager provides sample Cisco Unified IP Phone services applications through the developer web site. You can also create customized Cisco Unified IP Phone applications for your site.

This section covers the following topics:

# Understanding Cisco Unified IP Phone Services

Cisco Unified IP Phone services comprise XML applications that enable the display of interactive content with text and graphics on Cisco Unified IP Phones.

**Note** Cisco Unified IP Phone services support Cisco Unified IP Phones 7970, 7960, 7940, 7912, and 7905.

A user can access a service from the supported phone model in two ways. The user can press the button that is labeled "services," or user can use a preconfigured phone button. When the user presses the services button, the phone uses its HTTP client to load a specific URL that contains a menu of services to which the user has subscribed for the phone. The user then chooses a service from the listing. When

a service is chosen from the menu, the URL gets requested via HTTP, and a server provides the content, which then updates the phone display. When the user presses the phone button that is configured for a service, the URL gets requested via HTTP.

Typical services that might be supplied to a phone include weather information, stock quotes, and news quotes. Deployment of Cisco Unified IP Phone Services occurs by using the HTTP from standard web servers, such as the Microsoft Internet Information Server (IIS).

Users can only subscribe to services that are configured through Cisco Unified Communications Manager Administration. The following list gives information that is configured for each service:

- URL of the server that provides the content

- Service name that will display on the menu of available services in the Cisco Unified IP Phone User Options application (for Java MIDlet services, the value must exactly match the name that is defined in the MIDlet Java Application Descriptor [JAD] file)

- Service description, which helps end users browse the system

- ASCII service name, which displays if the phone cannot show Unicode

- Service category, which indicates whether the service is based on XML or Java MIDlet

- Service type, which determines whether the service is provisioned to the Services, Directories, or Messages button

- Service vendor, which is required only for Java MIDlet services and must exactly match the vendor that is defined in the MIDlet JAD file

- Service version, which is optional (if defined for Java MIDlet services, must exactly match the version that is defined in the JAD file)

- A list of parameters that are appended to the URL when it is sent to the server

These parameters personalize a service for an individual user. Examples of parameters include stock ticker symbols, city names, zip codes, or user IDs.

From Cisco Unified Communications Manager Administration, you can subscribe a lobby phone or other shared devices to a service.

After the system administrator configures the services, users can log in to Cisco Unified CM User Options and subscribe to services. From Cisco Unified CM User Options, users can

- Subscribe to any service on their phone (Subscriptions occur on a per-device basis.)

- Add and update the service URL button

You can also subscribe to services from Cisco Unified Communications Manager Administration and from the Bulk Administration Tool (BAT) application.

When the user clicks the Subscribe button, Cisco Unified Communications Manager builds a custom URL and stores it in the database for this subscription. The service then appears on the device services list.

# Guidelines and Tips

A Cisco Unified IP Phone displays graphics or text menus, depending on how the services are configured.

The Cisco Unified IP Phone 7960 supports the HTTP header that is sent with any window that includes a Refresh setting. Therefore, a new window can, after a fixed time, replace any XML object that displays. The user can force a reload by quickly pressing the Update softkey. If a timer parameter of zero was sent in the header, the window only moves to the next window when you press the Update softkey. The window never automatically reloads.

The Cisco Unified IP Phone 7960 supports the following softkeys that are intended to help the data entry process:

- Submit—This softkey indicates that the form is complete and that the resulting URL should be sent via HTTP.

- <<—Use the backspace softkey to backspace within a field.

- Cancel—This softkey cancels the current input.

Use the vertical scroll button for field-to-field navigation.

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**Caution**    Do not put Cisco Unified IP Phone Services on any Cisco Unified Communications Manager server at your site or any server that is associated with Cisco Unified Communications Manager, 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 Communications Manager performance or interrupt call-processing services.

# Dependency Records

To find devices that a specific Cisco Unified IP Phone service is using, in the Cisco Unified Communications Manager Administration Cisco Unified IP Phone Services Configuration window, choose Dependency Records from the Related Links drop-down list box and click **Go**. The Dependency Records Summary window displays information about devices that are using the Cisco Unified IP Phone Service. To find out more information about the device, click the device, and the Dependency Records Details window displays. If the dependency records are not enabled for the system, the Dependency Records Summary window displays a message.

For more information about Dependency Records, refer to "Accessing Dependency Records" and "IP Phone Services Configuration" in the *Cisco Unified Communications Manager Administration Guide*.

# Cisco Unified IP Phone Service Configuration Checklist

Table 36-1 provides a checklist to configure Cisco Unified IP Phone services.

*Table 36-1        Cisco Unified IP Phone Service Configuration Checklist*

| Configuration Steps | | Related procedures and topics |
| --- | --- | --- |
| Step 1 | Configure Cisco Unified IP Phone Services to the system. Each service includes a name, description, and URL, which helps users who are browsing the system. | Configuring an IP Phone Service, *Cisco Unified Communications Manager Administration Guide* |
| Step 2 | Configure the list of parameters that are used to personalize a service for an individual user. | Configuring an IP Phone Service Parameter, *Cisco Unified Communications Manager Administration Guide* |

*Table 36-1        Cisco Unified IP Phone Service Configuration Checklist (continued)*

| Configuration Steps | | Related procedures and topics |
|---|---|---|
| Step 3 | Create and customize a phone button template that includes the service URL button; then, assign the IP phone service to the service URL button. | Configuring Phone Button Templates, *Cisco Unified Communications Manager Administration Guide*<br><br>Adding an IP Phone Service to a Phone Button, *Cisco Unified Communications Manager Administration Guide* |
| Step 4 | Notify users that the Cisco Unified IP Phone Services feature is available. | Refer to the phone documentation for instructions on how users access Cisco Unified IP Phone services. |

# Where to Find More Information

### Related Topics

- Phone Button Template Configuration, *Cisco Unified Communications Manager Administration Guide*

- Cisco Unified IP Phone Configuration, *Cisco Unified Communications Manager Administration Guide*

- IP Phone Services Configuration, *Cisco Unified Communications Manager Administration Guide*

### Additional Cisco Documentation

- *Cisco Unified IP Phone Administration Guide for Cisco Unified Communications Manager* (specific to phone model)

- Cisco Unified IP Phone user documentation and release notes (specific to models)