

CIPC FAQ: How is time determined?



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This document describes how time is determined on Cisco IP Communicator (CIPC).

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The time on CIPC is determined differently than on a typical IP phone. An IP phone typically uses the Universal Coordinated Time (UTC) and the time zone from the Cisco Unified Communications Manager (CUCM) server. CIPC only obtains the time zone from the CUCM and obtains the UTC time from the local computer.

The process to determine CIPC time is:

1. Obtain the UTC time from the local computer.
2. Use the time zone from the Date/Time group configured in the device pool for which the CIPC is assigned.

Note: If you want the CIPC to display the same time as the Windows PC, then ensure that the time zone configured on the device pool of the CIPC is the same as the time zone configured on the local computer.

Note: If the end user does not choose the proper time zone on the local computer and adjusts the time manually, this action/configuration affects the UTC time on the local computer and leads to the wrong time on the CIPC. The reason is that the CIPC has previously had the time zone applied from the CUCM.