Creating Idle URL Using Graphics on Cisco IP Phone

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Contents

Introduction

This document demonstrates the procedure to convert a GIF file to an XML (Cisco IP Phone) file and to create an idle URL for display on the Cisco IP Phone.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on a PC that has IIS server 4.0 or later in order to load the service development kit SDK v4.1(1).

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 the Cisco Technical Tips Conventions for more information on document conventions.

Downloading SDK

Download the SDK from Developer Support Central (registered customers only) .

How to Locate the Executable Files

Compete the steps in this procedure in order to locate the executable files.

1. Once you download the SDK, it should extract to your C:\ folder, unless otherwise specified. Look for three folders inside named Tools, Services, and Documentation, as shown in this image.
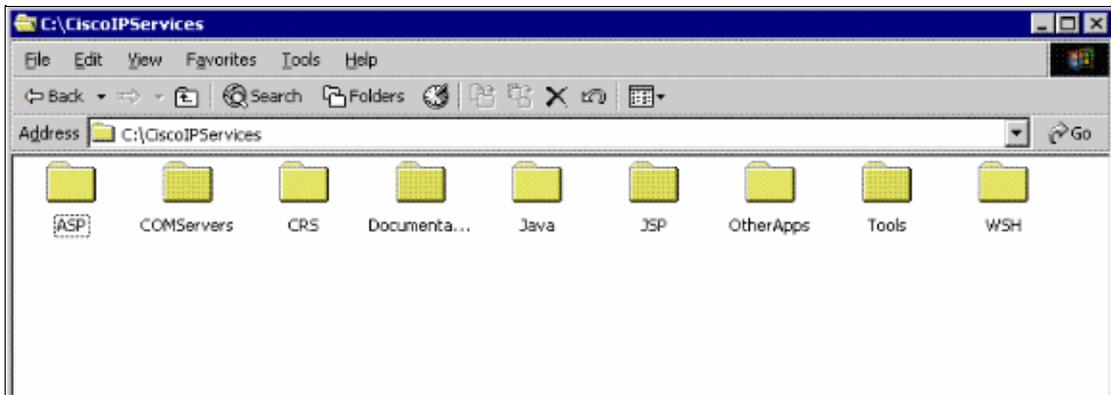
2. Open the Tools folder.

   Within this folder you should see DLL files along with the ImageViewer.exe, Gif2cip.exe, Cip2gif.exe, and Index.txt files, as shown in this image.
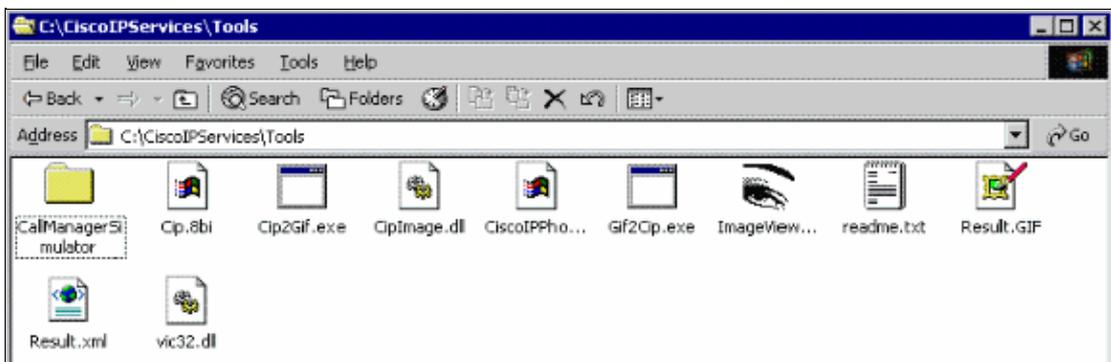

How to Convert Graphic Files

This procedure guides you through the process to convert, save, and format your images so that they can be viewed on Cisco IP Phone Models 7940 and 7960.

1. Find a picture (image) either on the web or one that you already have saved on your computer and open it with any image editor.
2. Change the image from color to grayscale.

   You must convert the image from color to grayscale in order to use it on the 7940 or 7960 Cisco IP Phones.

   This is done so that you can see the shadows and the image in a format that is as close to the phone display as possible.

   This is an example of the image before it is changed to grayscale:
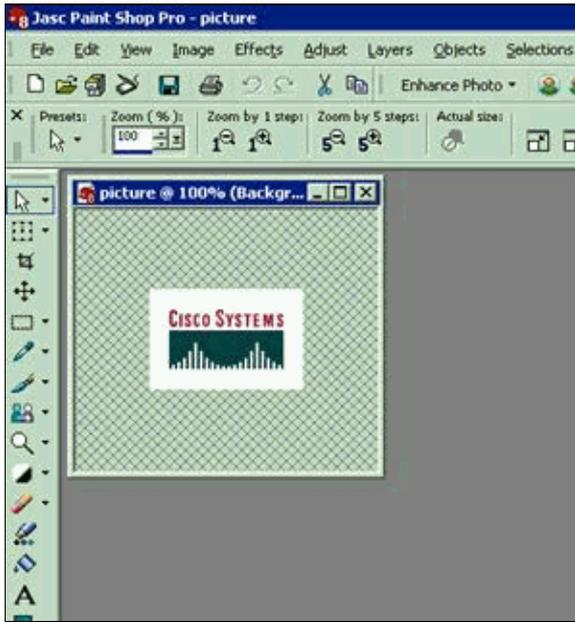
This is an example of the image after it is changed to grayscale:
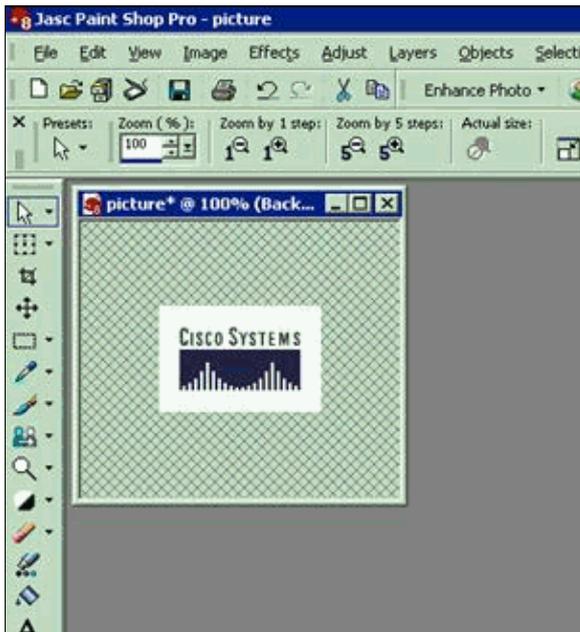
Note: When you work with pictures of people, you might need to adjust the shadows and contrast so that they are displayed properly.

3. The image must be resized in order to fit the screen size of the 7940 and 7960 Cisco IP Phones:

- ◆ The Width can be no larger than 125 pixels.
- ◆ The Height can be no taller than 60 pixels.

This image correlates to the picture in step 2:
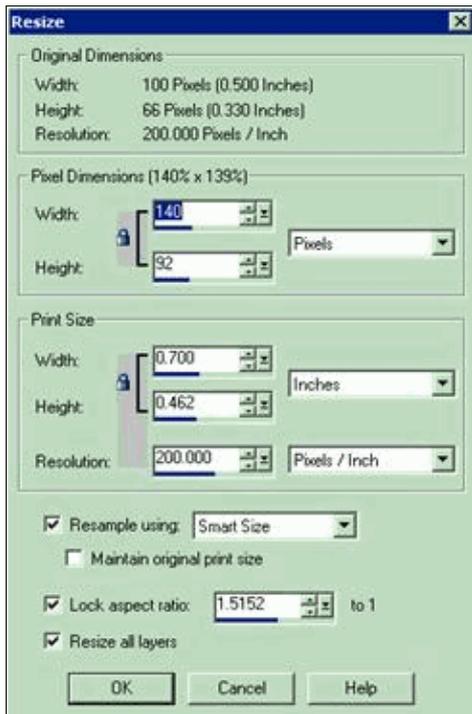
Once you change it, the image shrinks dramatically and can look odd, but it is not that size on the phone. You can check it later, with the ImageViewer.exe application in the Tools folder, in order to see how it appears.

This is the image after the height is changed to 90, which changes the width to 52, in order to maintain the original aspect ratio or proportions of the image:
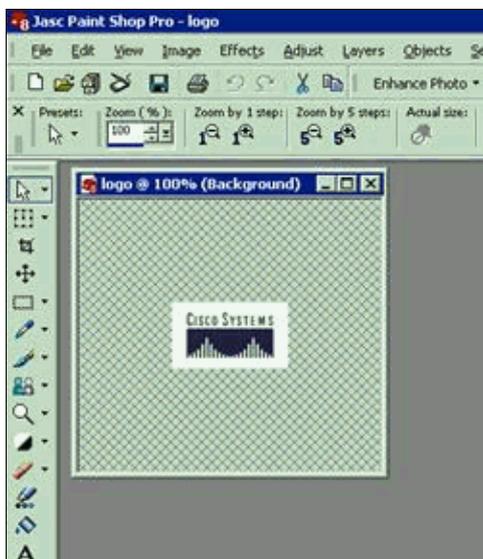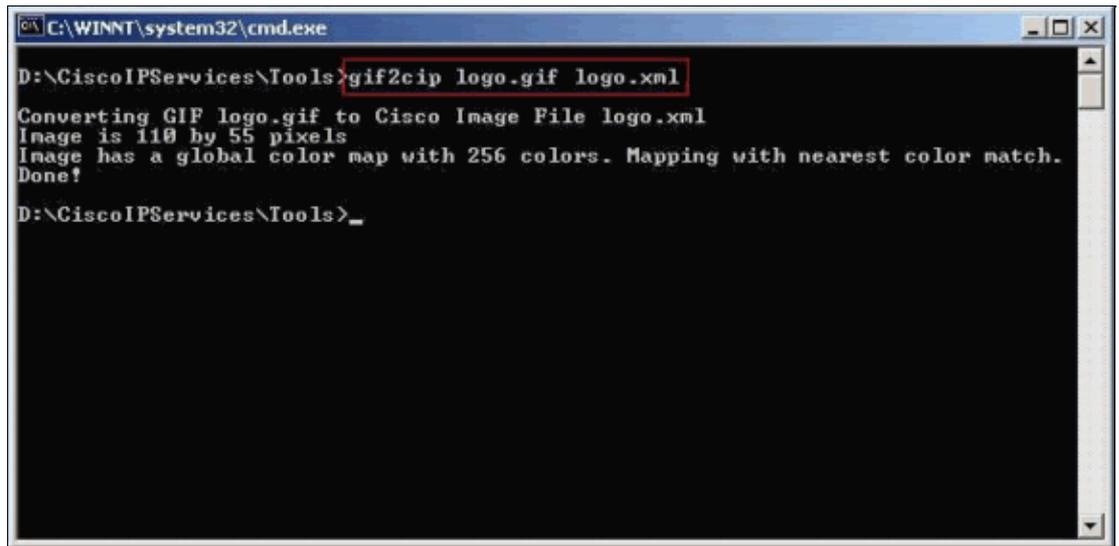

4. Convert and save the image to a GIF file in the C:\CiscoIPServices\Tools folder.

   Note: This step assumes that you performed a default installation of Cisco IP Services.

5. Convert the file from GIF format to XML format with this procedure:

   a. Double−click **C:\WINNT\System32\cmd.exe** in order to open a command prompt window.
   b. From the command prompt, issue the **cd CiscoIpServices\tools** command.
   c. Issue the **gif2cip** *filename***.gif** *filename***.xml** command.

An XML file now appears in the Tools folder. In this example, the XML file is called logo.xml.

6. Once you have the file converted to an XML file:

a. Choose **Start > Programs > Accessories > Notepad** in order to open the Notepad application.

b. Open the new XML file.

Choose **File > Open** on the Notepad menu, browse to the folder that has the new XML file, choose the XML file, and click **Open**.
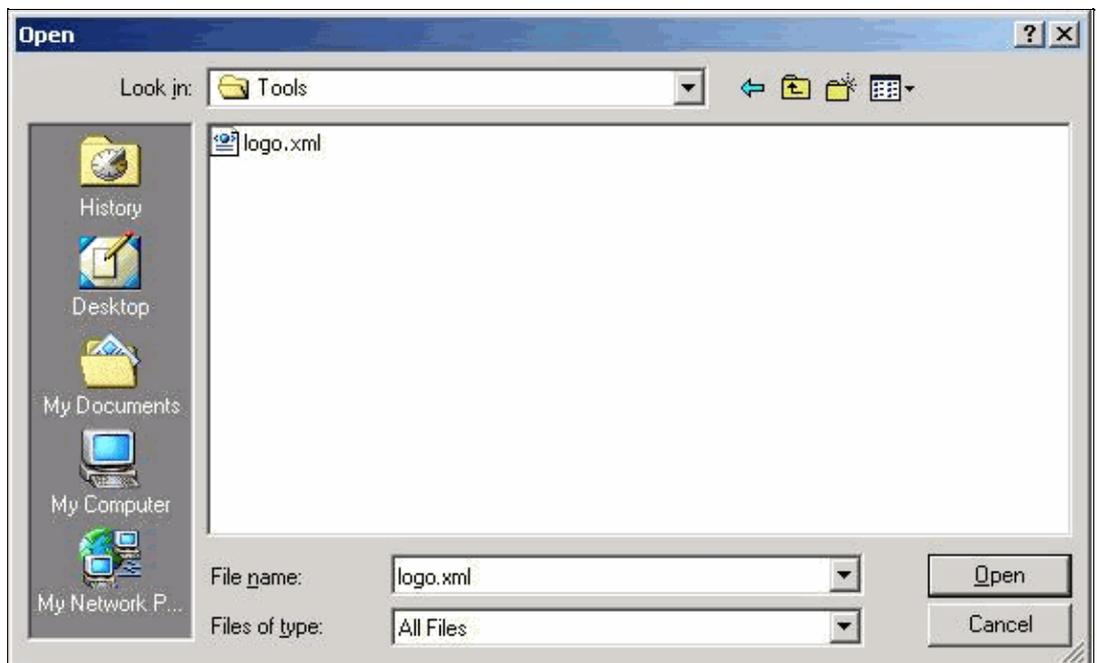
c. Edit the `<Prompt>Temporary prompt</Prompt>` in order to remove or replace `Temporary prompt` with a brief message of choice.

The message that you enter must be thirty−one characters or less.

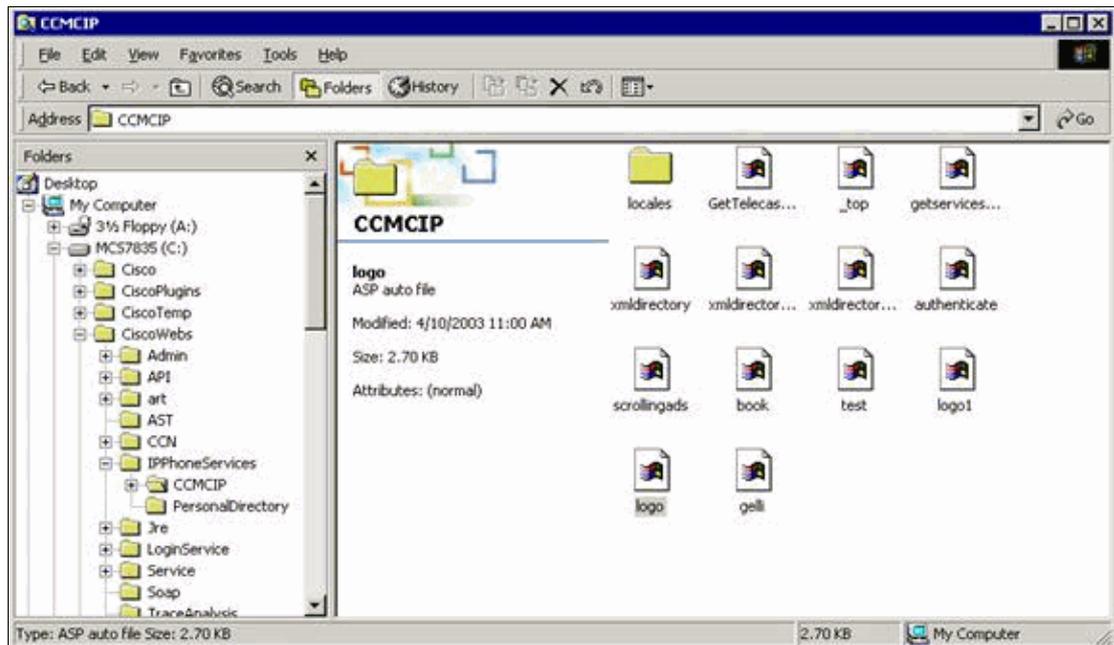d. Save the file once you have changed the Prompt message.

Choose **File > Save** on the Notepad menu.

How to Configure Cisco CallManager

Cisco CallManager 4.x

Use this procedure in order to configure Cisco CallManager in order to display the graphics on the Cisco IP Phone.

1. Save the new XML file again, or save or copy the new XML file, to the C:\CiscoWebs\IPPhoneServices\CCMCIP folder on the Publisher.


2. The Idle URL can be configured with one of these two methods:

   Method 1:

   a. Choose **System > Enterprise Parameters** so that the change is propagated to all of the phones from the Cisco CallManager Administration page.
   b. In the URL Idle field, enter **http://*IP_address_of_CallManager*/CCMCIP/*filename*.xml**.
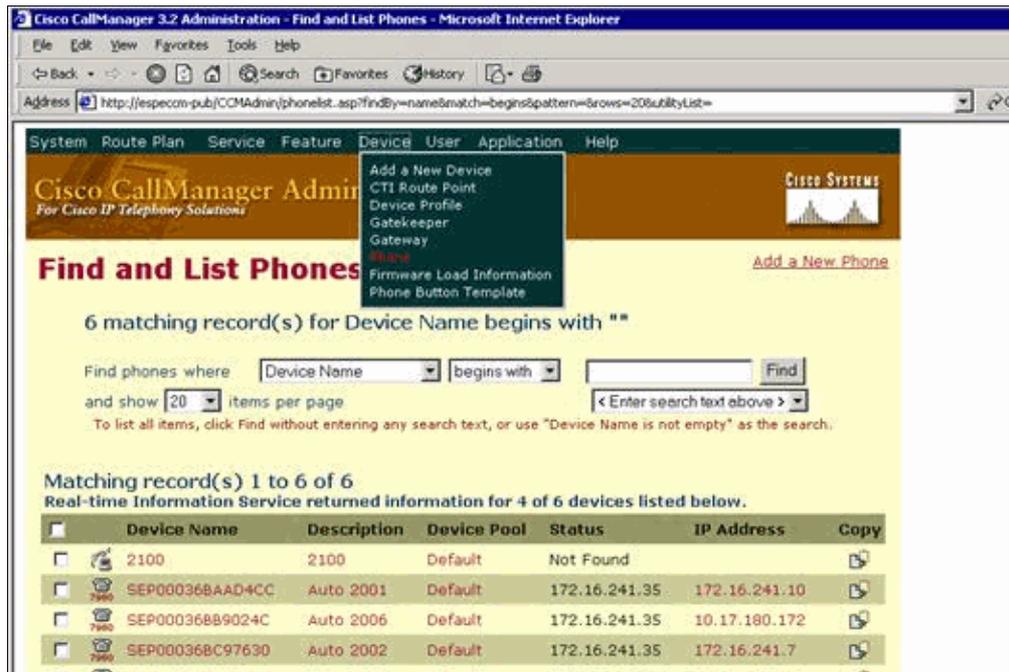   c. In the URL Idle Time field, enter any positive value in seconds.

   The image appears on the window of the IP phone after the specified seconds, either after boot up or after it is idle for that long.
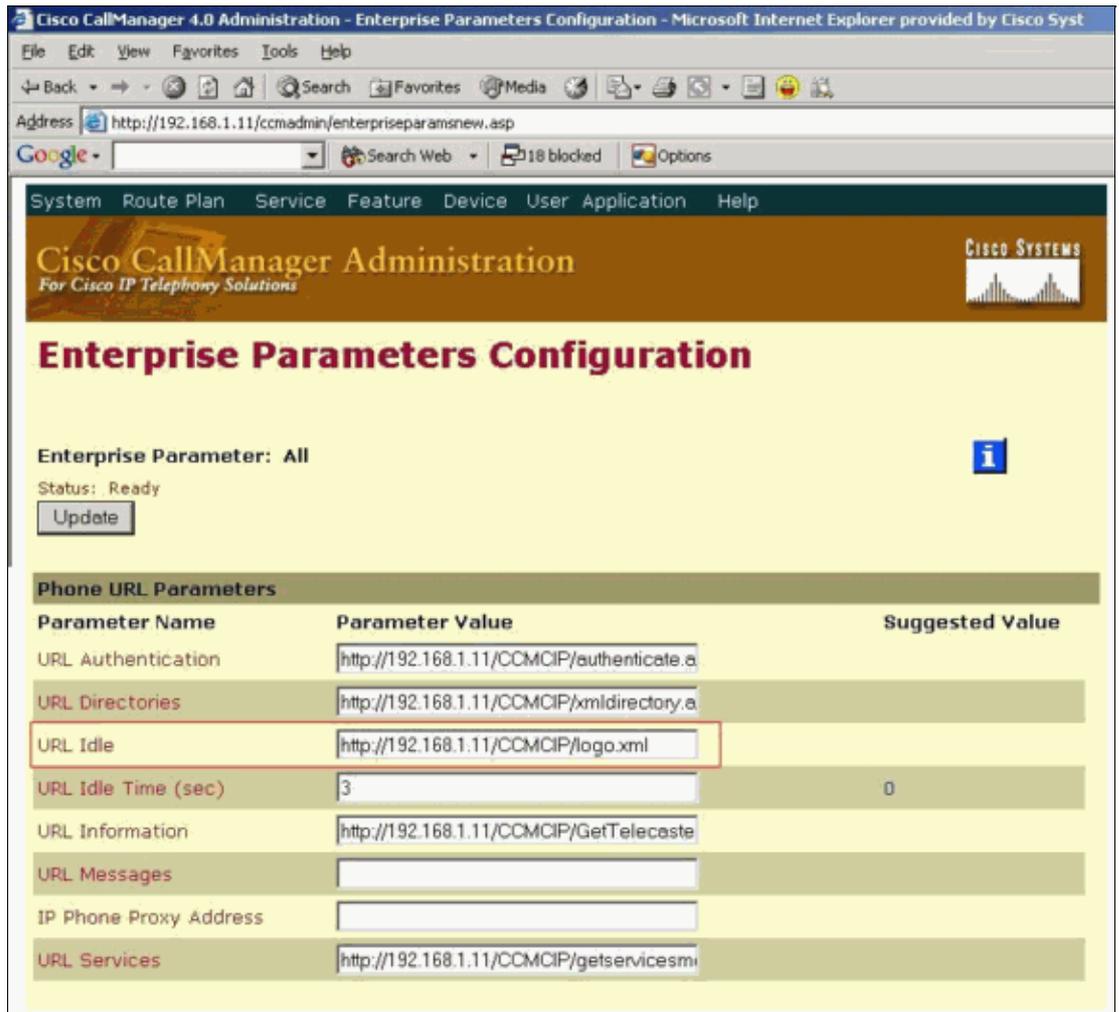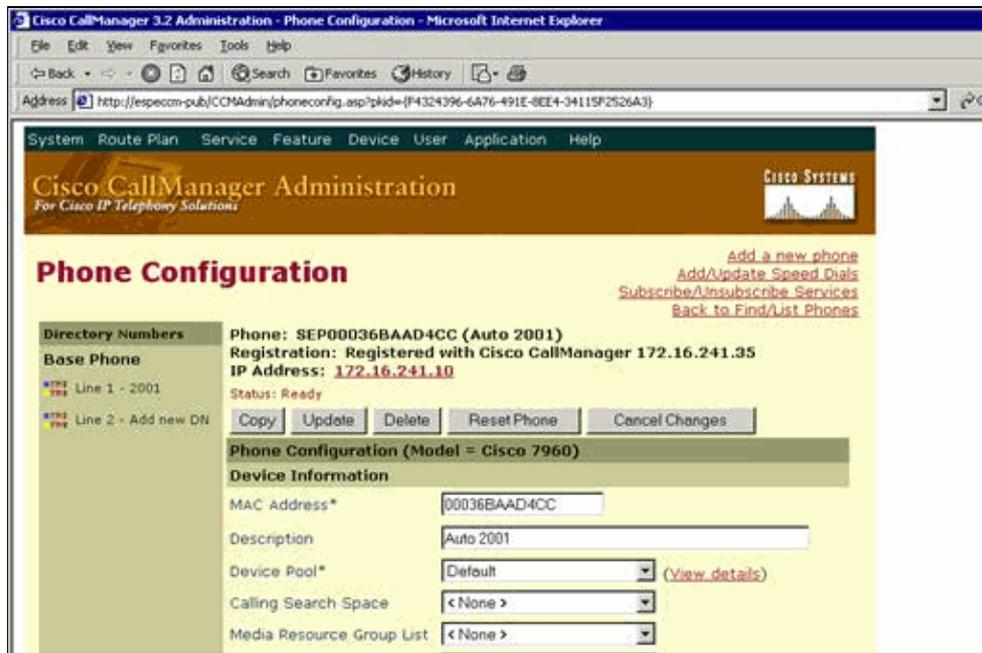
d. Update the settings and reset the IP phones.
   Method 2:

a. Choose **Device > Phone** under the Cisco IP Phone configuration so that only this phone
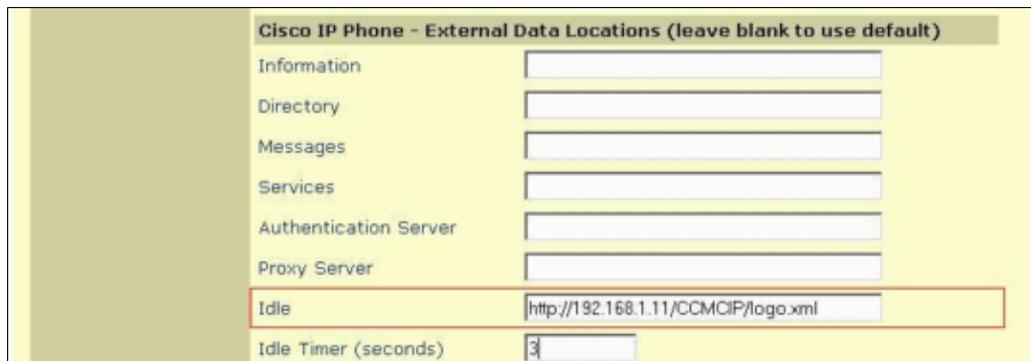   displays the graphics from the Cisco CallManager Administrator page.

b. Choose the phone on which you want to put the display.

Cisco CallManager 3.2 Administration - Phone Configuration - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back ▾ ⇒ ▾ ⊗ ⌂ ⌂ | ⊗ Search ⊞ Favorites ⊛ History | ⊠ ▾ ⊜

Address ⊕ http://especcm-pub/CCMAdmin/phoneconfig.asp?pkid={F4324396-6A76-491E-8EE4-3411SF2526A3}   ▾ ⊘ Go

System   Route Plan   Service   Feature   Device   User   Application   Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions

Cisco Systems

Phone Configuration

Add a new phone
Add/Update Speed Dials
Subscribe/Unsubscribe Services
Back to Find/List Phones

Directory Numbers
Base Phone
 Line 1 - 2001
 Line 2 - Add new DN

Phone: SEP00036BAAD4CC (Auto 2001)
Registration: Registered with Cisco CallManager 172.16.241.35
IP Address: 172.16.241.10
Status: Ready

[Copy] [Update] [Delete] [Reset Phone] [Cancel Changes]

Phone Configuration (Model = Cisco 7960)
Device Information

MAC Address*	00036BAAD4CC
Description	Auto 2001
Device Pool*	Default (View details)
Calling Search Space	< None >
Media Resource Group List	< None >

c. In the Idle field, enter the path **http://*IP_address_of_CallManager*/CCMCIP/*filename*.xml**.
d. In the Idle Timer field, enter any positive value in seconds.

The image appears on the window of the IP phone after the specified seconds, either after boot up or after it is idle for that long.

Cisco IP Phone - External Data Locations (leave blank to use default)

Information	
Directory	
Messages	
Services	
Authentication Server	
Proxy Server	
Idle	http://192.168.1.11/CCMCIP/logo.xml
Idle Timer (seconds)	3

e. Update the settings and reset the Cisco IP Phone.

Note: The pixels on the Cisco IP Phone are larger in size than those on a PC. Therefore, some of the pictures do not have a good resolution. The phone is not designed to emulate a web page.
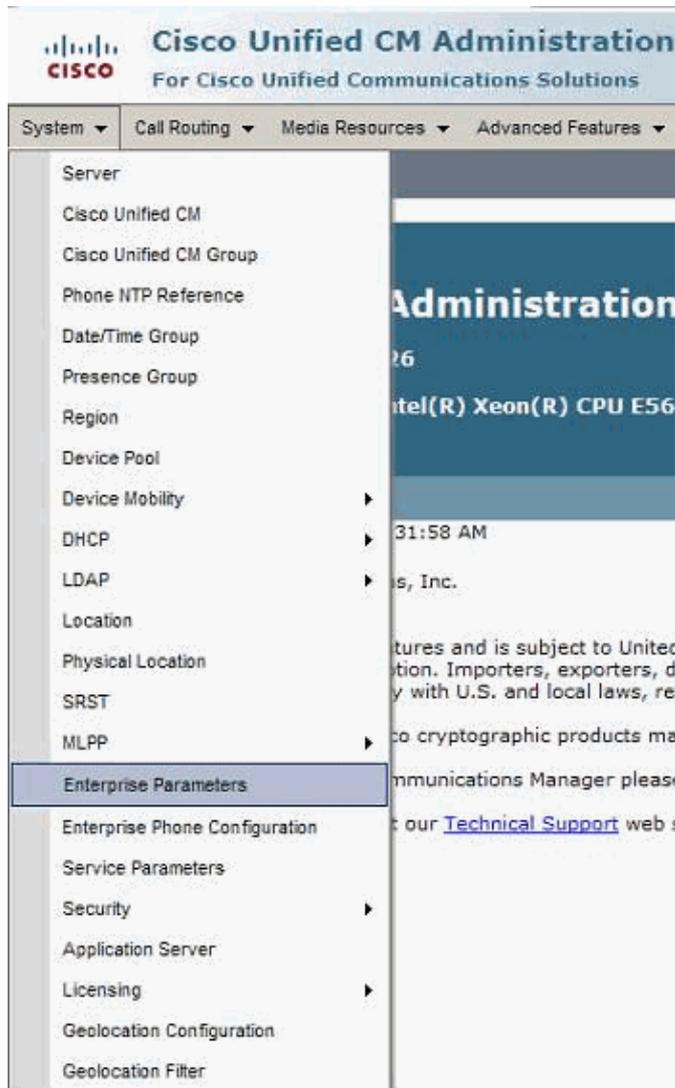
Note: You can use the Idle URL in order to display distribution information such as weather forecast on the IP Phone LCD screen. From the CallManager administration window, choose **System > Enterprise Parameters**, then populate the fields **URL Idle** and **URL Idle Time** with the file which contains the information to be displayed and the idle time during which the information is displayed respectively. The file type that you populate in the **URL Idle** Parameter can be a script (.asp), or an XML file. When the phone is idle for the time specified in the **URL Idle Time** Parameter, the IP phone does an HTTP GET for the URL that you put in the **URL Idle** field.

Idle URL

The idle URL will remain configured, but the actual file will not be present on the server. In 5.x and later, you do not have the ability to upload files to the CUCM web server and must use your own server to host things such as custom services and idle URLs. Use **ip phone services SDK** in order to push a message to be displayed on all phones.

These are the configuration steps to perform in Cisco Unified Communications Manager:

1. Choose **System > Enterprise Parameters** so that the change is propagated to all of the phones from the Cisco CallManager Administration page.

2. In the URL Idle field, enter **http://***IP_address_of_external Webserver* **/Foldername/***filename***.xml**.

3. In the URL Idle Time field, enter any positive value in seconds.

4. Enter the URL that displays on the Cisco Unified IP Phone display when the phone has not been used for the time that is specified in Idle Timer field. You can display a logo on the LCD when the phone has not been used for 5 minutes.

    a. Choose **Device > Phone** under the Cisco IP Phone configuration.
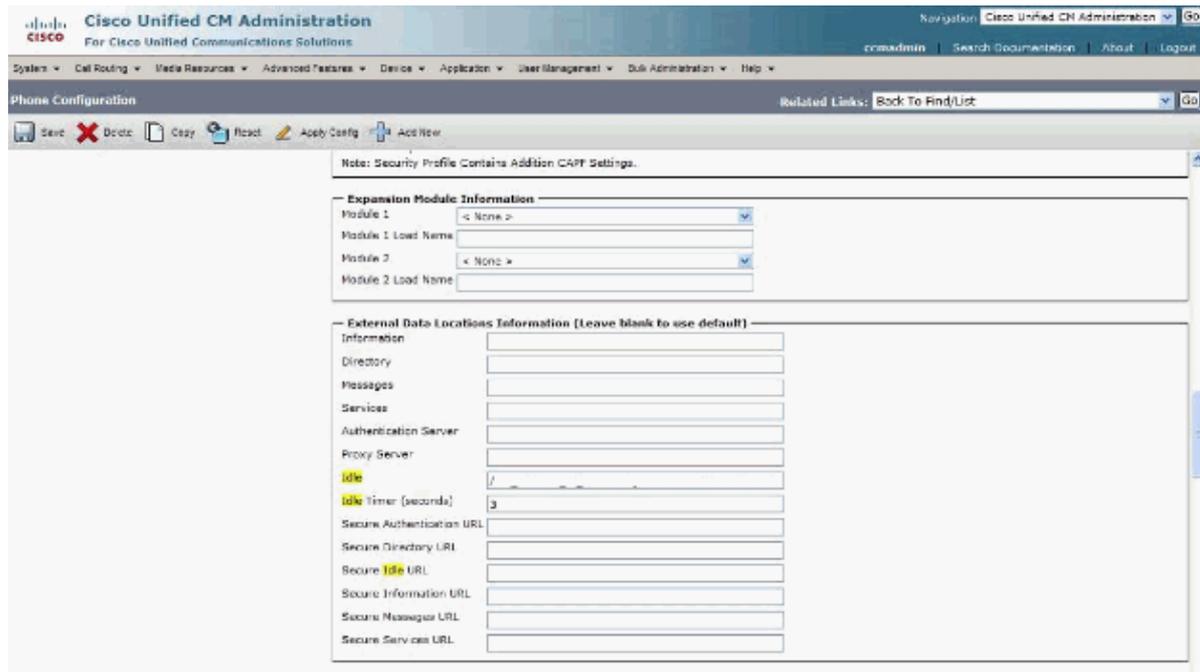

    b. Choose the phone where you want to put the display.
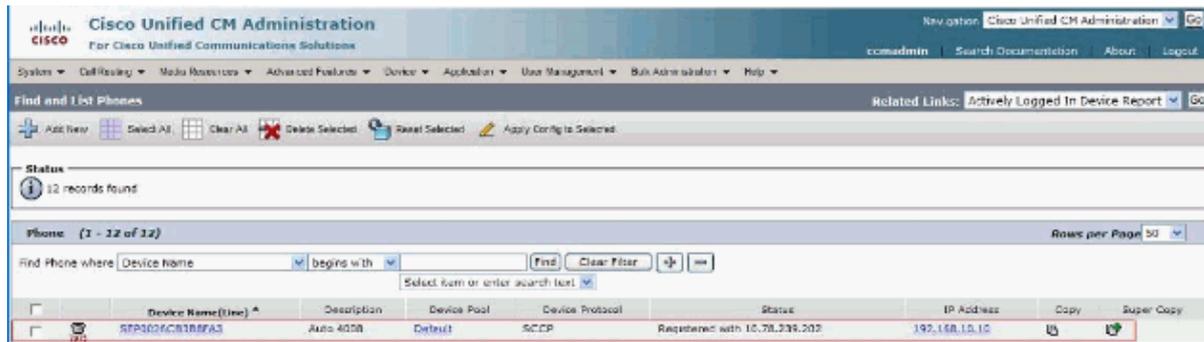
c. In the Idle field, enter the path **http://*IP_address_of_external Webserver* /Foldername/*filename*.xml**
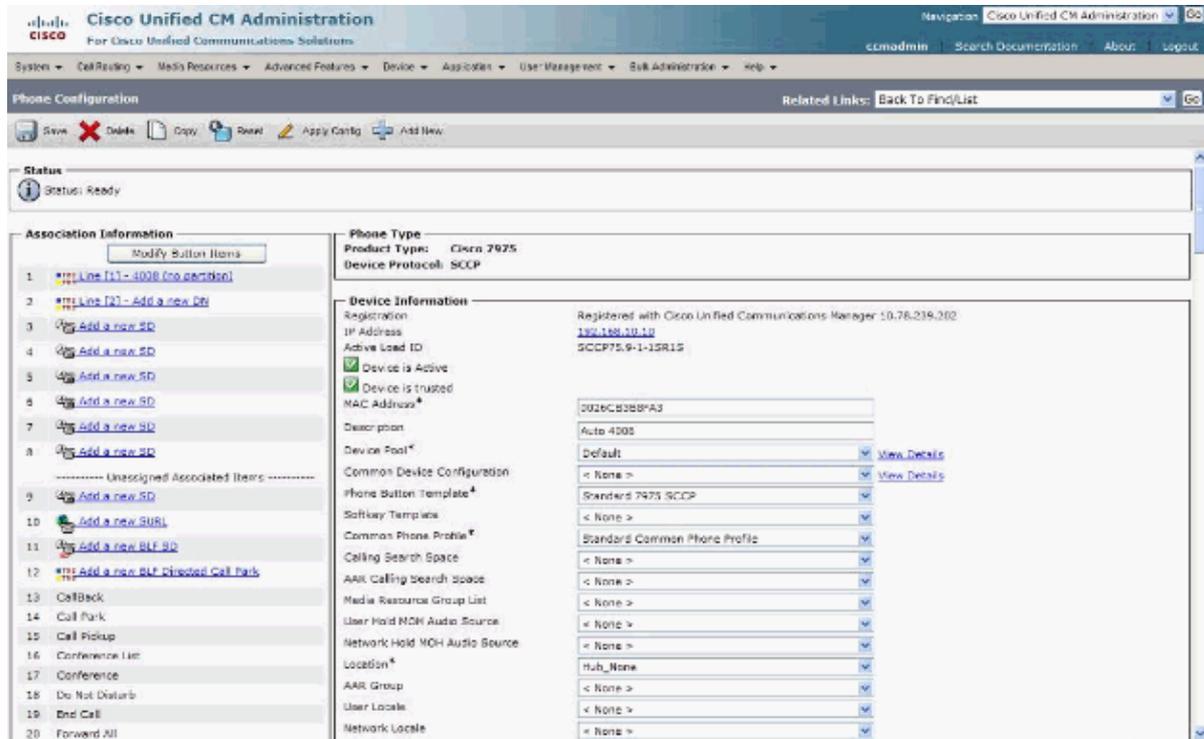
d. Scroll down and in the Idle Timer field, enter any positive value in seconds.

The image appears on the window of the IP phone after the specified seconds, either after boot up or after it is idle for that long.

e. Update the settings and reset the Cisco IP Phone.

The window you see on the IP Phone is called the **service pane**. The **service pane** is displayed any time **services features** are invoked. **IdleURL** happens to be a service feature. Here you need to point the web browser to the IP of the phone where you need to display the idle URL.

Related Information

- **Voice Technology Support**
- **Idle URL Logo Does Not Display on the Cisco 7960/7940 IP Phone LCD**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**