



# Preface

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## Overview

Use this document with Cisco Unified Communications Manager 6.0(1) (previously Cisco Unified CallManager) to develop and deploy customized client services for the Cisco Unified IP Phones that support Cisco Unified IP Phone services.

Because of the complexity of a Unified Communications network, this guide does not provide complete and detailed information for procedures that you need to perform in Cisco Unified Communications Manager or other network devices. See the [“Related Documentation” section on page ix](#) for a list of related documentation.



### Note

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Developers using this guide should join the Cisco Developer Support Program because Cisco TAC support is limited to the Cisco Unified Communications installation, configuration, and Cisco-developed applications. This program provides a consistent level of dependable support while leveraging Cisco interfaces in your development projects. For more information about the program and how to join, contact us at [developer-support@cisco.com](mailto:developer-support@cisco.com).

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# Audience

This document provides the information needed for eXtensible Markup Language (XML) and X/Open System Interface (XSI) programmers and system administrators to develop and deploy new services.

# Organization

This document comprises the following sections.

Chapter	Description
<b>Chapter 1, "Overview"</b>	Provides an overview of the Cisco Unified IP Phone services for developers.
<b>Chapter 2, "CiscoIPPhone XML Objects"</b>	Describes the general behavior and usage of each XML object.
<b>Chapter 3, "Internal URI Features"</b>	Describes how to implement embedded features on Cisco Unified IP Phones.
<b>Chapter 4, "Cisco IP Services Software Development Kit (SDK)"</b>	Provides a list of the components used in the Cisco IP Services Software Development Kit (SDK) and the sample services requirements.
<b>Chapter 5, "HTTP Requests and Header Settings"</b>	Provides a procedure on handling HTTP client requests, definitions for HTTP header elements, identifies the capabilities of the requesting IP phone client, and defines the Accept header.
<b>Chapter 6, "IP Phone Service Administration and Subscription"</b>	Describes how to add and administer Cisco Unified IP Phone Services through Cisco Unified Communications Manager Administration.
<b>Chapter 7, "Troubleshooting Cisco Unified IP Phone Service Applications"</b>	Provides troubleshooting tips, XML parsing errors, and error messages.
<b>Chapter 8, "DeviceListX Report"</b>	Describes how the report provides a list of the services-capable devices along with basic information about the device to identify or classify the devices based on specific criteria

Chapter	Description
<a href="#">Appendix A, “CiscoIPPhone XML Object Quick Reference”</a>	Provides a quick reference of the CiscoIPPhone XML objects and the definitions that are associated with each.
<a href="#">Appendix B, “Cisco Unified IP Phone Services XML Schema File”</a>	Provides the CiscoIPPhone XML Schema.

## Related Documentation

For more information about Cisco Unified IP Phones or Cisco Unified Communications Manager, refer to the following publications:

### Cisco Unified IP Phone 7900 Series

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

- Cisco Unified IP Phone Features A–Z
- *Regulatory Compliance and Safety Information for the Cisco Unified IP Phone 7900 Series*

### Cisco Unified Communications Manager Administration

These publications are available at the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html)

- *Cisco Unified Communications Manager Administration Guide*
- *Cisco Unified Communications Manager System Guide*
- *Cisco Unified Communications Manager Security Guide*
- *Cisco Unified Communications Manager Serviceability Administration Guide*
- *Cisco Unified Communications Manager Serviceability System Guide*
- *Cisco Unified Communications Manager Features and Services Guide*
- *Cisco Unified Communications Manager Bulk Administration Guide*
- *Cisco Unified Communications Manager Troubleshooting Guide*

- *Installing and Configuring the Cisco Customer Directory Configuration Plugin*
- Cisco Unified Communications Platform Administration Guide
- *Cisco Unified Communications Manager Compatibility Matrix*

## Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

## Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wvl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com).

## Document Conventions

This document uses the following conventions:

Convention	Description
<b>boldface font</b>	Commands and keywords are in <b>boldface</b> .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information the system displays are in <code>screen font</code> .
<b>boldface screen font</b>	Information you must enter is in <b>boldface screen font</b> .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

**Warning**

**Means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.**

