INDEX

A

AAC
  Cube/Office Locator service, 16–17
AAC Associates, Inc., 5, 24
Accept Header (HTTP), 132–133
accessing device information
  Cisco IP Phones, 107
accounts billing
  CRM, 10–11, 13
  phone services, 4
adding
  soft keys to XML objects, 70
  to directories list (Cisco IP Phones), 150
adding phone services, 159–160
advertising on Cisco IP phones, 18
angle brackets
  escape sequences (XML), 121–122
appending
  device name to services, 165
application primitives
  building directories, 147, 149
applications
  generating graphics with arrays, 169–170, 173
  generating graphics with numeric strings, 173–175
SDK
  Graphics Conversion Control, 195–200
  LDAP Search Control, 205–212
  Photoshop Graphics Filter, 212
  URL Proxy Control, 201–204
  Validator, 214–215
applying
  phone usage to corporate accounts, 4
architecture
  of services, 35–36
architecture of CallManager, 27
  components of, 27–28
  high-level protocols, 29
  low-level networking, 28
arrays
  data concatenation, 172–173
  generating graphics, 169–170, 173
ASP (Active Server Pages)
  Content-type header
    displaying, 101
  Refresh header
    displaying, 101
ASP pages
  SonOfMagicCube.asp, 48–49
  VAT-Goodye, 136, 141
  VAT-Track, 136
  VAT-Welcome, 134
aspect ratio
  maintaining for resized images, 176, 178
assigning
  CM-SIM IP address to Cisco IP Phones, 226–227
  IP address to CIM-SIM system, 224–225
attributes (XML), 45, 114–115
authentication, 65
  Cisco IP Phones, 107
  URL Proxy Control properties, 203

B

behavioral differences of directories and services, 146–147
Berbee, 4, 24
  CRM, 10–11, 13
billing
  phone services to accounts, 4
bitwise operations, 173
browser
  HTTP client sessions, 103
  authentication, 104–105
  Proxy, 105
  session life, 104
  State management, 104
  URL history, 104
browser (Cisco IP Phone), 99
  GET requests, 99
HTTP headers
  Content-type, 100
  Expiration, 102
  Location, 101–102
  Refresh, 101
  Set-Cookie, 103
browsers
  XML-capable, 117
buffering content, 139
building
  directories
    LDAP Search COM objectd, 151–154
  primitives, 147, 149
business goals
  gaining competitive edge, 13
  hospitality services, 14, 17
  generating revenue, 17
  advertising on Cisco IP Phones, 18
  increasing productivity, 3–7, 9–10, 12–13
buttons
  Services, 34

CallManager URL Directories enterprise parameter, 80
Cancel soft key, 71
capturing
  CIP display, 189–191
character sets
  support, 64
chat rooms
  Discussion Forum (HotDispatch), 24
choosing
  soft key positions, 70
  Web programming language, 39–40
  Web servers, 37–38
CIP
  data manipulation, 172
  image navigation, 178, 181–188
  images
    manipulating, 169–170, 173
    screen captures, performing, 189–191
Cisco 7940 IP Phones, 30
Cisco 7960 IP Phones, 30
Cisco CallManager Simulator
  See CM Sim
Cisco CTE 1400, 57
Cisco IP Phones
  communicating with CM-SIM, 225, 227
directories
  building, 147, 149, 151–154
  displaying, 150
  versus services, 146
Exit, 71
HTTP, 97
  requests, 97
  responses, 98
HTTP Client, 99
  Content-type header, 100
  Expiration header, 102
  GET requests, 99
  Location header, 101–102
  Refresh header, 101
  sessions, 103–105
  Set-Cookie header, 103
HTTP servers, 106
  accessing device information, 107
  push, 106–107
custom directories

Next soft key, 147
Search soft key, 147
service integration, 157–158
services
  subscriptions, 157–158, 162
Services button, 34
soft keys, 70
Cancel, 71
Submit soft key, 146
versus PBX phones, 31–32
CiscoIPPhoneDirectory object, 78–80
CiscoIPPhoneError object, 88
CiscoIPPhoneExecute object, 87–88
CiscoIPPhoneGraphicMenu object, 83–85
CiscoIPPhoneIconMenu object, 85–87
CiscoIPPhoneImage object, 80–81, 83
creating from numeric strings, 174–175
runtime image conversion, 176, 178
CiscoIPPhoneInput object, 76–78
CiscoIPPhoneMenu object, 73–74
CiscoIPPhoneResponse object, 88
CiscoIPPhoneText object, 74–76
client functionality
  authentication, 65
Cisco IP Phones services, 59
client/server
  Cisco IP Phones, 99
    Content-type header, 100
    Expiration header, 102
    GET requests, 99
    Location header, 101–102
    Refresh header, 101
    Set-Cookie header, 103
HTTP, 97
    requests, 97
    responses, 98
sessions, 103–105
CM-SIM
  call routing, 222
  configuring, 224–225
  debugging, 232
default settings, 228
  overriding, 229–230
functionality, 219
  CallManager service, 221
  TFTP server, 220–221
handling external/internal calls, 225
installing, 223
Keep-alive count, 230
limitations, 222
network configuration, 226–227
phone setup, 225, 227
running, 230
running from CD, 223
system requirements, 224
ColorBitDepth property, 198
ColorImage property, 199
comments (XML), 123
companion CD-ROM
  contents, 21
compiled languages, 39
concatenating
data with arrays, 172–173
configuration files
  XML, 220
    loadinformation element, 221
configuring
  CM-SIM, 224–225
    overriding default settings, 229–230
    phone setup, 225, 227
content
  pushing, 191–192
content buffering, 139
criteria
  for selecting Web servers, 37–38
  for Web programming language selection, 39–40
CRM (customer relationship management), 10–11, 13
cube/Office Locator service, 16–17
custom directories, 80
custom soft keys
defining, 131
customizing
user subscriptions, 164

D

data
concatenating with arrays, 172–173
debugging
CM-SIM, 232
XML, 127
default services, 164
default settings
CM-SIM, 228
overriding, 229–230
defining
custom soft keys, 131
deleting phone services, 161
designing
VAT services, 134, 136
example source code, 137, 139–141
Developer Support Program, 51
device names
appending to services, 165
devices
HTTP clients
identifying, 61
directories
building
LDAP Search COM object, 151–154
primitives, 147, 149
characters set support, 64
custom, 80
displaying on Cisco IP Phones, 150
indirection, 58
soft key support, 64
versus services, 146–147
displaying
directories on Cisco IP Phones, 150
XML schema supported version, 132–133
DNs (Directory Numbers), 224–225
documentation
XML comments, 123
DTD, 125
DTD (Document Type Definition), 45
DuCharme, Bob, 128

E

elements
behavior in objects, 72
elements (XML), 115
enterprise parameters
CallManager URL Directory, 80
Enterprise Parameters Configuration, 57–58
entrepreneurial opportunities, 19
developing successful services, 20
terror messages
plain text, 132
terror reporting
URL Proxy Control properties, 203
escape sequences (XML), 121–122
mandatory, 89
taniples
Graphics Conversion Control (SDK), 199–200
of stock quote services, 36
of URL Proxy Control, 204
of Web application, 45–47
of XML configuration files, 220
of XML Schema, 125–126
phone applications for increased productivity
AAC Associates, 5, 12–13
Berbee, 4, 10, 12
Frederick County school district, 5–6, 9–10
table files
CM-SIM
running from CD, 223
Exit soft key, 71
Expiration header (HTTP), 102
external calls
handling with CM-SIM, 225
txxclusive OR (XOR), 173

F

fail back, 66
fail over, 66
FAQs
XML, 128
files
CM-SIM executable
running from CD, 223
loading
methods, 197
valid (XML), 125
well-formed, 124
XML, 220
loadInformation element, 221
FileSystemObject
ForAppending value, 137
flow control
of service architecture, 36
ForAppending value (FileSystemObject), 137
formatting
of structured documents, 112–113
formatting output
LDAP Search Control, 210–212
FTP
versus TFTP, 219
functionality
of CM-SIM, 219
CallManager service, 221
TFTP server, 220–221
of directories and services, 146–147
functions
formatImage, 184
getBaseURL, 181
JavaScript
getBaseURL(), 137
logStats, 138
setXLoc, 182
setYLoc, 182
setZoom, 182

G

gaining competitive edge
as business goal, 13
hospitality services, 14, 17
generating revenue
as business goal, 17–18
GET requests (HTTP), 98–99
phone-initiated services, 32–33
getBaseURL function, 181
getBaseURL() function (JavaScript), 137

H

headers
HTTP, 97
Height property, 197
Help soft key, 59
high-level protocols
Cisco IP Phone services, 29
history
of XML, 41–42
hospitality services
gaining competitive edge, 14, 17
HotDispatch, 22
HTTP (Hypertext Transfer Protocol), 29, 97
Accept Header, 132–133
Client sessions, 103
authentication, 104–105
proxy servers, 105
session life, 104
state management, 104
URL history, 104
GET requests
phone-initiated services, 32–33
requests
GET, 97–98
servers, 106
accessing device information, 107
push, 106–107
suitability for IP Phone services, 43
HTTP Client (Cisco IP Phones), 59, 99
  Content-type header, 100
  Expiration header, 102
  GET requests, 99
  Location header, 101–102
  Refresh header, 101
  Set-Cookie header, 103
HTTP headers
  designing VAT services, 134, 136
  example source code, 137–141
HTTP servers
  client authentication, 65
  creating screen captures, 60
  gathering device information, 60
  HTTP Post, 60
  identifying client devices, 61
  Push/Pull operations, 61
  server authentication, 65
  stream control, 62–63
  URIs, 62
hybrid languages, 40

installing
  CM-SIM, 223
  Graphics Conversion Control (SDK), 196–197
  Photoshop Graphics Filter, 212
  URL Proxy Control, 202
  Validator, 214
integrating
  services with Cisco IP Phones, 157–158
internal calls
  handling with CM-SIM, 225
Internet Explorer (Microsoft)
  Microsoft Internet Explorer, 117
invoking
  services, 34
IP address
  assigning to CM-SIM system, 224–225
IP Phones
  service integration, 157–158
  services
    subscriptions, 157–158
    subscriptions, 162
  soft keys, 70
  versus PBX phones, 31–32

I
i button
  redirecting, 59
identifying
  client devices, 61
IIS
  Web server error messages
    plain text, 132
images
  creating, 170
  generating from numeric strings, 173–175
  manipulating, 169–170, 173
  navigating, 178, 181–188
  pixel packet format, 171
  resizing, 176, 178
  runtime conversion, 176, 178
increasing productivity
  as business goal, 3–7, 9–10, 12–13
  indirection, 58

J
JavaScript
  getBaseURL() function, 137
  logStats function, 138
  SonOfMagicCube.asp, 48–49
JSP (Java Server Pages)
  Content-type header
    displaying, 101
  Date header
    displaying, 103
  Location header
    identifying, 102
  Refresh header
    displaying, 101
Keep-alive count (CM-SIM), 230
Key tag (XML), 71–72

languages (Web programming), 38–39
compiled, 39
hybrid, 40
scripting, 40
Latin-1 character set, 64
LDAP Search COM objects
creating directories, 151–154
LDAP Search Control, 205
configuring, 207
formatting output, 210–212
installing, 206
methods, 209
output options, 207
search options, 208–209
limitations
of CM-SIM, 222
lines
DNs, 224–225
loadInformation element
XML configuration files, 221
loading files
methods, 197
Location header (HTTP), 101–102
logStats function (JavaScript), 138
low-level networking
Cisco IP Phones, 28

maintaining aspect ratio of resized images, 176, 178
mandatory escape sequences (XML), 89
manipulating
CIP data, 172
CIP images, 169–170, 173–175
images, 178, 181–188

manual configuration
CM-SIM IP address, 226–227
markup languages, 43
SGML, 113
XML. See also XML
adding soft keys to objects, 70
attributes, 114–115
CiscoIPPhoneDirectory, 78–80
CiscoIPPhoneError, 88
CiscoIPPhoneExecute, 87–88
CiscoIPPhoneGraphicMenu, 83–85
CiscoIPPhoneIconMenu, 85–87
CiscoIPPhoneImage, 80–81, 83
CiscoIPPhoneInput, 76–78
CiscoIPPhoneMenu, 73–74
CiscoIPPhoneResponse, 88
CiscoIPPhoneText, 74–76
comments, 123
debugging, 127
DTD, 45, 125
elements, 115
escape sequences, 121–122
importance of, 111
mandatory escape sequences, 89
objects, 48, 72, 116
objects, quick reference guide, 89, 91, 93–94
prolog statement, 120
schema, 124
SKD training and support, 50–51
structured documents, 112–113
tags, 44, 114
valid files, 125
validating schema, 127
Web sites, 128
well-formed files, 124

menu-driven business listings, 18
type-head menu selection, 20
messages
Web server errors
plain text, 132
methods
Graphics Conversion Control (SDK), 197–199
LDAP Search Control, 209
URL Proxy Control, 202–203
micro-browser (Cisco IP Phone), 99
Get requests, 99
HTTP client sessions, 103
authentication, 104–105
Proxy, 105
session life, 104
state management, 104
URL history, 104
HTTP headers
Content-type, 100
Expiration, 102
Location, 101–102
Refresh, 101
Set-Cookie, 103
Microsoft Jscript scripting engine
updating, 138
MIME (multipurpose Internet mail extensions), 69
MIME type
identifying, 100
CiscoIPPhoneImage, 80–81, 83
creating from numeric strings, 174–175
runtime image conversion, 176, 178
CiscoIPPhoneMenu, 73–74
CiscoIPPhoneResponse, 88
CiscoIPPhoneText, 74–76
quick reference guide, 89, 91, 93–94
XML, 44
objects (XML), 48, 72, 116
adding soft keys, 70
ormatImage function, 184
output options
LDAP Search Control, 207
overlapping tag definitions (XML), 116
overriding
CM-SIM default settings, 229–230
parameters (service), 157
PBX phones
versus IP Phones, 31–32
per-device user subscriptions, 164
performing
screen captures on display, 189–191
phone setup
CM-SIM, 225, 227
phone usage
applying to corporate accounts, 4
phone-initiated services, 32–33
Photoshop Graphics Filter, 212
installing, 212
pixel packet image format, 171
plain text error messages, 132
positioning soft keys
selecting, 70
primitives
building directories, 147, 149
designing VAT services, 134, 136
template source code, 137–141
product support
HotDispatch, 22
productivity
  as business goal, 3–4, 6
  AAC Associates, 5, 10
  Berbee, 10, 12–13
  Frederick County public schools, 6–7, 9–10
profitability
  as business goal, 17–18
profit-making opportunities, 19
developing successful services, 20
prolog statement (XML), 120
properties
  Graphics Conversion Control (SDK), 197–199
  URL Proxy Control, 202, 204
proprietary protocols
  suitability for phone services, 42
proxy use
  URL Proxy Control properties, 203
Pull operations, 61
push, 106
  authentication, 107
Push operations, 61
pushing
  content, 191–192
requests
  GET, 99
  HTTP, 97
requirements
  for CM-SIM operation, 224
Resize method, 198
resizing
  images, 176, 178
responses
  HTTP, 98
restrictions
  of CM-SIM operation, 222
returning plain text error messages, 132
revenue generation
  advertising on Cisco IP Phones, 18
developing successful services, 20
tenrepreneurial opportunities, 19
routing calls
  CM-SIM, 222
RTP (Real-Time Transport Protocol), 29
stream control, 62–63
running CM-SIM from CD, 220, 223
runtime conversion
  of CiscoIPPhoneImage object, 176, 178

Q
query strings, 99

R
redirecting the i button, 59
ReducePaletteColors() method, 199
redundancy
  fail over, 66
Refresh header (HTTP), 101
registry (Windows)
  CM-SIM configuration information, 231
removing
  phone services from CallManager, 161
requesting
  HTTP client devices, 61
sample Web application, 45–47
SaveCIP() method, 199
SCCP (Skinny Client Control Protocol), 29
schema
  DTD, 125
  schema (XML), 45, 124
  supported version, displaying, 132–133
scraping, 202
screen captures
  creating, 60
  performing on display, 189–191
scripting engine
  Microsoft Jscript
    updating, 138
scripting languages, 40
  JavaScript
    SonOfMagicCube.asp, 48–49
SDK

Graphics Conversion Control, 195
example, 199–200
installation, 196–197
methods, 197–199
properties, 197–199
server-side conversion, 196
LDAP Search Control, 205
configuring, 207
formatting output, 210–212
installing, 206
methods, 209
output options, 207
search options, 208–209
Photoshop Graphics Filter, 212
installing, 212
URL Proxy Control, 201–202
example, 204
installing, 202
methods, 202–203
properties, 202, 204
Validator, 215
installing, 214
XML, 50–51
search options
LDAP Search Control, 208–209
Search soft key, 147
security
client authentication, 65
HTTP Basic Authentication, 104–105
server authentication, 65
selecting
soft key positions, 70
Web programming language, 39–40
Web servers, 37–38
server functionality (HTTP servers)
authentication, 65
Cisco IP Phones services, 59
creating screen captures, 60
gathering device information, 60
HTTP Post, 60
servers
HTTP, 106
accessing device information, 107
push, 106–107
services, 33
adding to CallManager, 159–160
architecture, 35–36
CallManager
CM-SIM functionality, 221
character set support, 64
client functionality, 59
default, 164
deleting from CallManager, 161
device name, appending, 165
Enterprise Parameters Configuration
(CallManager Administration), 57–58
Help soft key, 59
indirection, 58
integrating with Cisco IP Phones, 157–158
invoking, 34
parameters, 157
phone-initiated, 32–33
Push/Pull operations, 61
redundancy, 66
server functionality, 59
creating screen captures, 60
gathering device information, 60
HTTP Post, 60
soft key support, 64
stock quotes, 36
subscriptions, 157–158, 162
updating on CallManager, 161
VAT (Voice Anomaly Tracking), 134
designing, 134, 136
source code, example, 137, 139–141
versus directories, 146–147
Services button, 34
Set-Cookie header (HTTP), 103
setXLoc function, 182
setYLoc function, 182
setZoom function, 182
SGML (Standard Generalized Markup Language), 113
simulating
CallManager service with CM-SIM, 221
skills relevant to IP Phone service developers, 38
Skinny Client Control Protocol
See SCCP
soft keys, 70
adding to XML objects, 70
Cancel, 71
custom
  defining, 131
directory support, 64
Exit, 71
Help, 59
Next, 147
Search, 147
service support, 64
Submit, 146
SoftKeyItem tag, 71
SonOfMagicCube.asp, 48
state management
  Web servers, 104
stock quote services, 36
stream control, 62–63
structure
  of CiscoIPPhoneDirectory object, 79
  of CiscoIPPhoneExecute object, 88
  of CiscoIPPhoneGraphicMenu object, 84–85
  of CiscoIPPhoneIconMenu object, 86–87
  of CiscoIPPhoneImage object, 81–82
  of CiscoIPPhoneInput object, 77–78
  of CiscoIPPhoneMenu object, 74
  of CiscoIPPhoneResponse object, 88
  of CiscoIPPhoneText object, 75
structured documents, 112–113
Submit soft key, 146
subscriptions, 162
  per-device, 164
substitutions to services, 157–158
system requirements
  CM-SIM, 224

T
  tags (XML), 44, 114
  Key, 71–72
  overlapping definitions, 116
  SoftKeyItem tag, 71
  URL, 71
TFTP (Trivial File Transfer Protocol) versus FTP, 219
  CM-SIM functionality, 220
  serving XML configuration files, 221
  command-line version, 232

versus FTP, 219
Timed Pull operations, 62
tools (SDK)
  Graphics Conversion Control, 195
    example, 199–200
    installation, 196–197
    methods, 197–199
    properties, 197–199
    server-side conversion, 196
  LDAP Search Control, 205
    configuring, 207
    formatting output, 210–212
    installing, 206
    methods, 209
    output options, 207
    search options, 208–209
  Photoshop Graphics Filter, 212
    installing, 212
  URL Proxy Control, 201–202
    example, 204
    installation, 202
    methods, 202–203
    properties, 202, 204
  Validator, 215
    installing, 214
type-head menu selection, 20

U

UDP
  RTP, 29
  updating
    Microsoft Jscript scripting engine, 138
    updating phone services, 161
URL (Uniform Resource Identifier), 62, 99
  pushing content, 191–192
URL
  cookies, 103
  indirection, 58
  pushing content, 191–192
URL Proxy Control, 201–202
  example, 204
  installation, 202
  methods, 202–203
  properties, 202, 204
URL tag (XML), 71
user interface
   soft keys
      defining, 131
user subscriptions, 162
   per-device, 164

V
valid files (XML), 125
validating
   XML schema, 127
Validator, 215
installing, 214
VAT (Voice Anomaly Tracking) service, 134
designing, 134, 136
   source code, example, 137, 139–141
VAT-Goodye.asp page, 136, 141
VAT-Track.asp page, 136
VAT-Welcome.asp page, 134
viewing
   XML schema, supported version, 132–133
Voice Anomaly Tracking
   See VAT

W
W3C (World Wide Web Consortium)
   description of XML, 111
Web site, 128
Web browsers
   XML-capable, 117
Web client/server (Cisco IP Phone)
   HTTP, 97
      requests, 97
      responses, 98
Web developers
   transitioning to IP Phone services developer, 38
Web programming
   languages, 38–39
      compiled, 39
      hybrid, 40
      scripting, 40
   sample application, 45–47
Web servers
   client devices
      identifying, 61
   client functionality
      authentication, 65
HTTP, 106
   accessing device information, 107
      push, 106–107
HTTP client, 59
Push/Pull operations, 61
server functionality, 59
   authentication, 65
   creating screen captures, 60
   gathering device information, 60
   HTTP Post, 60
   state management, 104
   stream control, 62–63
   types of, 37–38
   URIs, 62
web servers
   plain text error messages, 132
Web sites
   cookies, 103
   HotDispatch, 22
   XML, 128
well-formed files, 124
Width property, 197
Windows
   registry
      CM-SIM configuration information, 231
Windows 2000
   TFTP
      command-line version, 232

X
XML, 43, 125
   attributes, 45, 114–115
   browsers, 117
   capabilities, 33
   comments, 123
   configuration files, 220
   content translation engine, 57
content translation engine (Cisco CTE 1400), 57
debugging, 127
DTD, 45
elements, 115
escape sequences, 121–122
mandatory, 89
history of, 41–42
importance of, 111
objects, 44, 48, 72, 116
adding soft keys, 70
CiscoIPPhoneDirectory, 78–80
CiscoIPPhoneError, 88
CiscoIPPhoneExecute, 87–88
CiscoIPPhoneGraphicMenu, 83–85
CiscoIPPhoneIconMenu, 85–87
CiscoIPPhoneImage, 80–81, 83
CiscoIPPhoneInput, 76–78
CiscoIPPhoneMenu, 73–74
CiscoIPPhoneResponse, 88
CiscoIPPhoneText, 74–76
quick reference guide, 89, 91, 93–94
prolog statement, 120
schema, 124
DTD, 125
validating, 127
SDK training and support, 50–51
structured documents, 112–113
suitability for IP Phone services, 43
tags, 44, 114
Key, 71–72
SoftKeyItem tag, 71
URL, 71
tools, 45
valid files, 125
Web sites, 128
well-formed files, 124
XML configuration files
loadinformation element, 221
XML schema, 125
supported version, displaying, 132–133
XMLSpy
Web site, 129
XOR (exXclusive OR), 173

Z

zoom in/out image capability, 178, 181–188