7970 IP Phone: Set the Time Zone

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Contents

Introduction

This document describes how to set the time zone on the Cisco 7970 IP Phone and provides a basic troubleshooting procedure in a Cisco CallManager Express environment.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager Express
- Cisco 7970 IP Phone

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager Express Version 4.1(0)
- Cisco 7970 IP Phone Firmware version 7.x

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.

Background Information

The Cisco 7970 IP Phone calculates the time displayed on its panel based on these two parameters:

- Coordinated Universal Time (UTC)/Greenwich Mean Time (GMT) converted from the current time on Cisco CallManager Express
- Time zone configuration for the Cisco 7970 IP Phone on Cisco CallManager Express

Cisco CallManager Express passes these two parameters to the Cisco 7970 IP Phone during phone initialization time.

Configuration

Complete these steps on the Cisco CallManager Express in order to display the correct time:

1. Configure the **type 7970** command under the ephone.

   ```
   ephone  1
    device-security-mode none
    mac-address 0017.59E7.492C
    type 7970
    button  1:1
   ```
2. Configure the **time−zone** command under the Telephony service.

   ```
   telephony-service
    max-ephones 5
    max-dn 5
    ip source-address 10.1.0.1 port 2000
    auto assign 1 to 5
    time-zone 8
    dialplan-pattern 1 ... extension-length 4 extension-pattern 9000
    voicemail 6000
    max-conferences 12 gain -6
    transfer-system full-consult
    create cnf-files version-stamp 7960 Feb 05 2009 12:44:03
    !
   ```
3. Configure the **create cnf−files** command under the Telephony service in order to implement the change in step 1 and 2.

   ```
   CME-CUE(config-telephony)#create cnf-files
   CNF file creation is already On
   Updating CNF files

   CNF files update complete
   ```

Verify

Comlete these steps in order to reset the Cisco 7970 IP Phone:

1. Press the **Settings** button on the Cisco 7970 IP Phone.
2. Enter the ****#**** key sequence on the phone keypad in order to reset the phone.

   The correct time displays on the Cisco 7970 IP Phone after the reset.

Troubleshoot

Complete these steps if the time displayed on the Cisco 7970 IP Phone is incorrect:

- Verify the phone configuration on Cisco CallManager Express.
- Display the 7970 configuration file on Cisco CallManager Express. The name of the file is

xmldefault7970.cnf.xml, which is located in the *system:/its/* directory. Complete these steps in order to display the configuration file:

1. Log in to Cisco CallManager Express.
2. Complete these steps in order to display the 7970 configuration file:

   a. Issue the **cd system:** command.
   b. Issue the **cd its** command.
   c. Issue the **more xmldefault7970.cnf.xml** command in order to dump the configuration.

3. Verify that the time zone parameter is correctly configured . The output of the command is shown here:

```
CME-CUE#more xmldefault7970.cnf.xml
<device>
<devicePool>
<dateTimeSetting>
<dateTemplate>M/D/YA</dateTemplate>
<timeZone>Greenwich Standard Time</timeZone>
</dateTimeSetting>
<callManagerGroup>
<members>
<member  priority="0">
<callManager>
<ports>
<ethernetPhonePort>2000</ethernetPhonePort>
</ports>
<processNodeName>10.1.0.1</processNodeName>
</callManager>
</member>
</members>
</callManagerGroup>
</devicePool>
<versionStamp>{7970 Feb 05 2009 12:31:07}</versionStamp>
<commonProfile>
<callLogBlfEnabled>2</callLogBlfEnabled>
</commonProfile>
<loadInformation></loadInformation>
<userLocale>
<name>English_United_States</name>
<langCode>en</langCode>
</userLocale>
<networkLocale>United_States</networkLocale>
<networkLocaleInfo>
<name>United_States</name>
</networkLocaleInfo>
<idleTimeout>0</idleTimeout>
<authenticationURL></authenticationURL>
<directoryURL>http://10.1.0.1:80/localdirectory</directoryURL>
<idleURL></idleURL>
<informationURL></informationURL>
<messagesURL></messagesURL>
<proxyServerURL></proxyServerURL>
<servicesURL></servicesURL>
</device>
```

4. Complete these steps in order to verify that Cisco CallManager Express successfully sends the 7970 configuration file to the Cisco 7970 IP Phone:

   a. Log in to Cisco CallManager Express.
   b. Issue the **debug tftp events** command.
   c. Issue the **terminal monitor** command.
   d. Reset the Cisco 7970 IP Phone.

This output shows the results of the **debug tftp events** command. The bold text indicates the phone has successfully received its configuration file.

```
Feb  5 12:38:21.539: TFTP: Opened system:/its/XMLDefault7970.cnf.xml,
 1033 for process 287
Feb  5 12:38:21.543: TFTP: Finished system:/its/XMLDefault7970.cnf.xml
00:00 for process 287
Feb  5 12:38:24.383: %IPPHONE-6-REG_ALARM: 20: Name=SEP001759E7492C Loa
.8-3-2S Last=Phone-Keypad
Feb  5 12:38:24.427: %IPPHONE-6-REGISTER: ephone-1:SEP001759E7492C IP:
ocket:1 DeviceType:Phone has

                              registered.
```

Related Information

- **Voice Technology Support**
- **Voice and IP Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

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