Customized Wallpapers Best Practices

Cisco IP Phone 8800 Series

Contents

Getting started

This document provides general guidance and recommendations for deploying custom wallpaper. In addition, the introduction of 12.0 firmware on the Cisco IP Phone 8800 Series provides a new and improved user experience. For example, new functionality has been introduced to automatically detect custom wallpapers with a dark background and adjust the fonts accordingly; the document begins with an overview of this feature called "dynamic font color."

The appendixes of this document outline step-by-step methods to easily deploy custom wallpaper using Cisco Unified Communication Manager.

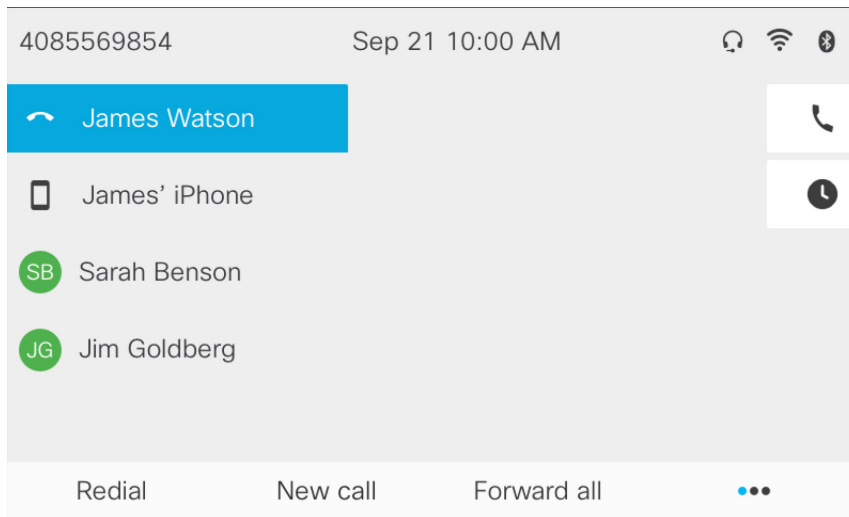Appendix A details how to add your own custom wallpaper to phones.

Appendix B details how to set the default phone wallpaper to one of the new wallpapers added to the October, 2017 release of the Cisco Unified Communications Manager device pack. This new device pack is required to provide the best possible experience for users of the Cisco IP Phone 8800 Series.

Customer KEM background wallpapers are now supported in 12.7 release. See Appendix C.
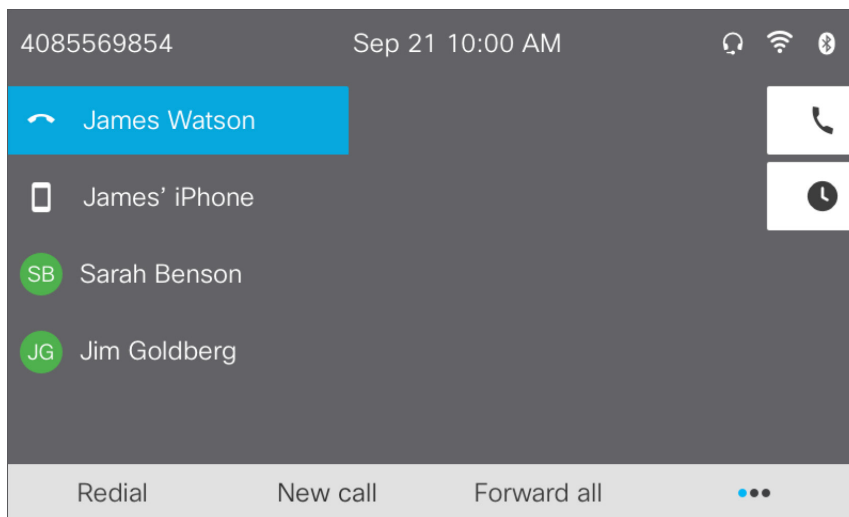
Dynamic font color

The phone will analyze the color of your wallpaper and display the fonts and icons to offer the best possible legibility. If your wallpaper is dark, the phone will display the fonts and icons as white. If your wallpaper is light, the phone will display the fonts and icons as black.

Example of dynamic font color on light background

4085569854	Sep 21 10:00 AM	🎧 📶 ❋
⌣ James Watson		📞
☐ James' iPhone		🕐
SB Sarah Benson		
JG Jim Goldberg		
Redial	New call	Forward all •••

Example of dynamic font color on dark background

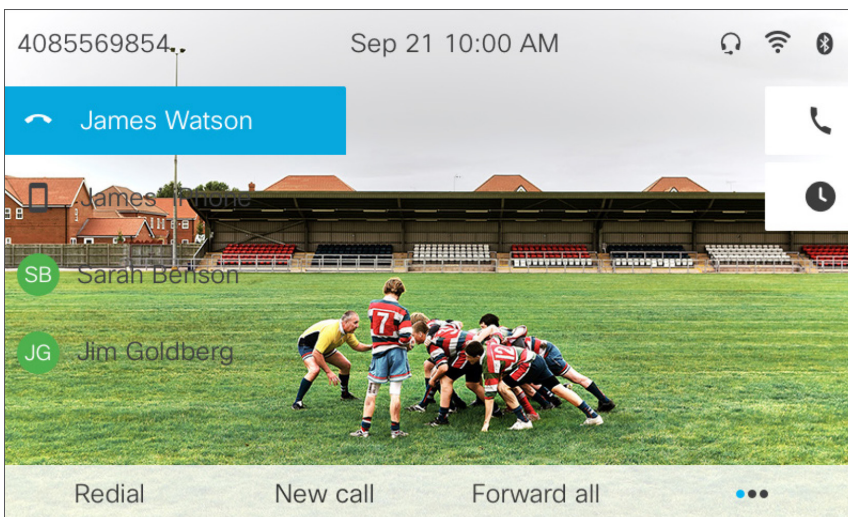| 4085569854	Sep 21 10:00 AM	🎧 📶 ❋
⌣ James Watson		📞
☐ James' iPhone		🕐
SB Sarah Benson		
JG Jim Goldberg		
Redial	New call	Forward all •••

Background recommendations

In general, we recommend using something simple, such as a solid color or pattern for your background to maintain good legibility.
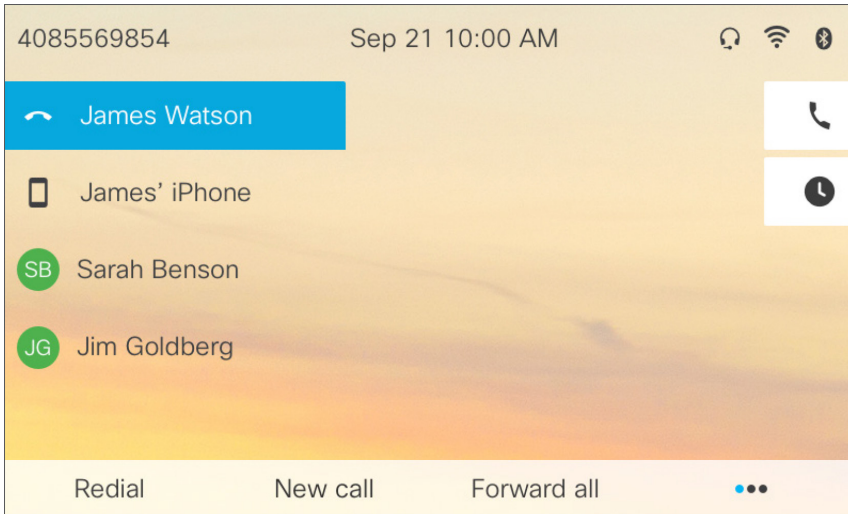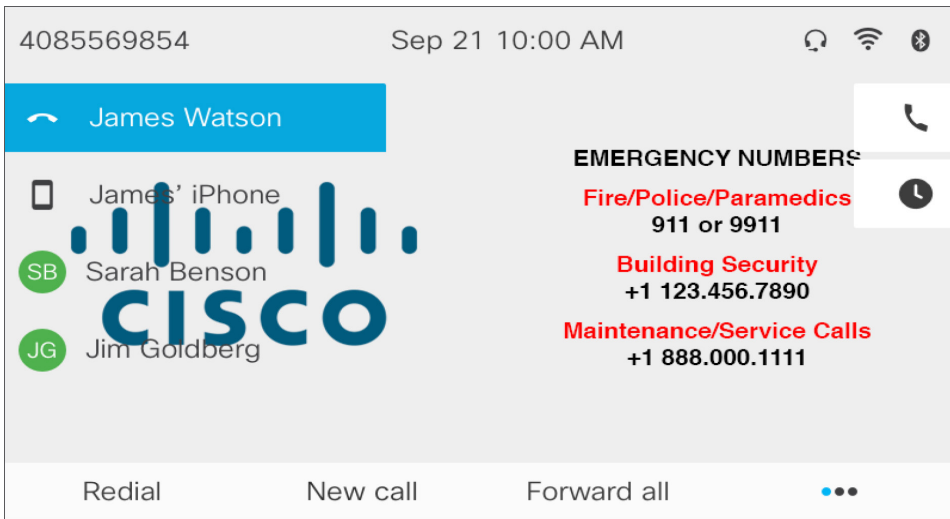

Avoid using high contrast images to maintain good legibility.

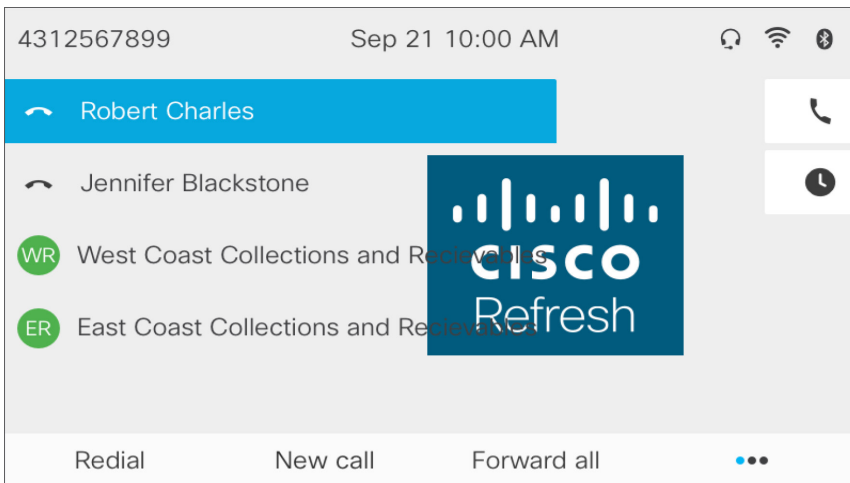Avoid using busy images to maintain good legibility.

Logo color

Light backgrounds

❌ To maintain good legibility, avoid using dark colors for your logo if it appears over a light background.

Suggestions

Instead of using this color ▮   Try a tint of the same color ▮

Always refer to your Corporate Brand guidelines for appropriate logo treatments.

Dark backgrounds

To maintain good legibility avoid using light, colors for your logo if it appears over a dark background.

Suggestions

Instead of using this color
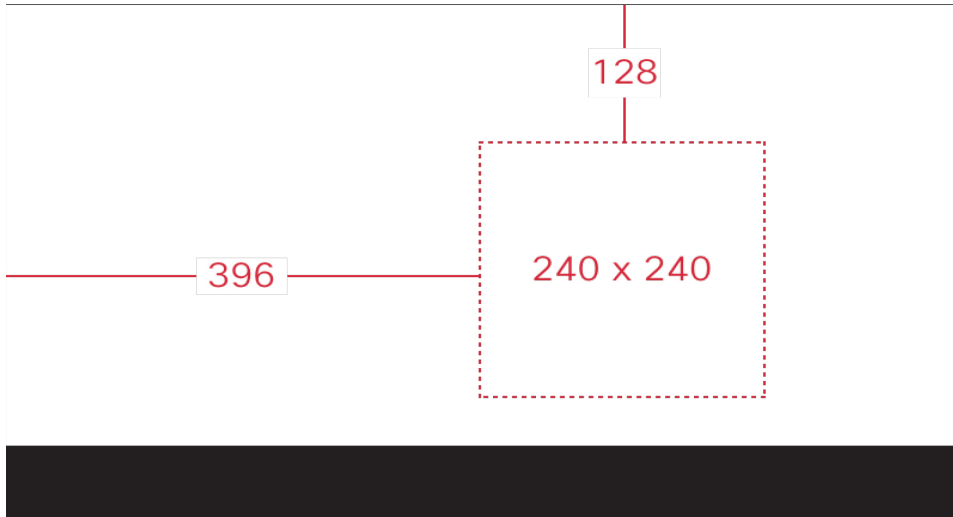
Try a tint of the same color

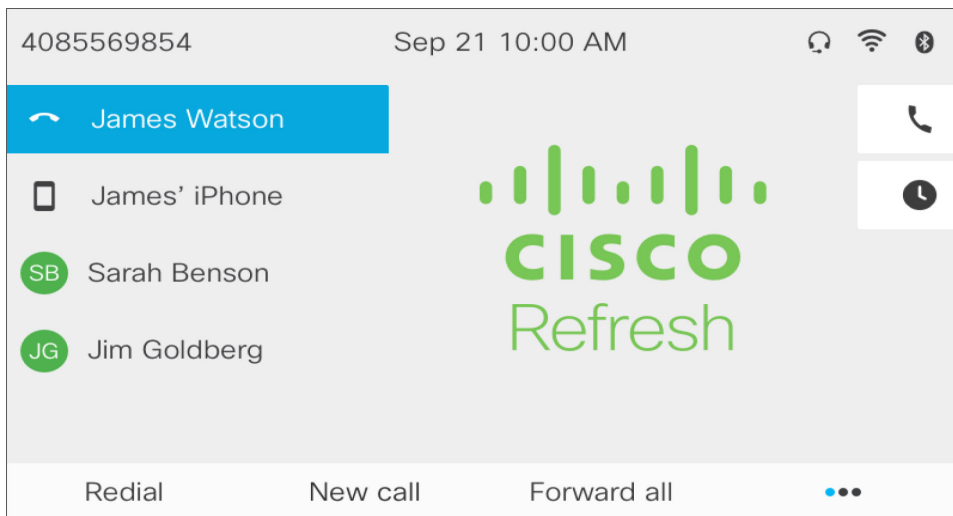Always refer to your Corporate Brand guidelines for appropriate logo treatments.

Size and position of vertical logos

SLM persona

Recommended size and placement.
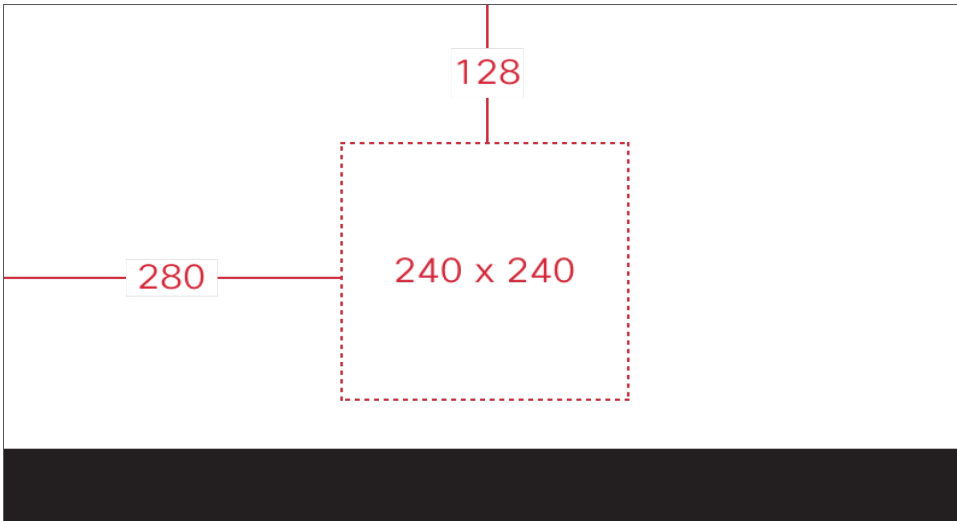

Example
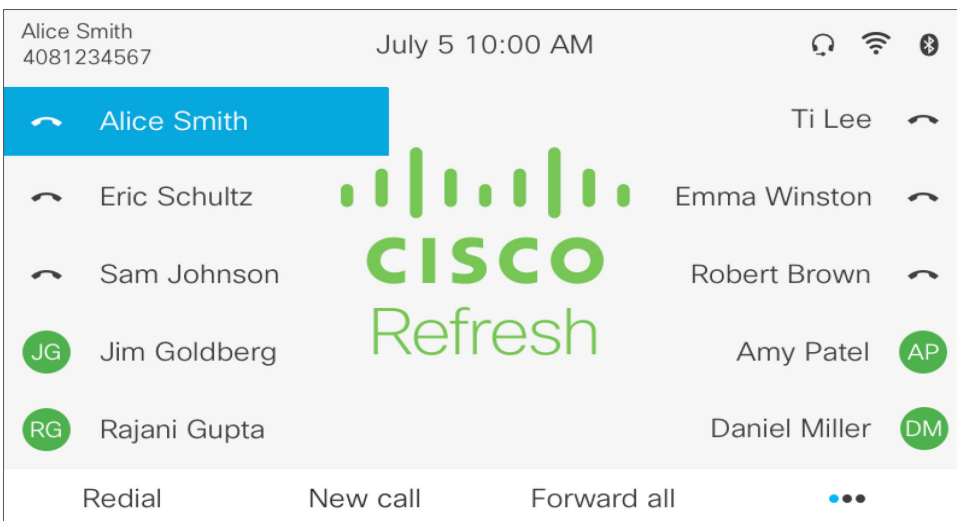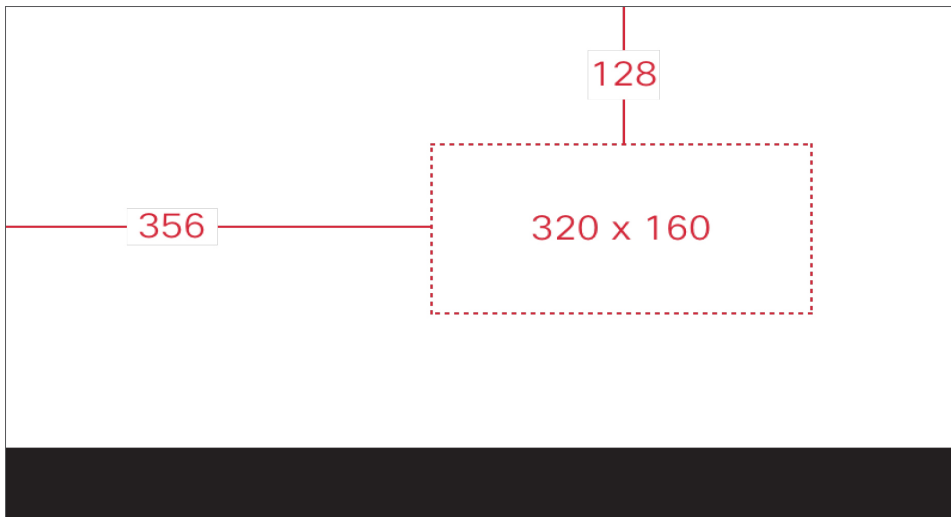
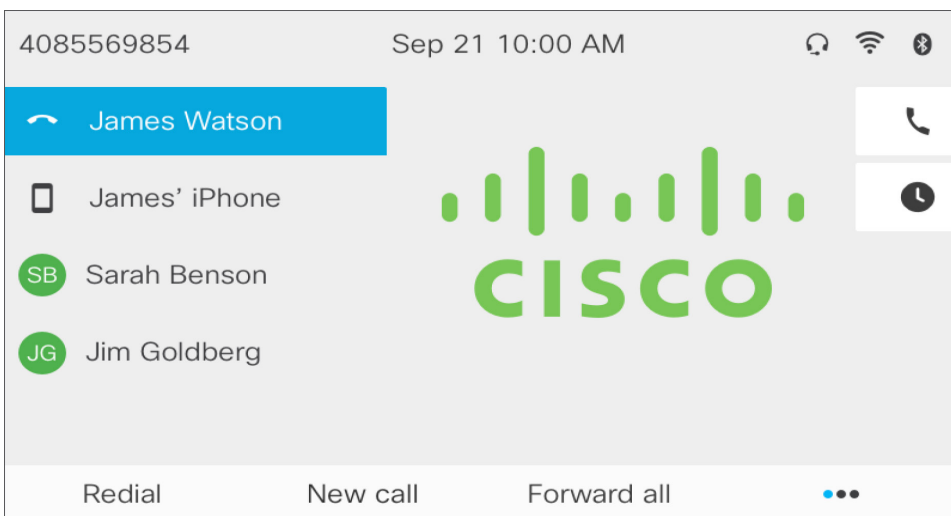## ELM persona

Recommended size and placement.

Example

Size and position of horizontal logos
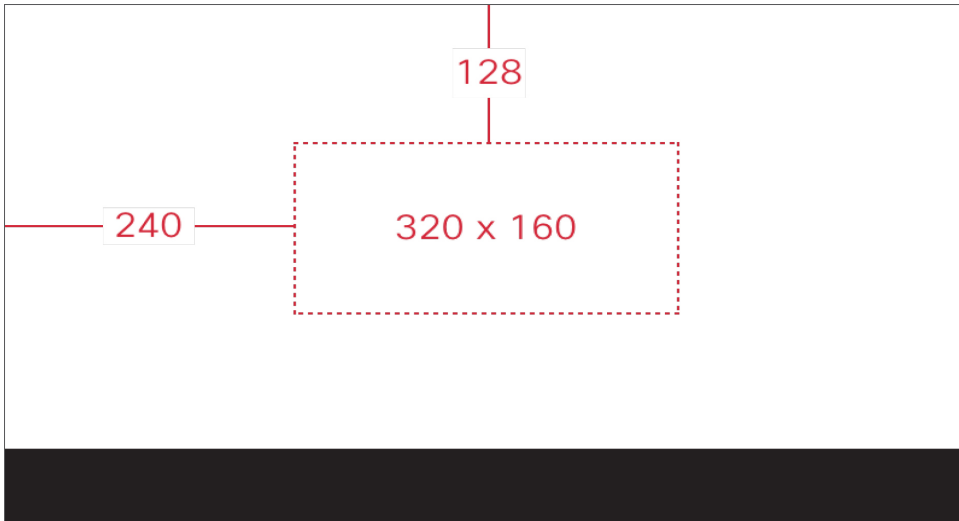
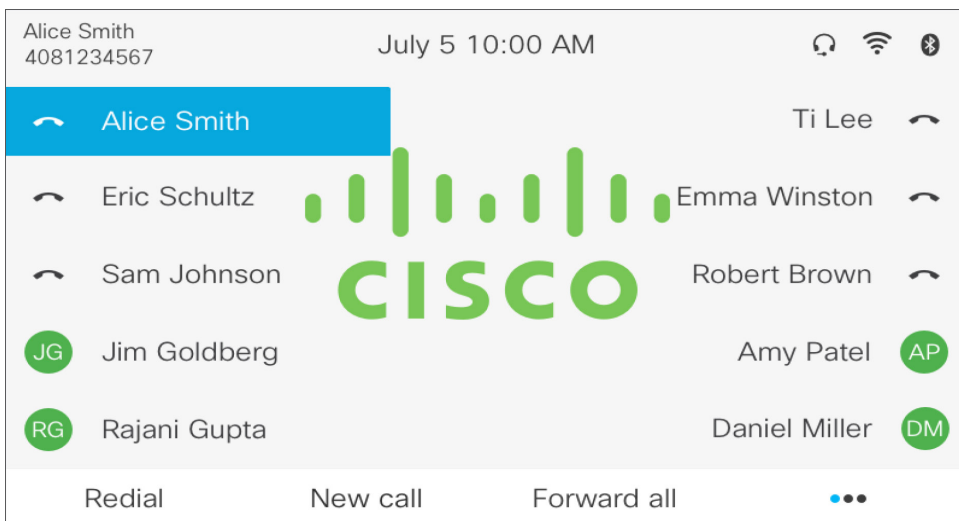## SLM persona

Recommended size and placement.

Example

ELM persona

Recommended size and placement.

Example

Appendix A

Bulk-apply custom wallpapers

This appendix provides a step-by-step guide on bulk-deploying wallpaper images to 8800 Series IP phones. The method described in this guide remotely replaces the default image on the phone with a custom image of your choice. The image will then be "locked," meaning the end user will be unable to change the image you deploy. **Note:** Providing the end user a choice of images to choose from is possible (using List.xml), but this method is beyond the scope of this document because most organizations wish to simply and easily bulk-deploy a custom logo to all phones.

There are four main steps to remotely set the 8800 Series IP phone wallpaper from Cisco Unified Communications Manager:

A. Ensure that the image is properly formatted as 800x480 pixels.

B. Upload the image to Cisco Unified Communications Manager via TFTP File Management into the directory: Desktops/800x480x24.

C. Restart the TFTP service.

D. Properly configure the Common Phone Profile with the appropriate parameters and apply this to the phones.

Properly format the image as 800x480px

1. Crop the image using a photo editor such as pbrush.exe on Windows. In the example below, the dimensions of the window are exactly 800x480px to match the display on the 8800 Series IP phone. You can see the dimensions 800 x 480px displayed at the bottom of screenshot below.
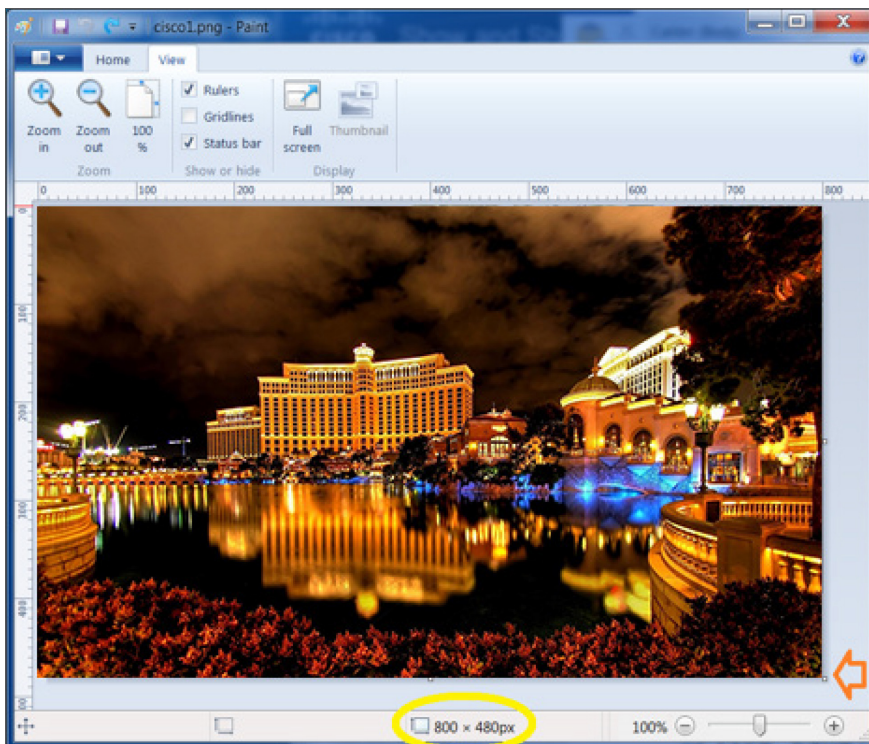
2. You will need to resize your image in order to make it fit 800 x 480px. To do this you need to experiment by adjusting the percentage size of the image up or down in your photo editor. See the example below, where the image is resized down to 90 percent. Make sure you do not change the aspect ratio. The process of adjusting the image requires trial and error until you have resized the image to fit inside 800x480px. Take care to ensure that modification of the image does not distort image quality.
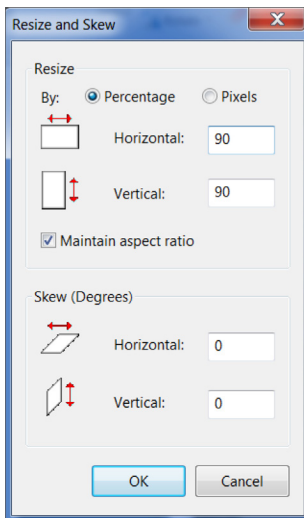
3. Save the image in a common format such as *.png or *.gif. Choose the extension that best matches the image quality requirements for your environment and that looks best on the phone.

Upload image to TFTP File Management

1. In Cisco Unified Communications Manager OS Administration, navigate to Software Updates -> TFTP File Management.

2. Click Upload File.

3. Click Choose File and select the image on your computer.

4. Select Desktops/800x480x24 as the target directory.

In the example below, we have selected cisco1.png and uploaded to the directory Desktops/800x480x24.
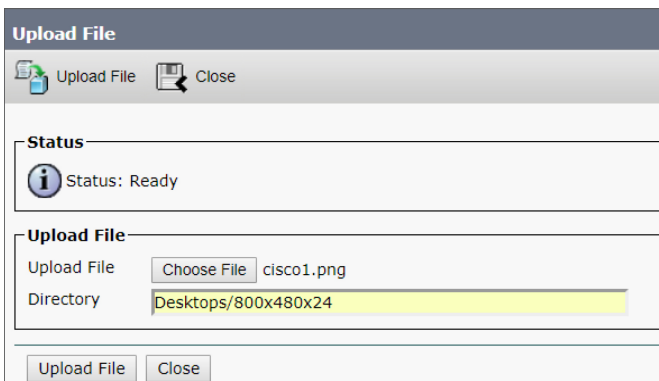
Restart the TFTP service

1. In Cisco Unified Communications Manager, navigate to Cisco Unified Serviceability.
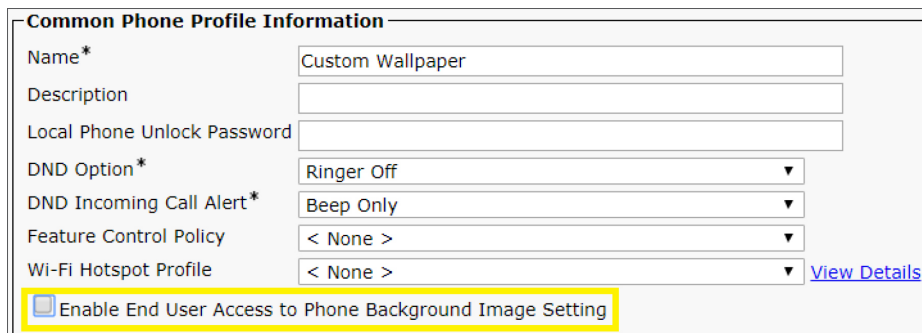
2. Navigate to Tools -> Control Center – Feature Services.

3. Select Cisco TFTP and then restart.

Configure the Common Phone Profile

1. In Cisco Unified Communications Manager administration, navigate to Device -> Device Settings -> Common Phone Profile.

2. Click Add New. (Note: You can modify an existing Common Phone Profile, but first experiment in a lab environment until you are ready to deploy into production.)

3. Uncheck the box that says "Enable End User Access to Phone Background Image Setting" as shown in the screenshot below.

4. Scroll down to "Background Image" and populate this field with the name of the image you uploaded to the TFTP server. Make sure you check the override checkbox. Click Save.

5. In Cisco Unified Communications Manager, under Device -> Phone.

6. On the phone device page, for the Common Phone Profile parameter, select the profile you just created.

7. Save then click OK. Click Apply Config, then click OK.

8. The image will now appear on your phone.

Appendix B

Bulk-apply built-in wallpapers

This appendix describes how to bulk-apply built-in background wallpapers to the 8800 Series IP phones with the latest Cisco Unified Communications Manager device pack and 12.0 firmware.

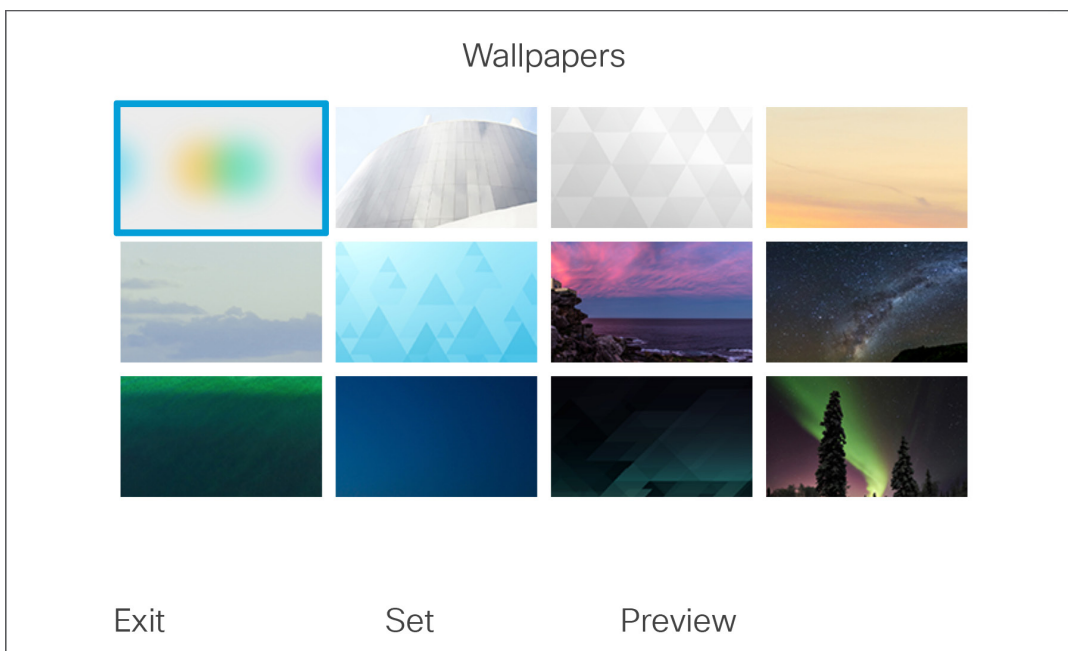The device pack released in October, 2017 includes new backgrounds. After this device pack is installed on Cisco Unified Communications Manager, end users can choose these new backgrounds from their phones by selecting Settings -> Wallpaper.

Some organizations may wish to set one of these new backgrounds as the default wallpaper for the phone. For example, this appendix provides a step-by-step guide on how to bulk-deploy the blue background shown above as image number 10 (if counting from the top left to right). The Common Phone Profile is the method used to set the wallpaper. When you set the Common Phone Profile to the new image, the image will then be "locked," meaning the end user will be unable to change the image you deploy. However, after you have applied the new Common Phone Profile to set the new wallpaper, you can then revert to your old Common Phone Profile, in order to allow end users to change the image (while still maintaining the new background as the default).

> Note: Of the 12 images above, starting with the second image above, they are numbered **syn_wallpaper_02.png to syn_wallpaper_12.png**. The blue background is number 10 or **syn_ wallpaper_10.png** in the Cisco Unified Communications Manager TFTP directory Desktops/800x480x24.
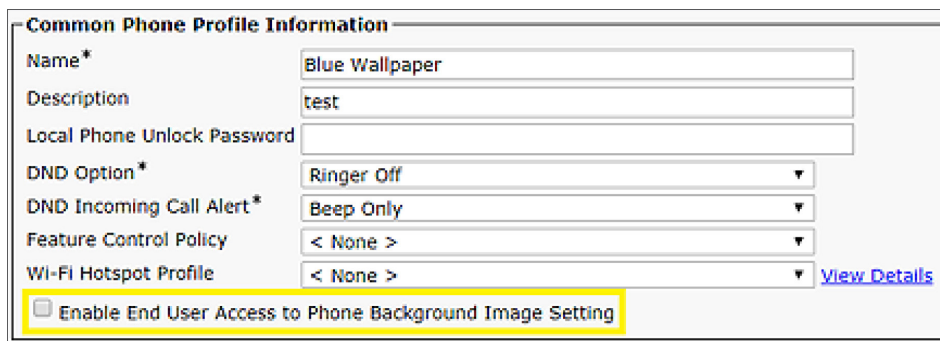
There are three main steps to bulk-apply one of the built-in wallpapers. In this example, we are bulk-applying the blue wallpaper.

A. Install the Cisco Unified Communications Manager device pack published October, 2017.

B. Configure and apply the Common Phone Profile. (This restricts users from changing the wallpaper.)

C. (Optional) Deselect the Common Phone Profile. (This allows users to change the wallpaper.)

1. In Cisco Unified Communications Manager administration, navigate to Device -> Device Settings -> Common Phone Profile.

2. Click Add New. (Note: You can modify an existing Common Phone Profile, but first experiment in a lab environment until you are ready to deploy into production.)

3. Uncheck the box that says "Enable End User Access to Phone Background Image Setting" as shown in the screenshot below.
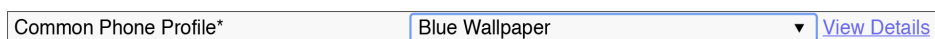
Common Phone Profile Information	
Name*	Blue Wallpaper
Description	test
Local Phone Unlock Password	
DND Option*	Ringer Off
DND Incoming Call Alert*	Beep Only
Feature Control Policy	< None >
Wi-Fi Hotspot Profile	< None > View Details
☐ Enable End User Access to Phone Background Image Setting	

4. Scroll down to "Background Image" and populate this field with the name **syn_wallpaper_10.png**. Make sure you check the override checkbox. Click Save.

Background Image	syn_wallpaper_10.png	☑

5. In Cisco Unified Communications Manager, select an 8800 Series IP phone under Device -> Phone.

6. On the phone device page, for the Common Phone Profile parameter, select the Blue Wallpaper profile.

Common Phone Profile*	Blue Wallpaper ▼	View Details

7. Click Save, then click OK. Click Apply Config, then click OK.

8. The image will now appear on your phone. Validate that the new image appears.

9. (Optional). To allow the end user to change the newly set wallpaper, on the phone device page, change the Common Phone Profile back to the original setting. Click Save, then click OK. Click Apply Config, then click OK.

10. The phone will now retain the new background while allowing the end user to change it to a different built-in wallpaper.

Appendix C

Customized KEM wallpapers

1. Upload pictures to CUCM TFTP server. The picture's resolution matches the directory. The pictures need to have the **same name** in all directories.. Example: cisco1.png.

- Desktops/800x480x24 --- for main phone screen wallpaper
- Desktops/320x480x24 --- for the new 8800-A/V-KEM wallpaper
- Desktops/272x480x24 --- for BEKEM wallpaper

2. Restart TFTP. On a new Common Phone Profile, uncheck "Enable End User Access to Phone Background Image Setting. For "Background Image" put wallpaper (i.e., cisco1.png)

3. Apply Common Phone Profile to the phone.