

How to upload background image on DX80 and DX70 endpoints

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Introduction

This document describes how to upload background image (customer wallpaper) on DX80 and DX70 endpoints.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- DX70, DX80 endpoints
- CUCM (Cisco Unified Communications Manager)

Components Used

This document is not restricted to specific software and hardware versions.

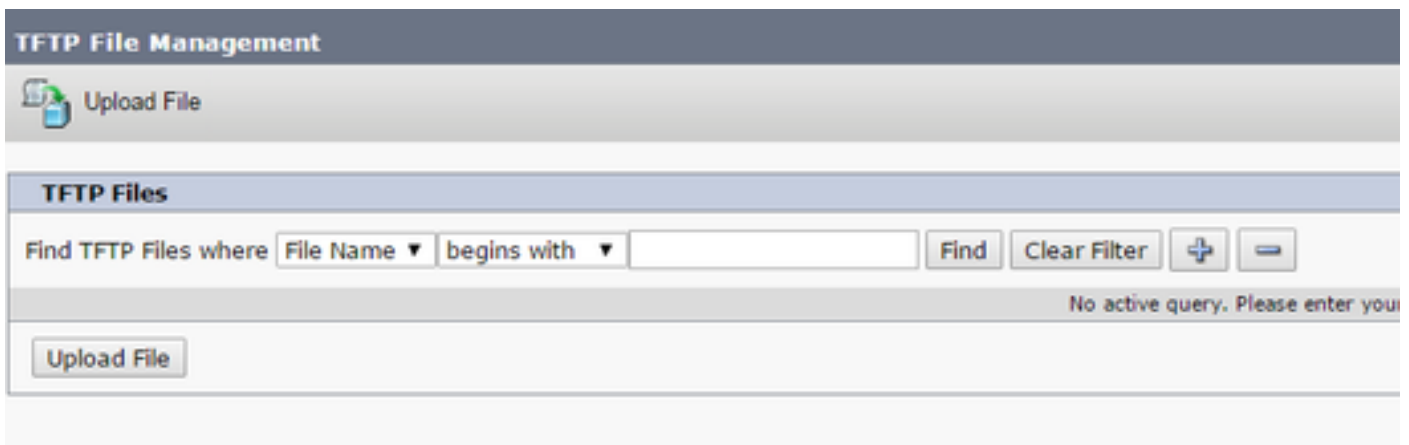
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Configure

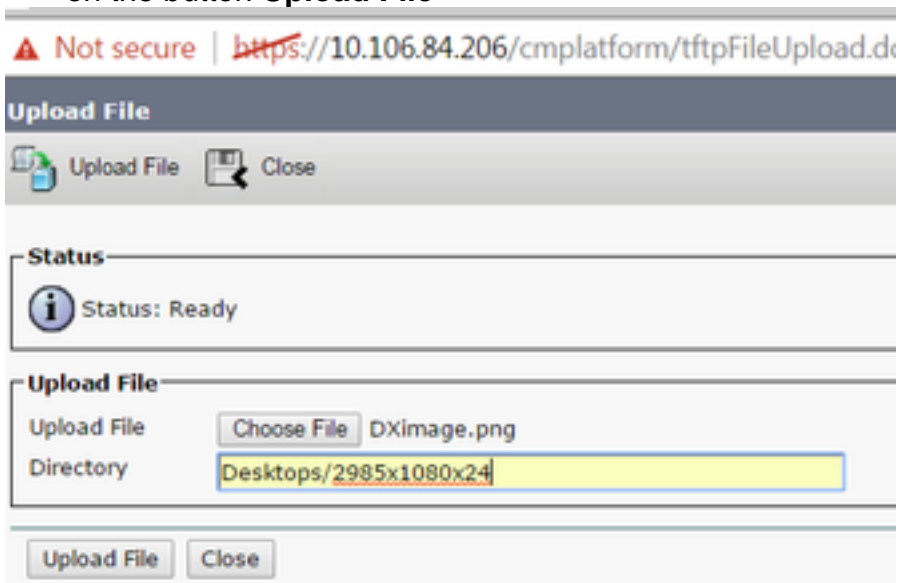
Note: The resolution of the background image must be 2985x1080 pixels.

Step 1. In order to upload the image on all CUCM server nodes, perform the following actions:

- Navigate to **Cisco Unified OS Administration > Software Upgrades > TFTP file management**



- Click on the button **Upload File**, a new window will open. Click on the button **Choose File** and select the desired image. For **Directory** enter the value **Desktops/2985x1080x24**. Click on the button **Upload File**



Caution: You must restart the TFTP service on all CUCM server nodes, on which a background image has been uploaded.

Step 2. In order to restart the TFTP service on a CUCM server node, perform the following actions:

- Login to **Cisco Unified Serviceability** and navigate to **Tools > Control Center - Feature Services**
- Select the **CUCM** server node from the drop-down menu
- At the section **CM Services** select the **Cisco Tftp** service and click on the **Restart** option at the upper left corner

Service Name	Status	Activation Status	Start Time
Cisco Serviceability Reporter	Started	Activated	Tue Mar 7 10:46:14 2017
Cisco CallManager SNMP Service	Started	Activated	Tue Mar 7 10:46:26 2017

Service Name	Status	Activation Status	Start Time
Cisco DirSync	Started	Activated	Tue Mar 7 10:46:26 2017

Service Name	Status	Activation Status	Start Time
Cisco CallManager	Started	Activated	Tue Mar 7 10:44:44 2017
Cisco Unified Mobile Voice Access Service	Started	Activated	Tue Mar 7 10:44:44 2017
Cisco IP Voice Media Streaming App	Started	Activated	Tue Mar 7 10:44:44 2017
Cisco CTIManager	Started	Activated	Tue Mar 7 10:44:58 2017
Cisco Extension Mobility	Started	Activated	Tue Mar 7 10:44:58 2017
Cisco DHCP Monitor Service	Started	Activated	Tue Mar 7 10:45:08 2017
Cisco Intercluster Lookup Service	Started	Activated	Tue Mar 7 10:45:22 2017
Cisco Location Bandwidth Manager	Started	Activated	Tue Mar 7 10:45:22 2017
Cisco Directory Number Alias Sync	Started	Activated	Tue Mar 7 10:45:22 2017
Cisco Directory Number Alias Lookup	Started	Activated	Tue Mar 7 10:45:34 2017
Cisco Dialed Number Analyzer Server	Started	Activated	Tue Mar 7 10:45:41 2017
Cisco Dialed Number Analyzer	Started	Activated	Tue Mar 7 10:45:41 2017
Cisco Tftp	Started	Activated	Tue Mar 14 14:18:05 2017

Step 3. Login to **Cisco Unified CM Administration** and navigate to **Device > Device Settings > Common Phone Profile**. Select the **Standard Common Phone Profile**. Perform the following actions:

- Uncheck the **Enable End User Access to Phone Background Image Setting**

Enable End User Access to Phone Background Image Setting

Secure Shell Information

- At the field **Background Image** enter the filename of the image as **DXimage.png**. Put a checkmark at the **Override Common Settings** check box, located to the right of the field

PSTN Mode*	Disabled	<input type="checkbox"/>
Background Image	DXimage.png	<input checked="" type="checkbox"/>
Simplified New Call UI*	Disabled	<input type="checkbox"/>

- Click on **Save** and then on **Apply Config** in order for the changes to be applied

Step 4. Under **Cisco Unified CM Administration**, navigate to **Device > Phone** and select the DX endpoint for which the image was uploaded.

- At the field **Common Phone Profile** from the drop-down list select the **Standard Common Phone Profile**

Description	SEPC08C604D8378
Device Pool*	Default View D...
Common Device Configuration	< None > View D...
Phone Button Template*	Cisco DX80 SIP
Common Phone Profile*	Standard Common Phone Profile View D...
Calling Search Space	< None >

- At the field **Background Image** add the filename of the background image

Background Image	DXimage.png <input checked="" type="checkbox"/>
Company Photo Directory	<input type="checkbox"/>

- Click on **Save** and then on **Apply Config** in order for the changes to be applied

Verify

The background image should now be displayed on the DX endpoints, for which it was uploaded.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.