



Phone Button Templates

Cisco CallManager includes several default phone button templates. When adding phones, you can assign one of these templates to the phone, or create one of your own.

All phones must have at least one button assigned “Line.” Normally this is button one (with a feature index of 1). Phones can have additional lines assigned, depending on the Cisco IP Phone model. Phones also generally have several features, such as speed dial and call forward, assigned to the remaining buttons.

These following sections provide details about using and working with the phone button templates:

- Understanding Phone Button Templates, page 40-1
- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Understanding Phone Button Templates

Although the Cisco IP Phones support similar features, these features are implemented differently on the phones. These differences require that different features be assigned to different buttons on the phones.

Related Topics

- Understanding the Default Cisco IP Phone 7960 Template, page 40-2
- Understanding the Default Cisco IP Phone 30 SP+ Template, page 40-2

- Understanding the Default Cisco IP Phone 30 VIP Template, page 40-4
- Understanding the Default Cisco IP Phone 12-Series Template, page 40-6

Understanding the Default Cisco IP Phone 7960 Template

The default Cisco IP Phone 7960 template uses buttons 1 and 2 for lines, and assigns buttons 3 through 6 as speed dial. Other phone features, such as call park, call forward, redial, voice mail, conferencing, and so on are accessed using soft keys or on-screen program buttons on the Cisco IP Phone 7960. These buttons are not configurable, and therefore are not included in the default template.

See Table 40-1 for a description of the default template for the Cisco IP Phone 7960.

Table 40-1 Default Cisco IP Phone 7960 Template

Button	Feature	Index	Label
1	Line	1	Line 1
2	Line	2	Line 2
3	Speed Dial	1	Speed Dial 1
4	Speed Dial	2	Speed Dial 2
5	Speed Dial	3	Speed Dial 3
6	Speed Dial	4	Speed Dial 4

Related Topics

- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Understanding the Default Cisco IP Phone 30 SP+ Template

The default Cisco IP Phone 30 SP+ template uses buttons 1 through 4 for lines, button 5 for Call Park, button 6 for redial, buttons 8 through 13 and 22 through 25 for speed dial, button 14 for message waiting indicator, button 15 for forward, and button 16 for conference.



Note For the Cisco IP Phone 30 SP+ only, button 26 must be assigned Automatic Echo Cancellation (AEC).

Refer to Table 40-2 for a description of the default Cisco IP Phone 30 SP+ template.

Table 40-2 Default 30 SP+ Template

Button	Feature	Index	Label
1	Line	1	Line 1
2	Line	2	Line 2
3	Line	3	Line 3
4	Line	4	Line 4
5	Call Park	1	Call Park
6	Redial	1	Redial
7	None	1	None
8	Speed Dial	1	Speed Dial 1
9	Speed Dial	2	Speed Dial 2
10	Speed Dial	3	Speed Dial 3
11	Speed Dial	4	Speed Dial 4
12	Speed Dial	5	Speed Dial 5
13	Speed Dial	6	Speed Dial 6
14	Message Waiting	1	Msg Waiting
15	Forward All	1	Forward All
16	Conference	1	Conf
17	None	1	None
18	None	1	None
19	None	1	None
20	None	1	None
21	None	1	None

Table 40-2 Default 30 SP+ Template (continued)

Button	Feature	Index	Label
22	Speed Dial	7	Speed Dial 7
23	Speed Dial	8	Speed Dial 8
24	Speed Dial	9	Speed Dial 9
25	Speed Dial	10	Speed Dial 10
26	AEC	1	AEC

Related Topics

- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Understanding the Default Cisco IP Phone 30 VIP Template

The default Cisco IP Phone 30 VIP template uses buttons 1 through 4 for lines, button 5 for Call Park, button 6 for redial, buttons 8 through 13 and 22 through 25 for speed dial, button 14 for message waiting indicator, button 15 for call forward, and button 16 for conference.

Refer to Table 40-3 for a description of the default Cisco IP Phone 30 VIP template.

Table 40-3 Default 30 VIP Template

Button	Feature	Index	Label
1	Line	1	Line 1
2	Line	2	Line 2
3	Line	3	Line 3
4	Line	4	Line 4
5	Call Park	1	Call Park
6	Redial	1	Redial
7	None	1	None

Table 40-3 Default 30 VIP Template (continued)

Button	Feature	Index	Label
8	Speed Dial	1	Speed Dial 1
9	Speed Dial	2	Speed Dial 2
10	Speed Dial	3	Speed Dial 3
11	Speed Dial	4	Speed Dial 4
12	Speed Dial	5	Speed Dial 5
13	Speed Dial	6	Speed Dial 6
14	Message Waiting	1	Msg Waiting
15	Forward All	1	Forward All
16	Conference	1	Conf
17	None	1	None
18	None	1	None
19	None	1	None
20	None	1	None
21	Speed Dial	7	Speed Dial 7
22	Speed Dial	8	Speed Dial 8
23	Speed Dial	9	Speed Dial 9
24	Speed Dial	10	Speed Dial 10
25	Speed Dial	11	Speed Dial 11
26	Speed Dial	12	Speed Dial 12

Related Topics

- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Understanding the Default Cisco IP Phone 12-Series Template

You can use the default Cisco IP Phone 12-series template for any 12-series phone (12 S, 12 SP, or 12 SP+). Refer to Table 40-4 for a description of the default Cisco IP Phone 30 SP+ template.

Table 40-4 Default 12 Series Template

Button	Feature	Index	Label
1	Line	1	Line 1
2	Line	2	Line 2
3	Redial	1	Redial
4	Speed Dial	1	Speed Dial 1
5	Speed Dial	2	Speed Dial 2
6	Speed Dial	3	Speed Dial 3
7	Hold	1	Hold
8	Transfer	1	Transfer
9	Forward All	1	Forward All
10	Call Park	1	Park
11	Message Waiting	1	Msg Waiting
12	Conference	1	Conf

Related Topics

- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Adding Phone Button Templates

Creating and using templates is a fast way to assign a common button configuration to a large number of phones. For example, if users in your company do not use the conference feature, you can create a template that reassigns this button to a different feature, such as speed dial. Four default templates are

included with the Cisco CallManager: Default 12 SP+ (for all 12-series phones), Default 30 SP+, Default 30 VIP, and Default 7960. When adding phones, you can assign one of these templates to the phone, or create one of your own.

Before You Begin

If you are creating a custom button template, refer to the to the guidelines for creating new button templates. See the “Guidelines for Creating Custom Templates” section on page 40-9.

Procedure

- Step 1** Open Cisco CallManager.
- Step 2** Select **Devices > Phone Button Template**.
- Decide which method to use to create this template:
- Based on existing template—the new template exactly duplicates the existing template. You must update this new template if you want it to be different than the original.
 - New design for a specific phone—You must set up each button individually.
- Step 3** Choose a method to create this template:
- Select a template and click **Copy** to create a new template.
The new template exactly duplicates the existing template and automatically assigns it a new name. You must update this new template if you want it to be different than the original.
 - Select a phone and click **Continue** to create a new template and assign each button individually.
The new template is preset with only the required settings for that specific phone type.
- Step 4** Make desired changes to the fields described in Table 40-5.

Table 40-5 Phone Button Configuration Settings

Field	Description	Usage Notes
Template Name	Unique name used by Cisco CallManager to identify the template.	<ul style="list-style-type: none"> • Use any 1-50 characters. • Each template must have a unique name.
Feature	Specifies the function of the phone button when the template is used.	
Index	Specifies the instance of a feature so that templates can have multiple line and speed-dial buttons.	For the Cisco IP Phone 7960, first button is always Line 1.
Label	Text that appears when the template is displayed in the Administration interface or printed on some Cisco IP Phones.	The Cisco IP Phone 7960 does not use this file.

Step 5 Click **Insert** to add the new template.

Step 6 Click **View Button Layout** to verify the button layout.

Related Topics

- Guidelines for Creating Custom Templates, page 40-9
- Understanding Phone Button Templates, page 40-1
- Modifying Button Templates, page 40-11

Guidelines for Creating Custom Templates

Use the following guidelines when creating custom button templates:

- Be sure that phone users receive a quick reference card or getting started guide that describes the most basic features of the custom template. If you create a custom template to be used by employees in your company, ensure that it includes the following features that are described on the quick reference card.
 - Cisco IP Phone 12 SP+—Line (one or more), hold, call park, and forward all.
 - Cisco IP Phone 30 VIP—Line (one or more), call park, and forward all.
 - Cisco IP Phone 7960—Line (one or more)
- Consider the nature of each feature in order to determine how to configure your button template. You might want multiple buttons assigned to Speed Dial and Line. However, you usually require only one of the other features described in Table 40-6.
- For each feature you select, you must also select the number of times you would like this feature to appear on the button template (the Feature Index).

Table 40-6 Phone Feature Description

Feature	Description
AEC	If you are configuring a template for the Cisco IP Phone 30SP+, you must include one occurrence of this feature and assign it to button 26. Provides Auto Echo Cancellation (AEC) to reduce the amount of feedback the called party hears when the calling party is using a speakerphone. Users should press the AEC button on a Cisco IP Phone 30SP+ when using speakerphone. This button does not need to be pressed when speakerphone is not in use. No configuration is necessary for this feature to work.
Answer/release	Used in conjunction with a headset apparatus so the user can press a button on the headset apparatus to answer and release (disconnect) calls.
Auto answer	If this feature is programmed on the template, activating this button causes the speakerphone to go off-hook automatically when an incoming call is received.

Table 40-6 Phone Feature Description (continued)

Feature	Description
Call park	Used in conjunction with a call park number or range so that when the user presses this button, the call is parked at a directory number for later retrieval. You must have a call park number or range configured in the system for this button to work, and you should provide that number or range to your users so they can dial into the number(s) to retrieve calls.
Conference	When users press this button, they are initiating an Ad-Hoc conference and they expect to call other participants to conference them in one at a time. Only the person initiating an Ad-Hoc conference needs a Conference button. You must have configured an Ad-Hoc conference device in Cisco CallManager Administration for this button to work.
Display	This feature not currently available.
Forward all	Users press this button to forward all calls to the designated directory number. Users can designate the forward all in the User Web pages, or you can designate a forward all number for each user in Cisco CallManager Administration.
Hold	Users press this button to place an active call on hold. To retrieve a call on hold, users press the flashing line button or lifts the handset and presses the flashing line button for the call on hold. The caller on hold hears a tone every 10 seconds to indicate the hold status. No configuration is necessary for this feature to work.
Line	Users press this button to dial a number or to answer an incoming call. You must have added line numbers on the user phone for this button to work.
Meet-Me conference	When users press this button, they are initiating a Meet-Me conference and they expect other invited users to dial into the conference. Only the person initiating a Meet-Me conference needs a Meet-Me button. You must have configured a Meet-Me conference device in Cisco CallManager Administration for this button to work.
Message waiting	Users press this button to connect to the voice messaging system.
None	Use None to leave a button unassigned to any feature.
Redial	Users press this button to redial the last number dialed on the Cisco IP Phone. No configuration is necessary for this feature to work.

Table 40-6 Phone Feature Description (continued)

Feature	Description
Speed-dial	Users press this button to speed dial a specified number. Users can designate speed-dial numbers in the User Web pages.
Transfer	Users press this button to transfer an active call to another directory number. No configuration is necessary for this feature to work.

Related Topics

- Understanding Phone Button Templates, page 40-1
- Adding Phone Button Templates, page 40-6
- Modifying Button Templates, page 40-11

Modifying Button Templates

You can make changes to the default template templates included with Cisco CallManager or to custom templates you created.

Related Topics

- Renaming a Button Template, page 40-12
- Deleting a Button Template, page 40-13
- Updating a Button Template, page 40-14

Renaming a Button Template

Renaming a template does not affect the phones that use the template. All Cisco IP Phones that use this template continue to use this template once it is renamed.

Procedure

Follow these steps to rename a button template:

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- Step 1** Open Cisco CallManager.
- Step 2** Select **Devices > Phone Button Template**.
A listing of current button templates appears on the left side of the screen.
- Step 3** Click the button template you want to rename.
The phone button template configuration page displays.
- Step 4** Enter the new name in the Template Name field.
- Step 5** Click **Update**.
The template re-displays with the new name.
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Related Topics

- Adding Phone Button Templates, page 40-6
- Deleting a Button Template, page 40-13
- Updating a Button Template, page 40-14

Deleting a Button Template

You cannot delete a template that is assigned to one or more devices. All Cisco IP Phones using the template you want to delete must be reassigned to a different button template before you can delete the template.

Procedure

- Step 1** Open Cisco CallManager.
- Step 2** Select **Devices > Phone Button Template**.
A listing of current button templates appears on the left side of the screen.
- Step 3** Click the button template you want to delete.
The phone button template configuration page displays.
- Step 4** Click **Delete**.
A message displays verifying that you want to delete the template.
- Step 5** Click **OK** to delete the template.
A message appears verifying that the template was deleted.
- Step 6** Click **OK** to continue.
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Related Topics

- Adding Phone Button Templates, page 40-6
- Updating a Button Template, page 40-14
- Updating a Button Template, page 40-14

Updating a Button Template

Follow these instructions to update a button template.

Before You Begin

When you update a template, the change affects all phones that use the template.

Procedure

Follow these steps to update an existing button template:

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- Step 1** Open Cisco CallManager.
- Step 2** Select **Devices > Phone Button Template**.
A listing of current button templates appears on the left side of the screen.
- Step 3** Click the button template you want to update.
The phone button template configuration page displays.
- Step 4** Enter the desired changes.
- Step 5** Click **Update**.
The template re-appears with the changes assigned to it.
You must restart devices using the template after updating it.
- Step 6** Click **Restart Devices** to apply the updated button template.
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Related Topics

- Adding Phone Button Templates, page 40-6
- Deleting a Button Template, page 40-13
- Updating a Button Template, page 40-14