



## Configuring Phone Button Templates

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

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.

All phones must have at least one line assigned. Normally this is button 1 (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.

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

- Understanding Default Phone Button Templates, page 47-1
- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## Understanding Default Phone Button Templates

Although all Cisco IP Phones support similar features, these features are implemented differently on various models. For example, some models configure features such as Hold or Transfer using phone button templates; other models have fixed buttons or on-screen program keys for these features that are not

configurable. Also, the maximum number of lines or speed dials supported is different for some phone models. These differences require different phone button templates for specific models.

A default phone button template is provided for each Cisco IP Phone model. The default templates can be used as is to quickly configure phones. They can also be copied and modified to create custom templates.

Custom templates enable you to make features available on some or all phones, restrict the use of certain features to certain phones, configure a different number of lines or speed dials for some or all phones, and so on, depending on how the phone will be used. For example, you may want to create a custom template that can be applied to phones that will be used in conference rooms. Refer to the “Adding Phone Button Templates” section on page 47-5 and the “Guidelines for Creating Custom Templates” section on page 47-7 for more information.

#### Related Topics

- Default Cisco IP Phone 7960 Template, page 47-2
- Default Cisco IP Phone 7940 Templates, page 47-3
- Default Cisco IP Phone 7910 Templates, page 47-3
- Default Cisco IP Phone 30 SP+ Template, page 47-3
- Default Cisco IP Phone 30 VIP Template, page 47-4
- Default Cisco IP Phone 12-Series Template, page 47-4

## 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, hold, resume, voice mail, conferencing, and so on are accessed using soft keys on the Cisco IP Phone 7960.

#### Related Topics

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## Default Cisco IP Phone 7940 Templates

Two preconfigured phone button templates are provided for the Cisco IP Phone 7940:

- 7940 (2-Line)—Uses button 1 and 2 for lines.
- 7940 (1-Line)—Uses button 1 for line 1 and button 2 for speed dial.

All Cisco IP Phone 7940 phones use one or the other of these templates.

Phone features, such as call park, call forward, redial, hold, resume, voice mail, conferencing, and so on are accessed using soft keys on the Cisco IP Phone 7940.

### Related Topics

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## Default Cisco IP Phone 7910 Templates

The default phone button template for the Cisco IP Phone 7910 (named Default 7910), uses button 1 for message waiting, button 2 for conference, button 3 for forwarding, buttons 4 and 5 for speed dial, and button 6 for redial.

The Cisco IP Phone 7910 has fixed buttons for Line, Hold, Transfer, and Settings.

### Related Topics

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## 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**

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

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**Related Topics**

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## 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.

**Related Topics**

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## Default Cisco IP Phone 12-Series Template

All Cisco IP Phone 12 Series phones (12 S, 12 SP, 12 SP+) use the default Cisco IP Phone 12 SP+ template. The default Cisco IP Phone 12 SP+ template uses buttons 1 and 2 for lines, button 3 for redial, buttons 4 through 6 for speed dial, button 7 for hold, button 8 for transfer, button 9 for forwarding, button 10 for call park, button 11 for message waiting, and button 12 for conference.

**Related Topics**

- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

# 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. Default templates for each Cisco IP phone model are included with the Cisco CallManager. 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 phone button template, refer to the to the guidelines for creating new phone button templates. See the “Guidelines for Creating Custom Templates” section on page 47-7.

## Procedure

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**Step 1** Open Cisco CallManager Administration.

**Step 2** Select **Device > 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 from 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 47-1.

**Table 47-1 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"> <li>• Use any 1-50 characters.</li> <li>• Each template must have a unique name.</li> </ul>
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.	
Label	Text that appears when the template is displayed in the Administration interface or printed on some Cisco IP Phones.	Cisco IP Phone 79xx model phones ignore this setting.

**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 47-7
- Understanding Default Phone Button Templates, page 47-1
- Modifying Phone Button Templates, page 47-9

## Guidelines for Creating Custom Templates

Use the following guidelines when creating custom phone 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 and that you describe them on the quick reference card you create for your users:
  - Cisco IP Phone 7960, 7940—Line (one or more).
  - Cisco IP Phone 7910—Forward all.
  - 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.
- Consider the nature of each feature in order to determine how to configure your phone button template. You might want multiple buttons assigned to Speed Dial and Line. However, you will usually require only one of the other features described in Table 47-2.
- For each feature you select, you must also select the number of times you would like this feature to appear on the phone button template (the Feature Index).

Most features appear only once. The feature index tells the user which line or speed dial corresponds to that button (for example, Line 1, Speed Dial 2, and so on).

**Table 47-2 Phone Feature Description**

Feature	Description
AEC	If you are configuring a template for the Cisco IP Phone 30VIP, 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.

**Table 47-2 Phone Feature Description (continued)**

Feature	Description
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.
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.
Call pickup	Call Pickup allows users to pick up incoming calls within their own group. The appropriate call pickup group number is dialed automatically when a user activates this feature.
Conference	When users press this button, they are initiating an Ad-Hoc conference and will be conferencing other participants in one at a time. Only the person initiating an Ad-Hoc conference needs a Conference button. An Ad-Hoc conference device must be configured in Cisco CallManager Administration for this button to work.
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.
Group call pickup	Group Call Pickup allows users to pick up incoming calls within their own group or in other groups. Users must dial the appropriate call pickup group number when using this feature
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 lift the handset and press 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.

**Table 47-2 Phone Feature Description (continued)**

Feature	Description
Message waiting	Users press this button to connect to the voice messaging system.
None	Use None to leave a button unassigned.
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.
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 Default Phone Button Templates, page 47-1
- Adding Phone Button Templates, page 47-5
- Modifying Phone Button Templates, page 47-9

## Modifying Phone Button Templates

You can make changes to the default templates included with Cisco CallManager or to custom templates you created. You can rename existing templates and modify them to create new ones, update custom templates to add or remove features, lines, or speed dials, and delete templates that are no longer being used.

**Related Topics**

- Renaming a Phone Button Template, page 47-10
- Deleting a Phone Button Template, page 47-11
- Updating a Phone Button Template, page 47-12

## Renaming a Phone Button Template

Renaming a template does not affect the phones that use that template. All Cisco IP Phones that use this template continue to use this template once it is renamed. You can use this feature to create a copy of an existing template that you can modify.

### Procedure

Follow these steps to rename a phone button template:

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Select **Device > Phone Button Template**.  
A listing of current phone button templates appears on the left side of the screen.
  - Step 3** Click the phone 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 47-5
- Deleting a Phone Button Template, page 47-11
- Updating a Phone Button Template, page 47-12

## Deleting a Phone Button Template

You can delete old or out-of-date phone templates that are not currently assigned to any of the phones in your system. 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 phone button template before you can delete the template.

### Procedure

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- Step 1** Open Cisco CallManager Administration.
- Step 2** Select **Device > Phone Button Template**.
- A listing of current phone button templates appears on the left side of the screen.
- Step 3** Click the phone 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 47-5
- Updating a Phone Button Template, page 47-12
- Renaming a Phone Button Template, page 47-10

## Updating a Phone Button Template

You can update a phone button template to add or remove features, add or remove lines and speed dials, or assign features, lines, and speed dials to different buttons on the phone. If you update a phone template, be sure to inform affected users of the changes.

Follow these instructions to update a phone 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 phone button template:

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- Step 1** Open Cisco CallManager Administration.
  - Step 2** Select **Device > Phone Button Template**.  
A listing of current phone button templates appears on the left side of the screen.
  - Step 3** Click the phone 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 reappears 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 phone button template.
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### Related Topics

- Adding Phone Button Templates, page 47-5
- Deleting a Phone Button Template, page 47-11
- Renaming a Phone Button Template, page 47-10