



Softkey Template Configuration

Softkey template configuration allows the administrator to manage softkeys that are supported by the Cisco IP Phones (models 7960 and 7940).

Cisco CallManager supports two types of softkey templates: standard and nonstandard. Applications that support softkeys can have one or more standard softkey templates associated with them; for example, Cisco IPMA has the Standard User softkey template and the Standard IPMA Assistant softkey template associated with it. You cannot modify standard softkey templates.

The administrator can copy, update, or delete nonstandard softkey templates by using softkey template configuration.

The following sections provide details about softkey template configuration:

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 50-3](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 50-4](#)
- [Modifying Softkey Templates, page 50-5](#)

Adding Nonstandard Softkey Templates

Cisco CallManager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required.

Procedure

- Step 1** Choose **Device > Device Settings > Softkey Template**.
- Step 2** Choose a template and click the **Copy** button to create a new template.
The Softkey Template Configuration window redisplay and contains the fields in which to enter a unique softkey template name, description, and application that is associated with the soft keys.
- Step 3** In the Softkey Template Name field, enter a unique name to identify the softkey template.
- Step 4** Enter a description that describes use of the template.
- Step 5** Click the **Insert** button.
The standard template gets copied, and the Softkey Template Configuration window redisplay with additional configuration options.
- Step 6** If you want to add additional application softkeys to the nonstandard softkey template, see the [“Adding Application Softkeys to Nonstandard Softkey Templates”](#) section on page 50-3.
- Step 7** To configure the positions of the softkeys on the Cisco IP Phone LCD screen, see the [“Configuring Softkey Positions in a Nonstandard Softkey Template”](#) section on page 50-4.
- Step 8** To save your configuration, click the **Update** button.
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Related Topics

- [Adding Application Softkeys to Nonstandard Softkey Templates, page 50-3](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 50-4](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Softkey Templates, Cisco CallManager System Guide](#)

Adding Application Softkeys to Nonstandard Softkey Templates

Cisco CallManager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required. This procedure describes how to add application softkeys to a nonstandard softkey template that you created.

Procedure

- Step 1** Choose **Device > Device Settings > Softkey Template**.
- Step 2** In the Softkey Templates field on the left of the window, choose a template to which you want to add application softkeys.
- The Softkey Template Configuration window redisplay.
- Step 3** To add additional application softkeys to the nonstandard softkey template, click the **Add Application** button.
- The Add Application window displays.
- Step 4** Choose the standard softkey template that you want added to the nonstandard softkey template.
- Step 5** Click the **Insert** or **Insert and Close** button.
- The softkeys that are associated with the standard softkey template that you chose get added at the end of the nonstandard softkey template. Duplicate softkeys automatically get deleted. If the number of softkeys for a particular call state exceeds 16, the optional softkeys for that call state will be removed (from the end to the front). If after the optional softkeys are removed, the number of softkeys still exceeds 16, an error displays.
- Step 6** To save your softkey set configuration, click the **Update** button.
- Step 7** To make the updates of the softkey template take affect on the phone, click the **Restart Devices** button on the Softkey Template Configuration window.
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Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 50-4](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Softkey Templates, Cisco CallManager System Guide](#)

Configuring Softkey Positions in a Nonstandard Softkey Template

Cisco CallManager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required. This procedure describes how to configure softkey positions for each call state in a nonstandard softkey template that you created.

Procedure

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- Step 1** Choose **Device > Device Settings > Softkey Template**.
- Step 2** In the Softkey Templates field on the left of the window, choose a template where you want to configure softkey positions.
- The Softkey Template Configuration window redisplay.
- Step 3** To configure the positions of the softkeys on the Cisco IP Phone LCD screen, click the Configure Softkey Layout link.
- The Softkey Layout Configuration window displays. The Call States list on the left of the window lists each Cisco CallManager call state for an IP phone.
- Step 4** To configure the softkey positions for a call state, choose the call state from the Call States list.
- The Softkey Layout Configuration window redisplay, and the fields Unselected Softkeys and Selected Softkeys display softkeys that are applicable to the call state that you chose.
- Tip** To create a relative place holder for a softkey, add the Undefined softkey. This allows the softkey that you added to occupy the same softkey position in all call states.

- Step 5** To move softkeys from one list to the other, use the right and left arrows.
- Step 6** To rearrange the positions of the Selected Softkeys, use the up and down arrows.
- Step 7** To save your softkey set configuration, click the **Update** button.
- Step 8** To return to the Softkey Template Configuration window, click the Softkey Template Configuration link.
- Step 9** To save your configuration, click the **Update** button.
- Step 10** To make the updates of the softkey template take affect on the phone, click the **Restart Devices** button on the Softkey Template Configuration window.
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Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 50-3](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Softkey Templates, Cisco CallManager System Guide](#)

Modifying Softkey Templates

You can make changes to custom, nonstandard softkey templates that you created.

Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 50-3](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 50-4](#)
- [Renaming a Softkey Template, page 50-6](#)
- [Deleting a Softkey Template, page 50-6](#)
- [Updating a Softkey Template, page 50-7](#)

Renaming a Softkey Template

Use this procedure to rename a nonstandard softkey template that you created.

Procedure

Step 1 Choose **Device > Device Settings > Softkey Template**.

A listing of current softkey templates appears in the Softkey Templates list.

Step 2 Choose the nonstandard softkey template that you want to rename.

The Softkey Template Configuration window displays.

Step 3 In the Softkey Template Name field, enter the new name.

Step 4 Click the **Update** button.

The Softkey Template Configuration window redisplay with the new softkey template name.

Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Deleting a Softkey Template, page 50-6](#)
- [Updating a Softkey Template, page 50-7](#)

Deleting a Softkey Template

You can delete a nonstandard softkey template that is not currently assigned to a device or device pool.

Procedure

Step 1 Choose **Device > Device Settings > Softkey Template**.

A listing of current softkey templates appears in the Softkey Templates list.

- Step 2** Choose the nonstandard softkey template that you want to delete.
The Softkey Template Configuration window displays.
- Step 3** Click the **Delete** button.
A message verifies that you want to delete the template.
- Step 4** Click the **OK** button.
The Softkey Template Configuration window redisplay with the softkey template deleted.
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Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Renaming a Softkey Template, page 50-6](#)
- [Updating a Softkey Template, page 50-7](#)

Updating a Softkey Template

Use this procedure to update a nonstandard softkey template that you created. You can update the template name, description, application soft keys that are supported, and the softkey layout.

Procedure

- Step 1** Choose **Device > Device Settings > Softkey Template**.
A listing of current softkey templates appears in the Softkey Templates list.
- Step 2** Choose the nonstandard softkey template that you want to update.
The Softkey Template Configuration window displays.
- Step 3** Update the settings that you want changed (such as adding an application softkey set or the softkey layout). See the [“Adding Application Softkeys to Nonstandard Softkey Templates”](#) section on page 50-3 and the [“Configuring Softkey Positions in a Nonstandard Softkey Template”](#) section on page 50-4.

Step 4 Click the **Update** button.

The Softkey Template Configuration window redisplay with the softkey template updated.



Note After making updates to a softkey template, you must restart devices that are using the template.

Step 5 Click the **Restart Devices** button to apply the updated softkey template.

Related Topics

- [Adding Nonstandard Softkey Templates, page 50-1](#)
- [Modifying Softkey Templates, page 50-5](#)
- [Renaming a Softkey Template, page 50-6](#)
- [Deleting a Softkey Template, page 50-6](#)