



Softkey Template Configuration

Softkey template configuration allows the administrator to manage softkeys that the Cisco Unified IP Phones (such as model 7960) support. Cisco Unified CallManager supports two types of softkey templates: standard and nonstandard. Applications that support softkeys can have one or more standard softkey templates that are associated with them; for example, Cisco Unified CallManager Assistant has the Standard Assistant, the Standard IPMA Manager, and the Standard IPMA Manager Shared Mode softkey templates 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:

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 65-5](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 65-6](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Assigning Softkey Templates to IP Phones, page 65-12](#)

Finding a Softkey Template

Because you might have several softkey templates in your network, Cisco Unified CallManager Administration lets you locate specific softkey templates on the basis of specific criteria. Use the following procedure to locate softkey templates.

**Note**

During your work in a browser session, Cisco Unified CallManager Administration retains your softkey template search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified CallManager Administration retains your softkey template search preferences until you modify your search or close the browser.

Procedure

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

The Find and List Softkey Templates window displays. Use the three drop-down list boxes to search for a softkey template.

Step 2 From the first Find softkey templates where drop-down list box, choose one of the following criteria:

- Name
- Description

**Note**

The criterion that you choose in this drop-down list box specifies how the list of softkey templates that your search generates will be sorted. For example, if you choose Description, the Description column will display as the left column of the results list.

From the second Find softkey templates where drop-down list box, choose one of the following criteria:

- begins with
- contains
- ends with
- is exactly

From the third Find softkey templates where drop-down list box, choose one of the following criteria:

- Both
- Standard
- Non-Standard

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Tip To find all softkey templates that are registered in the database, click **Find** without entering any search text.

A list of discovered softkey templates displays by

- Softkey Template icon
- Softkey Template Name
- Description



Note You can delete multiple softkey templates from the Find and List Softkey Templates window by checking the check boxes next to the appropriate softkey templates and clicking **Delete Selected**. You can delete all softkey templates in the window by checking the check box in the Matching records title bar and clicking **Delete Selected**.

Step 4 From the list of records, click the Softkey Template icon or Name or the Description that matches your search criteria.

The window displays the softkey template that you choose.

Related Topics

- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 65-5](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 65-6](#)
- [Modifying Softkey Templates, page 65-8](#)

Adding Nonstandard Softkey Templates

Cisco Unified 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**.
The Find and List Softkey Templates window displays.
- Step 2** In the upper, right corner of the window, click the **Add a New Softkey Template** link.
The Softkey Template Configuration window displays.
- Step 3** From the drop-down list box, choose a softkey 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 are associated with the soft keys.
- Step 4** In the Softkey Template Name field, enter a unique name to identify the softkey template.
- Step 5** Enter a description that describes use of the template.
- Step 6** Click the **Insert** button.
The standard template gets copied, and the Softkey Template Configuration window redisplay with additional configuration options.
- Step 7** 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 65-5](#).
- Step 8** To configure the positions of the softkeys on the Cisco Unified IP Phone LCD screen, see the [“Configuring Softkey Positions in a Nonstandard Softkey Template” section on page 65-6](#).
- Step 9** To save your configuration, click the **Update** button.
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Related Topics

- [Finding a Softkey Template, page 65-2](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 65-5](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 65-6](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Softkey Templates, Cisco Unified CallManager System Guide](#)

Adding Application Softkeys to Nonstandard Softkey Templates

Cisco Unified 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

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- Step 1** Find the softkey template by using the procedure in the [“Finding a Softkey Template” section on page 65-2](#).
 - Step 2** From the list of matching records, choose the softkey template to which you want to add application softkeys.



Note You can modify only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration page displays.

- 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 effect on the phone, click the **Restart Devices** button.

Related Topics

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 65-6](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Softkey Templates, Cisco Unified CallManager System Guide](#)

Configuring Softkey Positions in a Nonstandard Softkey Template

Cisco Unified 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

Step 1 Find the softkey template by using the procedure in the [“Finding a Softkey Template” section on page 65-2](#).

- Step 2** From the list of matching records, choose the softkey template in which you want to configure softkey positions.



Note You can modify only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration page displays.

- Step 3** To configure the positions of the softkeys on the Cisco Unified 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 Unified 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 effect on the phone, click the **Restart Devices** button.
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Related Topics

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 65-5](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Softkey Templates, *Cisco Unified CallManager System Guide*](#)

Modifying Softkey Templates

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

- [Renaming a Softkey Template, page 65-8](#)
- [Deleting a Softkey Template, page 65-9](#)
- [Updating a Softkey Template, page 65-11](#)

Related Topics

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 65-5](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 65-6](#)

Renaming a Softkey Template

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

Procedure

- Step 1** Find the softkey template by using the procedure in the [“Finding a Softkey Template” section on page 65-2](#).

- Step 2** From the list of matching records, choose the softkey template that you want to rename.



Note You can rename only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration page 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

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Deleting a Softkey Template, page 65-9](#)
- [Updating a Softkey Template, page 65-11](#)

Deleting a Softkey Template

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

Before You Begin

You cannot delete a nonstandard softkey template that is currently assigned to a device or common profile. To find out which devices and common profiles are using the nonstandard softkey template, click the **Dependency Records** link from the Softkey Configuration window. If the dependency records are not enabled for the system, the dependency records summary window displays a message. For more information about dependency records, see the [“Accessing Dependency Records” section on page A-3](#). If you try to delete a nonstandard softkey template

that is in use, Cisco Unified CallManager displays an error message. Before deleting a nonstandard softkey template that is currently in use, you must perform either or both of the following tasks:

- Assign a different softkey template to any devices or common profiles that are using the nonstandard softkey template that you want to delete. See the [“Updating a Phone” section on page 59-10](#).
- Delete the devices that are using the nonstandard softkey template that you want to delete. See the [“Deleting a Phone” section on page 59-11](#).

Procedure

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- Step 1** Find the softkey template by using the procedure in the [“Finding a Softkey Template” section on page 65-2](#).
- Step 2** From the list of matching records, choose the softkey template that you want to delete.



Note You can delete only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

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

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)
- [Modifying Softkey Templates, page 65-8](#)
- [Renaming a Softkey Template, page 65-8](#)
- [Updating a Softkey Template, page 65-11](#)

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** Find the softkey template by using the procedure in the [“Finding a Softkey Template” section on page 65-2](#).
- Step 2** From the list of matching records, choose the softkey template that you want to update.



Note You can update only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

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 65-5](#) and the [“Configuring Softkey Positions in a Nonstandard Softkey Template” section on page 65-6](#).
- 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.
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Related Topics

- [Finding a Softkey Template, page 65-2](#)
- [Adding Nonstandard Softkey Templates, page 65-4](#)

- [Modifying Softkey Templates, page 65-8](#)
- [Renaming a Softkey Template, page 65-8](#)
- [Deleting a Softkey Template, page 65-9](#)

Assigning Softkey Templates to IP Phones

Softkey templates are assigned to IP Phones when the phones are configured. You can assign standard and nonstandard softkey templates. There are two ways to assign a softkey template to a phone:

- Assign the softkey template to a common profile and then assign the common profile to the phone in the Phone Configuration window.
- Assign the softkey template to the phone using the softkey template field in the Phone Configuration window. If a softkey template is already specified in the common profile assigned to the phone, leave the softkey template field blank in the Phone Configuration window.

For more information about configuring common profiles and phones, see [Common Profile Configuration, page 61-1](#) and the “Adding a Phone” section on [page 59-5](#).