



Customizing Soft Keys

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This chapter describes the soft-key features in Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco Unified CME version may not support all of the features documented in this module. For a list of the versions in which each feature is supported, see the [“Feature Information for Soft Keys” section on page 1062](#).

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Information About Soft Keys

To customize soft keys on IP phones, you should understand the following concepts:

- [Soft Keys on IP Phones, page 1046](#)
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Soft Keys on IP Phones

You can customize the display and order of soft keys that appear during various call states on individual IP phones. Soft keys that are appropriate in each call state are displayed by default. Using phone templates, you can delete soft keys that would normally appear or change the order in which the soft keys appear. For example, you might want to display the CFwdAll and Confrn soft keys on a manager's phone and remove these soft keys from a receptionist's phone.

You can modify soft keys for the following call states:

- Alerting—When the remote point is being notified of an incoming call, and the status of the remote point is being relayed to the caller as either ringback or busy.
- Connected—When the connection to a remote point is established.
- Hold—When a connected party is still connected but there is temporarily no voice connection.
- Idle—Before a call is made and after a call is complete.
- Seized—When a caller is attempting a call but has not yet been connected.
- Remote-in-Use—When another phone is connected to a call on an octo-line directory number shared by this phone (Cisco Unified CME 4.3 or a later version).
- Ringing—After a call is received and before the call is connected (Cisco Unified CME 4.2 or a later version).

Not all soft keys are available in all call states. Use the CLI help to see the available soft keys for each call state. The soft keys are as follows:

- Acct—Short for “account code.” Provides access to configured accounts.
- Answer—Picks up incoming call.
- Barge—Allows a user to join (barge) a call on a SIP shared line (Cisco Unified CME 7.1 or a later version).
- Callback—Requests callback notification when a busy called line becomes free.
- CBarge—Barges (joins) a call on a shared octo-line directory number (Cisco Unified CME 4.3 or a later version).
- CFwdALL—Short for “call forward all.” Forwards all calls.
- Conflist—Lists all parties in a conference (Cisco Unified CME 4.1 or a later version)
- Confrn—Short for “conference.” Connects callers to a conference call.
- DND—Short for “do not disturb.” Enables the do-not-disturb features.
- EndCall—Ends the current call.
- GPickUp—Short for “group call pickup.” Selectively picks up calls coming into a phone number that is a member of a pickup group.
- Flash—Short for “hookflash.” Provides hookflash functionality for public switched telephone network (PSTN) services on calls connected to the PSTN via a foreign exchange office (FXO) port.
- HLog—Places the phone of an ephone-hunt group agent into the not-ready status or, if the phone is in the not-ready status, it places the phone into the ready status.
- Hold—Places an active call on hold and resumes the call.
- Join—Joins an established call to a conference (Cisco Unified CME 4.1 or a later version).
- LiveRcd—Starts the recording of a call (Cisco Unified CME 4.3 or a later version).
- Login—Provides personal identification number (PIN) access to restricted phone features.

- **MeetMe**—Initiates a meet-me conference (Cisco Unified CME 4.1 or a later version).
- **Mobility**—Soft key that forwards a call to the PSTN number defined by the Single Number Reach (SNR) feature (Cisco Unified CME 7.1 or a later version).
- **NewCall**—Opens a line on a speakerphone to place a new call.
- **Park**—Places an active call on hold so it can be retrieved from another phone in the system.
- **PickUp**—Selectively picks up calls coming into another extension.
- **Redial**—Redials the last number dialed.
- **Resume**—Connects to the call on hold.
- **RmLstC**—Removes the last party added to a conference. This soft key only works for the conference creator (Cisco Unified CME 4.1 or a later version).
- **Select**—Selects a call or a conference on which to take action (Cisco Unified CME 4.1 or a later version).
- **Trnsfer**—Short for “call transfer.” Transfers an active call to another extension.
- **TrnsfVM**—Transfers a call to a voice-mail extension number (Cisco Unified CME 4.3 or a later version).

You change the soft-key order by defining a phone template and applying the template to one or more phones. You can create up to 20 phone templates for SCCP phones and ten templates for SIP phones. Only one template can be applied to a phone. If you apply a second phone template to a phone that already has a template applied to it, the second template overwrites the first phone template information. The new information takes effect only after you generate a new configuration file and restart the phone, otherwise the previously configured template remains in effect.

In Cisco Unified CME 4.1, customizing the soft key display for IP phones running SIP is supported only for the Cisco Unified IP Phone 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE.

For configuration information, see the [“How to Customize Soft Keys” section on page 1048](#).

Account Code Entry

The Cisco Unified IP Phones 7940 and 7940G and the Cisco Unified IP Phones 7960 and 7960G allow phone users to enter account codes during call setup or when connected to an active call using the **Acct** soft key. Account codes are inserted into call detail records (CDRs) on the Cisco Unified CME router for later interpretation by billing software.

An account code is visible in the output of the **show call active** command and the **show call history** command for telephony call legs and is supported by the CISCO-VOICE-DIAL-CONTROL-MIB. The account code also appears in the “account-code” RADIUS vendor-specific attribute (VSA) for voice authentication, authorization, and accounting (AAA).

To enter an account code during call setup or when in a connected state, press the **Acct** soft key, enter the account code using the phone keypad, then press the # key to notify Cisco Unified CME that the last digit of the code has been entered. The account code digits are processed upon receipt of the # and appear in the show output after processing.

No configuration is required for this feature.

**Note**

If Cisco Unified CME does not receive a #, each account code digit is processed only after a timer expires. The timer is 30 seconds for the first digit entered, then x seconds for each subsequent digit, where x equals the number of seconds configured with the **timeouts interdigit (telephony-service)** command. The default value for the interdigit timeout is 10 seconds. The account code digits do not appear in **show** output until after being processed.

Hookflash Soft Key

The Flash soft key provides hookflash functionality for calls made on FXO trunks. Certain public switched telephone network (PSTN) services, such as three-way calling and call waiting, require hookflash intervention from a phone user. A soft key, labeled Flash, provides this hookflash functionality for IP phones that use foreign exchange office (FXO) lines attached to the Cisco Unified CME system.

When a Flash soft key is enabled on an IP phone, it can provide hookflash functionality during all calls except for local IP-phone-to-IP-phone calls. Hookflash-controlled services can be activated only if they are supported by the PSTN connection that is involved in the call. The availability of the Flash soft key does not guarantee that hookflash-based services are accessible to the phone user.

For configuration information, see the [“Enabling Flash Soft Key” section on page 1055](#).

Feature Blocking

In Cisco Unified CME 4.0 and later versions, individual soft-key features can be blocked on one or more phones. You specify the features that you want blocked by adding the **features blocked** command to an ephone template. The template is then applied under ephone configuration mode to one or more ephones.

If a feature is blocked using the **features blocked** command, the soft key is not removed, but it does not function. For configuration information, see the [“Configuring Feature Blocking” section on page 1057](#).

To remove a soft-key display, use the appropriate **no softkeys** command. See the [“SCCP: Modifying Soft-Key Display” section on page 1049](#).

How to Customize Soft Keys

This section contains the following tasks:

- [SCCP: Modifying Soft-Key Display, page 1049](#)
- [SIP: Modifying Soft-Key Display, page 1052](#)
- [Verifying Soft-Key Configuration, page 1054](#)
- [Enabling Flash Soft Key, page 1055](#)
- [Verifying Flash Soft-Key Configuration, page 1056](#)
- [Configuring Feature Blocking, page 1057](#)
- [Verifying Feature Blocking, page 1059](#)

SCCP: Modifying Soft-Key Display

To modify the display of soft-keys, perform the following steps.

Prerequisites

- Cisco CME 3.2 or a later version.
- Cisco Unified CME 4.2 or a later version to enable soft keys during the ringing call state.
- Cisco Unified CME 4.3 or a later version to enable soft keys during the remote-in-use state.
- The HLog soft key must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see the [“SCCP: Configuring Ephone Hunt Groups”](#) section on page 700.
- The Flash soft key must be enabled with the **fxo hook-flash** command before it will be displayed. For configuration information, see the [“Enabling Flash Soft Key”](#) section on page 1055.

Restrictions

- Enable the ConfList and MeetMe soft keys only if you have hardware conferencing configured. For information, see the [“Meet-Me Conferencing in Cisco Unified CME 4.1 and Later versions”](#) section on page 754.
- The third soft-key button on the Cisco Unified IP Phone 7905G and Cisco Unified IP Phone 7912G is reserved for the Message soft key. For these phones’ templates, the third soft-key defaults to the Message soft key. For example, the **softkeys idle Redial Dnd Pickup Login Gpickup** command configuration displays, in order, the Redial, DND, Message, Pickup, Login, and GPickUp soft keys.
- The NewCall soft key cannot be disabled on the Cisco Unified IP Phone 7905G or Cisco Unified IP Phone 7912G.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-template** *template-tag*
4. **softkeys alerting** {[Acct] [Callback] [Endcall]}
5. **softkeys connected** {[Acct] [ConfList] [Confrn] [Endcall] [Flash] [Hlog] [Hold] [Join] [LiveRcd] [Park] [RmLstC] [Select] [TrnsfVM] [Transfer]}
6. **softkeys hold** {[Join] [Newcall] [Resume] [Select]}
7. **softkeys idle** {[Cfwdall] [ConfList] [Dnd] [Gpickup] [Hlog] [Join] [Login] [Newcall] [Pickup] [Redial] [RmLstC]}
8. **softkeys remote-in-use** {[CBarge] [Newcall]}
9. **softkeys ringing** {[Answer] [Dnd] [HLog]}
10. **softkeys seized** {[CallBack] [Cfwdall] [Endcall] [Gpickup] [Hlog] [MeetMe] [Pickup] [Redial]}
11. **exit**
12. **ephone** *phone-tag*

13. **ephone-template** *template-tag*

14. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	ephone-template <i>template-tag</i> Example: Router(config)# ephone-template 15	Enters ephone-template configuration mode to create an ephone template. <ul style="list-style-type: none"> <i>template-tag</i>—Unique identifier for the ephone template that is being created. Range is 1 to 20.
Step 4	softkeys alerting {[Acct] [Callback] [Endcall]} Example: Router(config-ephone-template)# softkeys alerting Callback Endcall	(Optional) Configures an ephone template for soft-key display during the alerting call state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 5	softkeys connected {[Acct] [ConfList] [Confrn] [Endcall] [Flash] [Hlog] [Hold] [Join] [LiveRcd] [Park] [RmLstC] [Select] [TrnsfVM] [Trnsfer]} Example: Router(config-ephone-template)# softkeys connected Endcall Hold Transfer Hlog	(Optional) Configures an ephone template for soft-key display during the call-connected state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 6	softkeys hold {[Join] [Newcall] [Resume] [Select]} Example: Router(config-ephone-template)# softkeys hold Resume	(Optional) Configures an ephone template for soft-key display during the call-hold state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 7	softkeys idle {[Cfwdall] [ConfList] [Dnd] [Gpickup] [Hlog] [Join] [Login] [Newcall] [Pickup] [Redial] [RmLstC]} Example: Router(config-ephone-template)# softkeys idle Newcall Redial Pickup Cfwdall Hlog	(Optional) Configures an ephone template for soft-key display during the idle state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.

	Command or Action	Purpose
Step 8	<pre>softkeys remote-in-use {[CBarge] [Newcall]}</pre> <p>Example: Router(config-ephone-template)# softkeys remote-in-use CBarge Newcall</p>	Modifies the order and type of soft keys that display on an IP phone during the remote-in-use call state.
Step 9	<pre>softkeys ringing {[Answer] [Dnd] [HLog]}</pre> <p>Example: Router(config-ephone-template)# softkeys ringing Answer Dnd Hlog</p>	(Optional) Configures an ephone template for soft-key display during the ringing state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 10	<pre>softkeys seized {[CallBack] [Cfwdall] [Endcall] [Gpickup] [Hlog] [MeetMe] [Pickup] [Redial]}</pre> <p>Example: Router(config-ephone-template)# softkeys seized Endcall Redial Pickup Cfwdall Hlog</p>	(Optional) Configures an ephone template for soft-key display during the seized state. <ul style="list-style-type: none"> You can enter any of the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 11	<pre>exit</pre> <p>Example: Router(config-ephone-template)# exit</p>	Exits ephone-template configuration mode.
Step 12	<pre>ephone phone-tag</pre> <p>Example: Router(config)# ephone 36</p>	Enters ephone configuration mode. <ul style="list-style-type: none"> <i>phone-tag</i>—Unique sequence number that identifies this ephone during configuration tasks.
Step 13	<pre>ephone-template template-tag</pre> <p>Example: Router(config-ephone)# ephone-template 15</p>	Applies an ephone template to the ephone that is being configured.
Step 14	<pre>end</pre> <p>Example: Router(config-ephone)# end</p>	Returns to privileged EXEC mode.

What to Do Next

If you are done modifying parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the [“SCCP: Generating Configuration Files for SCCP Phones”](#) section on page 263.

SIP: Modifying Soft-Key Display

To modify the display of soft keys on SIP phones for different call states, perform the following steps.

Prerequisites

Cisco Unified CME 4.1 or a later version.

Restrictions

- This feature is supported only for Cisco Unified IP Phones 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE.
- You can download a custom soft key XML file from a TFTP server, however if the soft key XML file contains an error, the soft keys might not work properly on the phone. We recommend the following procedure for creating a soft key template in Cisco Unified CME.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **softkeys connected** {[Confrn] [Endcall] [Hold] [Trnsfer]}
5. **softkeys hold** {[Newcall] [Resume]}
6. **softkeys idle** {[Cfwdall] [Newcall] [Redial]}
7. **softkeys seized** {[Cfwdall] [Endcall] [Redial]}
8. **exit**
9. **voice register pool** *pool-tag*
10. **template** *template-tag*
11. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	voice register template <i>template-tag</i> Example: Router(config)# voice register template 9	Enters voice register template configuration mode to create a SIP phone template. <ul style="list-style-type: none"> • <i>template-tag</i>—Range: 1 to 10.

	Command or Action	Purpose
Step 4	<p>softkeys connected {[Confrn] [Endcall] [Hold] [Trnsfer]}</p> <p>Example: Router(config-register-template)# softkeys connected Endcall Hold Transfer</p>	<p>(Optional) Configures an SIP phone template for soft-key display during the call-connected state.</p> <ul style="list-style-type: none"> You can enter the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 5	<p>softkeys hold {[Newcall] {Resume]}</p> <p>Example: Router(config-register-template)# softkeys hold Resume</p>	<p>(Optional) Configures a phone template for soft-key display during the call-hold state.</p> <ul style="list-style-type: none"> Default is that the NewCall and Resume soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 6	<p>softkeys idle {[Cfwdall] [Newcall] [Redial]}</p> <p>Example: Router(config-register-template)# softkeys idle Newcall Redial Cfwdall</p>	<p>(Optional) Configures a phone template for soft-key display during the idle state.</p> <ul style="list-style-type: none"> You can enter the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 7	<p>softkeys seized {[Cfwdall] [Endcall] [Redial]}</p> <p>Example: Router(config-register-template)# softkeys seized Endcall Redial Cfwdall</p>	<p>(Optional) Configures a phone template for soft-key display during the seized state.</p> <ul style="list-style-type: none"> You can enter the keywords in any order. Default is all soft keys are displayed in alphabetical order. Any soft key that is not explicitly defined is disabled.
Step 8	<p>exit</p> <p>Example: Router(config-register-template)# exit</p>	Exits voice register template configuration mode.
Step 9	<p>voice register pool <i>pool-tag</i></p> <p>Example: Router(config)# voice register pool 36</p>	Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone.
Step 10	<p>template <i>template-tag</i></p> <p>Example: Router(config-register-pool)# template 9</p>	<p>Applies a SIP phone template to the phone you are configuring.</p> <ul style="list-style-type: none"> <i>template-tag</i>— Template tag that was created with the voice register template command in Step 3
Step 11	<p>end</p> <p>Example: Router(config-register-pool)# end</p>	Exits to privileged EXEC mode.

What to Do Next

If you are done modifying parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the [“SIP: Generating Configuration Profiles for SIP Phones”](#) section on page 265.

Verifying Soft-Key Configuration

Step 1 show running-config

Use this command to verify your configuration. In the following example, the soft-key display is modified in phone template 7 and the template is applied to SIP phone 2. All other phones use the default arrangement of soft keys.

```
Router# show running-config
!
ephone-dn 1 dual-line
  ring feature secondary
  number 126 secondary 1261
  description Sales
  name Smith
  call-forward busy 500 secondary
  call-forward noan 500 timeout 10
  huntstop channel
  no huntstop
  no forward local-calls
!
!
voice register template 7
  session-transport tcp
  softkeys hold Resume Newcall
  softkeys idle Newcall Redial Cfwdall
  softkeys connected Endcall Trnsfer Confrn Hold
  voicemail 52001 timeout 30
.
.
.
voice register pool 2
  id mac 0030.94C2.A22A
  number 1 dn 4
  template 7
  dialplan 3
!
```

Step 2 show telephony-service ephone-template

or

show voice register template *template-tag*

This command displays the contents of individual templates.

```
Router# show telephony-service ephone-template

ephone-template 1
softkey ringing Answer Dnd
conference drop-mode never
conference add-mode all
conference admin: No
Always send media packets to this router: No
Preferred codec: g711ulaw
User Locale: US
Network Locale: US
```

or

```
Router# show voice register template 7

Temp Tag 7
Config:
  Attended Transfer is enabled
  Blind Transfer is enabled
  Semi-attended Transfer is enabled
  Conference is enabled
  Caller-ID block is disabled
  DnD control is enabled
  Anonymous call block is disabled
  Voicemail is 52001, timeout 30
  KPML is disabled
  Transport type is tcp
  softkey connected Endcall Trnsfer Confrn Hold
  softkey hold Resume Newcall
  softkey idle Newcall Redial Cfwdall
```

Enabling Flash Soft Key

To enable the flash soft key, perform the following steps.

Restrictions

The IP phone must support soft-key display.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **fxo hook-flash**
5. **restart all**
6. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none">Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	telephony-service Example: Router(config)# telephony-service	Enters telephony-service configuration mode.
Step 4	fxo hook-flash Example: Router(config-telephony)# fxo hook-flash	Enables the Flash soft key on phones that support soft-key display, on PSTN calls using an FXO port. Note The Flash soft key display is automatically disabled for local IP-phone-to-IP-phone calls.
Step 5	restart all Example: Router(config-telephony)# restart all	Performs a fast reboot of all phones associated with this Cisco Unified CME router. Does not contact the DHCP or TFTP server for updated information.
Step 6	end Example: Router(config-telephony)# end	Returns to privileged EXEC mode.

Verifying Flash Soft-Key Configuration

- Step 1** Use the **show running-config** command to display an entire configuration, including Flash soft key, which is listed in the telephony-service portion of the output.

```
Router# show running-config

telephony-service
fxo hook-flash
load 7960-7940 P00305000600
load 7914 S00103020002
max-ephones 100
max-dn 500
.
.
.
```

- Step 2** Use the **show telephony-service** command to show only the telephony-service portion of the configuration.

Configuring Feature Blocking

To configure feature blocking for SCCP phones, perform the following steps.

Prerequisites

Cisco Unified CME 4.0 or a later version.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-template** *template-tag*
4. **features blocked** [CFwdAll] [Confrn] [GpickUp] [Park] [PickUp] [Trnsfer]
5. **exit**
6. **ephone** *phone-tag*
7. **ephone-template** *template-tag*
8. **restart**
9. Repeat [Step 5](#) to [Step 8](#) for each phone to which the template should be applied.
10. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	enable Example: Router> enable	Enables privileged EXEC mode. <ul style="list-style-type: none"> • Enter your password if prompted.
Step 2	configure terminal Example: Router# configure terminal	Enters global configuration mode.
Step 3	ephone-template <i>template-tag</i> Example: Router(config)# ephone-template 1	Enters ephone-template configuration mode. <ul style="list-style-type: none"> • <i>template-tag</i>—Unique sequence number that identifies this template during configuration tasks. Range is 1 to 20.

	Command or Action	Purpose
Step 4	<p>features blocked [CFwdAll] [Confrn] [GpickUp] [Park] [PickUp] [Trnsfer]</p> <p>Example: Router(config-ephone-template)# features blocked Park Trnsfer</p>	<p>Prevents the specified soft key from invoking its feature.</p> <ul style="list-style-type: none"> • CFwdAll—Call forward all calls. • Confrn—Conference. • GpickUp—Group call pickup. • Park—Call park. • PickUp—Directed or local call pickup. This includes pickup last-parked call and pickup from another extension or park slot. • Trnsfer—Call transfer.
Step 5	<p>exit</p> <p>Example: Router(config-ephone-template)# exit</p>	<p>Exits ephone-template configuration mode.</p>
Step 6	<p>ephone <i>phone-tag</i></p> <p>Example: Router(config)# ephone 25</p>	<p>Enters ephone configuration mode.</p> <ul style="list-style-type: none"> • <i>phone-tag</i>—Unique sequence number that identifies this ephone during configuration tasks. The maximum number of ephones for a particular Cisco Unified CME system is version- and platform-specific. For the range of values, see the CLI help.
Step 7	<p>ephone-template <i>template-tag</i></p> <p>Example: Router(config-ephone)# ephone-template 1</p>	<p>Applies an ephone template to an ephone.</p> <ul style="list-style-type: none"> • <i>template-tag</i>—Template number that you want to apply to this ephone. <p>Note To view your ephone-template configurations, use the show telephony-service ephone-template command.</p>
Step 8	<p>restart</p> <p>Example: Router(config-ephone)# restart</p>	<p>Performs a fast reboot of this ephone. Does not contact the DHCP or TFTP server for updated information.</p> <p>Note If you are applying the template to more than one ephone, you can use the restart all command in telephony-service configuration mode to reboot all the phones so they have the new template information.</p>
Step 9	<p>Repeat Step 5 to Step 8 for each phone to which the template should be applied.</p>	—
Step 10	<p>end</p> <p>Example: Router(config-ephone)# end</p>	<p>Returns to privileged EXEC mode.</p>

Verifying Feature Blocking

-
- Step 1** Use the **show running-config** command to display the running configuration, including ephone templates and ephone configurations.
- Step 2** Use the **show telephony-service ephone-template** command and the **show telephony-service ephone** command to display only the contents of ephone templates and the ephone configurations.
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Configuration Examples for Soft-Keys

This section contains the following examples:

- [Modifying Soft-Key Display: Example, page 1059](#)
- [Modifying the HLog Soft Key for Ephone Hunt Groups: Example, page 1060](#)
- [Enabling Flash Soft Key for PSTN Calls: Example, page 1060](#)
- [Park and Transfer Blocking: Example, page 1060](#)
- [Conference Blocking: Example, page 1060](#)

Modifying Soft-Key Display: Example

The following example modifies soft-key display on four phones by creating two ephone templates. Ephone template 1 is applied to ephone 11, 13, and 15. Template 2 is applied to ephone 34. The soft-key displays on all other phones use the default arrangement of keys.

```
ephone-template 1
  softkeys idle Redial Newcall
  softkeys connected Endcall Hold Transfer

ephone-template 2
  softkeys idle Redial Newcall
  softkeys seized Redial Endcall Pickup
  softkeys alerting Redial Endcall
  softkeys connected Endcall Hold Transfer

ephone 10
  ephone-template 2

ephone 13
  ephone-template 1

ephone 15
  ephone-template 1

ephone 34
  ephone-template 2
```

Modifying the HLog Soft Key for Ephone Hunt Groups: Example

The following example establishes the appearance and order of soft keys for phones that are configured with ephone-template 7. The Hlog key is available when a phone is idle, when it has seized a line, or when it is connected to a call. Phones without soft keys can use the standard HLog codes to toggle ready and not-ready status.

```
telephony-service
  hunt-group logout HLog
  fac standard
.
.
ephone-template 7
  softkeys connected Endcall Hold Transfer Hlog
  softkeys idle Newcall Redial Pickup Cfdall Hlog
  softkeys seized Endcall Redial Pickup Cfdall Hlog
```

Enabling Flash Soft Key for PSTN Calls: Example

The following example enables the Flash soft key for PSTN calls through an FXO voice port.

```
telephony-service
  fxo hook-flash
```

Park and Transfer Blocking: Example

The following example blocks the use of Park and Transfer soft keys on extension 2333.

```
ephone-template 1
  features blocked Park Transfer

ephone-dn 2
  number 2333

ephone 3
  button 1:2
  ephone-template 1
```

Conference Blocking: Example

The following example blocks the conference feature on extension 2579, which is on an analog phone.

```
ephone-template 1
  features blocked Confern

ephone-dn 78
  number 2579

ephone 3
  ephone-template 1
  mac-address C910.8E47.1282
  type anl
  button 1:78
```

Where to Go Next

If you are done modifying parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. For more information, see “[Generating Configuration Files for Phones](#)” on [page 261](#).

Ephone Templates

The **softkeys** commands are included in ephone templates that are applied to one or more individual ephones. For more information about templates, see “[Creating Templates](#)” on [page 1127](#).

HLog Soft Key

The HLog soft key must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see “[Configuring Call-Coverage Features](#)” on [page 661](#).

Additional References

The following sections provide references related to Cisco Unified CME features.

Related Documents

Related Topic	Document Title
Cisco Unified CME configuration	<ul style="list-style-type: none"> • Cisco Unified CME Command Reference • Cisco Unified CME Documentation Roadmap
Cisco IOS commands	<ul style="list-style-type: none"> • Cisco IOS Voice Command Reference • Cisco IOS Software Releases 12.4T Command References
Cisco IOS configuration	<ul style="list-style-type: none"> • Cisco IOS Voice Configuration Library • Cisco IOS Software Releases 12.4T Configuration Guides
Phone documentation for Cisco Unified CME	<ul style="list-style-type: none"> • User Documentation for Cisco Unified IP Phones

Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register on Cisco.com.	http://www.cisco.com/techsupport

Feature Information for Soft Keys

Table 46 lists the features in this module and enhancements to the features by version.

To determine the correct Cisco IOS release to support a specific Cisco Unified CME version, see the *Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to <http://www.cisco.com/go/cfn>. An account on Cisco.com is not required.


Note

Table 46 lists the Cisco Unified CME version that introduced support for a given feature. Unless noted otherwise, subsequent versions of Cisco Unified CME software also support that feature.

Table 46 Feature Information for Soft Keys

Feature Name	Cisco Unified CME Version	Feature Information
Account Code Entry	3.0	Account code entry was introduced.
Barge Soft Key	4.3	The Barge, LiveRcd, and TrnsfVM soft keys were added.
Conferencing Soft Keys	4.1	The ConfList, Join, MeetMe, RmLstC, and Select soft keys were added.
Feature Blocking	4.0	Feature blocking was introduced.
Flash Soft Key	3.0	Flash soft key was introduced.
Soft-Key Display	4.1	Configurable soft key display for IP phones running SIP is supported for the Cisco Unified IP Phone 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE
	4.0	<ul style="list-style-type: none"> An optional HLog soft key was added to the connected, idle, and seized call states. The ability to customize soft-key display in the hold call state was added.
	3.2	Configurable soft-key display (the ability to customize soft-key display in the alerting, connected, idle, and seized call states) was introduced.