



CHAPTER 5

Configuring Features, Templates, Services, and Users

After you install Cisco Unified IP Phones in your network, configure their network settings, and add them to Cisco Unified Communications Manager, you must use Cisco Unified Communications Manager Administration to configure telephony features, optionally modify phone templates, set up services, and assign users.

This chapter provides an overview of these configuration and setup procedures. Cisco Unified Communications Manager documentation provides detailed instructions for these procedures.

For suggestions about how to provide users with information about features, and what information to provide, see [Appendix A, “Providing Information to Users Via a Website.”](#)

For information about setting up phones in non-English environments, see [Appendix C, “Supporting International Users.”](#)

This chapter includes the following topics:

- [Telephony Features Available for the Phone, page 5-2](#)
- [Configuring Corporate and Personal Directories, page 5-14](#)
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Telephony Features Available for the Phone

After you add Cisco Unified IP Phones to Cisco Unified Communications Manager, you can add functionality to the phones. Table 5-1 includes a list of supported telephony features, many of which you configure by using Cisco Unified Communications Manager Administration. The Configuration Reference column lists Cisco Unified Communications Manager documentation that contains configuration procedures and related information.

For information about using most of these features on the phone, refer to *Cisco Unified IP Phone 7965G and 7945G Guide*. For a comprehensive listing of features on the phone, refer to *Cisco Unified IP Phone Features A–Z*.


Note

Cisco Unified Communications Manager Administration also provides several service parameters that you can use to configure various telephony functions. For more information about service parameters and the functions that they control, refer to *Cisco Unified Communications Manager Administration Guide*.

Table 5-1 Telephony Features for the Cisco Unified IP Phone

| Feature | Description | Configuration Reference |
|---|--|--|
| Abbreviated dialing | Allows users to speed dial a phone number by entering an assigned index code (1-99) on the phone keypad. Users assign index codes from the User Options web pages. | For more information, refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone” chapter. |
| Anonymous Call Block (SIP phones only) | Allows a user to reject calls from anonymous callers. | <i>Cisco Unified Communications Manager Administration Guide</i> , “SIP Profile Configuration” chapter. |
| Message Waiting | Defines directory numbers for message-waiting on and message-waiting off indicator. A directly connected voice-messaging system uses the specified directory number to set or to clear a message-waiting indication for a particular Cisco Unified IP Phone. | For more information, refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Message Waiting Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Voice Mail Connectivity to Cisco Unified Communications Manager” chapter. |
| Audible Message Waiting Indicator (AMWI) | A stutter tone from the handset, headset, or speakerphone indicates that a user has one or more new voice messages on a line. Note The stutter tone is line-specific. You hear it only when using the line with the waiting messages. | For more information, refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|-------------------------------------|--|--|
| Auto Answer | Connects incoming calls automatically after a ring or two. Auto Answer works with either the speakerphone or the headset. | For more information, refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “Directory Number Configuration” chapter. |
| Auto-pickup | Allows a user to use one-touch, pickup functionality for call pickup, group call pickup, and other group call pickup. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Call Pickup Group” chapter. |
| Barge | Allows a user to join a non-private call on a shared phone line. Barge features include cBarge and Barge. <ul style="list-style-type: none"> cBarge adds a user to a call and converts it into a conference, allowing the user and other parties to access conference features. Barge adds a user to a call but does not convert the call into a conference. The phones support Barge in two conference modes: <ul style="list-style-type: none"> Built-in conference bridge at the target device (the phone that is being barged). This mode uses the Barge softkey. Shared conference bridge. This mode uses the cBarge softkey. | For more information, refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Barge and Privacy” chapter. |
| Block external to external transfer | Prevents users from transferring an external call to another external number. | For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “External Call Transfer Restrictions” chapter. |
| Busy Lamp Field (BLF) speed dial | Allows a user to monitor the call state of a directory number (DN) associated with a speed-dial button. | For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Presence” chapter. |
| Call display restrictions | Determines the information that will display for calling or connected lines, depending on the parties who are involved in the call. | For more information, refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Display Restrictions” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|-----------------------------------|--|--|
| Call forward | Allows users to redirect incoming calls to another number. Call forward options include Call Forward All, Call Forward Busy, Call Forward No Answer, and Call Forward No Coverage. | For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • “Specifying Options that Appear on the User Options Web Pages” section on page 5-17 |
| Call forward configurable display | Allows you to specify information that appears on a phone when a call is forwarded. This information can include the caller name, caller number, redirected number, and original dialed number. | For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. |
| Call forward destination override | Allows you to override Call Forward All (CFA) in cases where the CFA target places a call to the CFA initiator. This feature allows the CFA target to reach the CFA initiator for important calls. The override works whether the CFA target phone number is internal or external. | For more information, refer to “ <i>Cisco Unified Communications Manager System Guide</i> ”, “Cisco Unified IP Phones” and “Understanding Directory Numbers” sections. |
| Call park | Allows users to park (temporarily store) a call and then retrieve the call by using another phone in the Cisco Unified Communications Manager system. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Call Park” chapter. |
| Call pickup | Allows users to redirect a call that is ringing on another phone within their pickup group to their phone. You can configure an audio and/or visual alert for the primary line on the phone. This alert notifies the users that a call is ringing in their pickup group. | For more information, refer to the <i>Cisco Unified Communications Manager Administration Guide</i> , “Call Pickup Group Configuration” chapter. |
| Call recording | Allows a supervisor to record an active call. The user might hear an intermittent tone (beep tone) during a call when it is being recorded. Note The intercom feature is disabled when a call is being monitored or recorded. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Monitoring and Recording” chapter. |
| Call waiting | Indicates (and allows users to answer) an incoming call that rings while on another call. Displays incoming call information on the phone screen. | For more information, refer to the <i>Cisco Unified Communications Manager Administration Guide</i> , “Cisco Unified IP Phone Configuration” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|---|---|--|
| Caller ID | Displays caller identification such as a phone number, name, or other descriptive text on the phone screen. | For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Display Restrictions” chapter. |
| Caller ID Blocking | Blocks a user’s phone numbers or e-mail addresses. | For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. • <i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter. • <i>Cisco Unified Communications Manager Administration Guide</i>, “SIP Profile Configuration” chapter. |
| Cisco Call Back | Provides users with an audio and visual alert on the phone when a busy or unavailable party becomes available. | For more information, refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Cisco Call Back” chapter. |
| Cisco Unified Communications Manager Assistant | Enables managers and their assistants to work together more effectively by providing a call-routing service, enhancements to phone capabilities for the manager, and desktop interfaces that are primarily used by the assistant. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Cisco Unified Communications Manager Assistant With Proxy Line Support” and “Cisco Unified Communications Manager Assistant With Shared Line Support” chapters. |
| Client matter codes (CMC) (SCCP phones only) | Enables a user to specify that a call relates to a specific client matter. | For more information, refer to: the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Client Matter Codes and Forced Authorization Codes” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|------------------------------------|---|---|
| Conference | <ul style="list-style-type: none"> Allows a user to talk simultaneously with multiple parties by calling each participant individually. Conference features include Conference, Join, cBarge, and Meet-Me. Allows a non-initiator in a standard (ad hoc) conference to add or remove participants; also allows any conference participant to join together two standard conferences on the same line. | <ul style="list-style-type: none"> For more information, refer to <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” and “Conference Bridges” chapters. The service parameter, Advance Adhoc Conference, (disabled by default in Cisco Unified Communications Manager Administration) allows you to enable these features. <p>Note Be sure to inform your users whether these features are activated.</p> |
| Configurable call forward display | Allows you to specify information that appears on a phone when a call is forwarded. This information can include the caller name, caller number, redirected number, and original dialed number. | <p>For more information, refer to:</p> <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. |
| Directed Call Park | <p>Allows a user to direct an active call to an available directed call park number. After pressing Transfer, the user dials the directed call park number to store the call. A Call Park BLF button provides speed dial access to the directed call park number and indicates that the directed call park number is available or unavailable.</p> <p>Note If you implement Directed Call Park, avoid configuring the Park softkey. This prevents users from confusing the two Call Park features.</p> | <p>For more information refer to:</p> <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Call Park and Directed Call Park” chapter. |
| Direct transfer (SCCP phones only) | Allows users to connect two calls to each other (without remaining on the line). | For more information, refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|---|---|---|
| Do Not Disturb (DND) | <p>When DND is turned on, no audible rings occur during the ringing-in state of a call.</p> <p>You can configure the phone to have a softkey template with a DND softkey or a phone-button template with DND as one of the selected features.</p> <p>The following DND-related parameters are configurable in Cisco Unified Communications Manager Administration:</p> <ul style="list-style-type: none"> • Do Not Disturb—This checkbox allows you to enable DND on a per-phone basis. Choose Device > Phone > Phone Configuration. • DND Incoming Call Alert—Choose the type of alert to play on a phone for incoming calls when DND is active. This parameter is located on both the Common Phone Profile window and the Phone configuration window (Phone Configuration value takes precedence). • Include DND In BLF Status—Enables DND status to override busy/idle state. <p>Note The user can use Cisco Unified Communications Manager User Options pages to enable/disable DND, and to change DND Incoming Call Alert and DND Timeout settings.</p> | <p><i>Cisco Unified Communications Manager Features and Services Guide</i>, “Do Not Disturb” chapter.</p> |
| Extension Mobility (SCCP phones only) | <p>Allows a user to temporarily apply a phone number and user profile settings to a shared Cisco Unified IP Phone by logging into the Extension Mobility service on that phone.</p> <p>Extension Mobility can be useful if users work from a variety of locations within your company or if they share a workspace with coworkers.</p> | <p>For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Cisco Unified Communications Manager Extension Mobility” chapter.</p> |
| Fast Dial Service | <p>Allows a user to enter a Fast Dial code to place a call. Fast Dial codes can be assigned to phone numbers or Personal Address Book entries. (See “Services” in this table.)</p> | <p>For more information, refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Services Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone Services” chapter. |
| Forced authorization codes (FAC) (SCCP phones only) | <p>Controls the types of calls that certain users can place.</p> | <p>For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Client Matter Codes and Forced Authorization Codes” chapter.</p> |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|-------------------|---|--|
| Group call pickup | Allows a user to answer a call ringing on a phone in another group by using a group pickup code. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Call Pickup Group” chapter. |
| Hold | Allows the user to move a connected call from an active state to a held state. | <ul style="list-style-type: none"> Requires no configuration, unless you want to use music on hold. See “Music-on-Hold” in this table for information. See also: “Hold Reversion” in this table. |
| Hold Reversion | <p>Limits the amount of time that a call can be on hold before reverting back to the phone that put the call on hold and alerting the user.</p> <p>Reverting calls are distinguished from incoming calls by a single ring (or beep, depending on the new call indicator setting for the line). This notification repeats at intervals if not resumed.</p> <p>A call that triggers Hold Reversion also displays an animated icon in the call bubble and a brief message on the status line.</p> <p>You can configure call focus priority to favor incoming or reverting calls.</p> | For more information about configuring this feature, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Hold Reversion” chapter. |
| Hunt Group | Provides load sharing for calls to a main directory number. A hunt group contains a series of directory numbers that can answer the incoming calls. When the first directory number in the hunt group is busy, the system hunts in a predetermined sequence for the next available directory number in the group and directs the call to that phone. | <p>For more information, refer to:</p> <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Hunt Group Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. |
| Immediate Divert | Allows a user to transfer a ringing, connected, or held call directly to a voice-messaging system. When a call is diverted, the line becomes available to make or receive new calls. | For more information, refer to the <i>Unified Communications Manager Features and Services Guide</i> , “Immediate Divert” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)


| Feature | Description | Configuration Reference |
|--|---|---|
| Intercom | <p>Allows users to place and receive intercom calls using programmable phone buttons. You can configure intercom line buttons to:</p> <ul style="list-style-type: none"> • Directly dial a specific intercom extension. • Initiate an intercom call and then prompt the user to enter a valid intercom number. <p> Note If your user logs into the same phone on a daily basis using their Cisco Extension Mobility profile, assign the phone button template that contains intercom information to their profile, and assign the phone as the default intercom device for the intercom line.</p> | <ul style="list-style-type: none"> • <i>Cisco Unified CallManager Feature and Services Guide</i>, Release 6.1, “Intercom chapter” • <i>Cisco Unified CallManager Feature and Services Guide</i>, Release 6.1, “Cisco Extension Mobility” chapter |
| Join (SCCP phones only) | Allows users to join two or more calls that are on one line to create a conference call and remain on the call. | For more information refer to the <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter. |
| Join Across Lines (SCCP phones only) | Allows users to apply the Join feature to calls that are on multiple phone lines. | <p>For more information:</p> <ul style="list-style-type: none"> • See the Configuring Softkey Templates, page 5-15. <p>Refer to <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter.</p> |
| Log out of hunt groups | Allows users to log out of a hunt group and temporarily block calls from ringing their phone when they are not available to take calls. Logging out of hunt groups does not prevent non-hunt group calls from ringing their phone. | <p>For more information</p> <ul style="list-style-type: none"> • See the Configuring Softkey Templates, page 5-15. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Route Plans” chapter. |
| Malicious Call identification (MCID) (SCCP phones only) | Allows users to notify the system administrator about suspicious calls that are received. | <p>For more information refer to:</p> <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Malicious Call Identification” chapter. |
| Meet-Me conference | Allows a user to host a Meet-Me conference in which other participants call a predetermined number at a scheduled time. | For more information refer to <i>Cisco Unified Communications Manager Administration Guide</i> , “Meet-Me Number/Pattern Configuration” and “Conference Bridges” chapters. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|---|---|---|
| Message waiting indicator | A light on the handset that indicates that a user has one or more new voice messages. | For more information refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Message Waiting Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Voice Mail Connectivity to Cisco Unified Communications Manager” chapter. |
| Mobile Connect | Enables users to manage business calls using a single phone number and pick up in-progress calls on the desktop phone and mobile phone. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Mobile Connect and Mobile Voice Access” chapter. |
| Mobile Voice Access | Extends Mobile Connect capabilities by allowing users to access an interactive voice response (IVR) system to originate a call from a remote device such as a cellular phone. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Mobile Connect and Mobile Voice Access” chapter. |
| Multilevel Precedence and Preemption (MLPP) (SCCP phones only) | Provides a method of prioritizing calls within your phone system. Use this feature when users work in an environment where they need to make and receive urgent or critical calls. | For more information refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Multilevel Precedence and Preemption” chapter. |
| Music-on- hold | Plays music while callers are on hold. | For more information refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Music On Hold” chapter. |
| Onhook call transfer | Allows a user to press a single Transfer softkey and then go onhook to complete a call transfer. | For more information refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter. |
| Other group pickup | Allows a user to answer a call ringing on a phone in another group that is associated with the user's group. | For more information refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Call Pickup” chapter. |
| Presence-enabled directories | Allows a user to monitor the call state of another directory number (DN) listed in call logs, speed dials, and corporate directories. The Busy Lamp Field (BLF) for the DN displays the call state. | For more information, refer to <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Presence” chapter. |
| Private Line Automated Ringdown (PLAR) (SIP phones only) | The Cisco Unified Communications Manager administrator can configure a phone number that the Cisco Unified IP Phone dials as soon as the handset goes off hook. This can be useful for phones that are designated for calling emergency or “hotline” numbers. | Refer to <i>Cisco Unified Communications Manager System Guide</i> , “SIP Dial Rules Configuration” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|------------------------------|---|---|
| Privacy | Prevents users who share a line from adding themselves to a call and from viewing information on their phone screens about the call of the other user. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i> “Barge and Privacy” chapter. |
| Quality Reporting Tool (QRT) | Allows users to use the QRT softkey on a phone to submit information about problem phone calls. QRT can be configured for either of two user modes, depending upon the amount of user interaction desired with QRT. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. • <i>Cisco Unified Communications Manager Features and Services Guide</i>, “Quality Report Tool” chapter. |
| Redial | Allows users to call the most recently dialed phone number by pressing a softkey. | Requires no configuration. |
| Ring setting | Identifies ring type used for a line when a phone has another active call. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Directory Number Configuration” chapter. • “Creating Custom Phone Rings” section on page 6-2. |
| Secure Conference | <ul style="list-style-type: none"> • Allows secure phones to place conference calls by using a secured conference bridge. • As new participants are added by using Confrn, Join, cBarge, Barge softkeys or MeetMe conferencing, the secure call icon displays as long as all participants use secure phones. • The Conference List displays the security level of each conference participant. Initiators can remove non-secure participants from the Conference List. (Non-initiators can add or remove conference participants if the Advanced Adhoc Conference Enabled parameter is set.) | For more information about security, see the “Overview of Supported Security Features” section. For additional information, refer to these: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager System Guide</i>, “Conference Bridges” chapter • <i>Cisco Unified Communications Manager Administration Guide</i>, “Conference Bridge Configuration” chapter • <i>Cisco Unified Communications Manager Security Guide</i>. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|---|--|--|
| Services | Allows you to use the Cisco Unified IP Phone Services Configuration menu in Cisco Unified Communications Manager Administration to define and maintain the list of phone services to which users can subscribe. | For more information refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone Services” chapter. |
| Services URL button | Allows users to access services from a programmable button rather than by using the Services menu on a phone. | For more information refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phone Services” chapter. |
| Shared line | Allows a user to have several phones that share the same phone number or allows a user to share a phone number with a coworker. | For more information refer to <i>Cisco Unified Communications Manager System Guide</i> , “Cisco Unified IP Phones” chapter. |
| Silent Monitoring | Allows a supervisor to silently monitor an active call. The supervisor cannot be heard by either party on the call. The user might hear an intermittent tone (beep tone) during a call when it is being monitored. Note The intercom feature is disabled when a call is being monitored or recorded. | For more information, refer to the <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Monitoring and Recording” chapter. |
| Single Button Barge (SCCP phones only) | Allows users to press a line key to Barge or cBarge into a remote-in-use call on a shared line. | For more information, refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. <i>Cisco Unified Communications Manager Features and Services Guide</i> , “Barge and Privacy” chapter. |
| Speed dialing | Dials a specified number that has been previously stored. | For more information refer to: <ul style="list-style-type: none"> <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Unified IP Phone Configuration” chapter. <i>Cisco Unified Communications Manager System Guide</i>, “Cisco Unified IP Phones” chapter. |

Table 5-1 Telephony Features for the Cisco Unified IP Phone (continued)

| Feature | Description | Configuration Reference |
|-------------------------------------|--|--|
| Time-of-Day Routing | Restricts access to specified telephony features by time period. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Time Period Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Time-of-Day Routing” chapter. |
| Phone screen illumination disabling | Allows user to disable phone screen illumination on a phone, which would override other rules that determine when the phone screen gets illuminated. To provide this feature, you must implement the Display URI, which includes configuring the length of time that illumination remains disabled. | Refer to the <i>Cisco Unified IP Phone Service Application Development Notes</i> at the following location: http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html |
| Transfer | Allows users to redirect connected calls from their phones to another number. | Requires no configuration. |
| Video mode (SCCP phones only) | Allows a user to select the video display mode for viewing a video conference, depending on the modes configured in the system. | For more information: <ul style="list-style-type: none"> • Refer to <i>Cisco Unified Communications Manager Administration Guide</i>, “Conference Bridge Configuration” chapter. • Refer to <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Video Telephony” chapter. |
| Video support (SCCP phones only) | Enable video support on the phone. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Conference Bridge Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Understanding Video Telephony” chapter. • <i>Cisco VT Advantage Administration Guide</i>, “Overview of Cisco VT Advantage” chapter. |
| Voice messaging system | Enables callers to leave messages if calls are unanswered. | For more information refer to: <ul style="list-style-type: none"> • <i>Cisco Unified Communications Manager Administration Guide</i>, “Cisco Voice-Mail Port Configuration” chapter. • <i>Cisco Unified Communications Manager System Guide</i>, “Voice Mail Connectivity to Cisco Unified Communications Manager” chapter. |

Configuring Corporate and Personal Directories

The **Directories** button on the Cisco Unified IP Phone 7965G and 7945G gives users access to several directories. These directories can include:

- Corporate Directory—Allows a user to look up phone numbers for co-workers.
To support this feature, you must configure corporate directories. See the “[Configuring Corporate Directories](#)” section on page 5-14 for more information.
- Personal Directory—Allows a user to store a set of personal numbers.
To support this feature, you must provide the user with software to configure the personal directory. See the “[Configuring Personal Directory](#)” section on page 5-14 for more information.

Configuring Corporate Directories

Cisco Unified Communications Manager uses a Lightweight Directory Access Protocol (LDAP) directory to store authentication and authorization information about users of Cisco Unified Communications Manager applications that interface with Cisco Unified Communications Manager. Authentication establishes a user’s right to access the system. Authorization identifies the telephony resources that a user is permitted to use, such as a specific telephone extension.

For more information, refer to the “LDAP System”, “LDAP Directory”, and “LDAP Authentication” chapters in the *Cisco Unified Communications Manager Guide*.

After the LDAP directory configuration completes, users can use the Corporate Directory service on their Cisco Unified IP Phone to look up users in the corporate directory.

Configuring Personal Directory

Personal Directory consists of the following features:

- Personal Address Book (PAB)
- Personal Fast Dials (Fast Dials)
- Address Book Synchronization Tool (TABSynch)

Users can access Personal Directory features by these methods:

- From a web browser—Users can access the PAB and Fast Dials features from the Cisco Unified Communications Manager User Options web pages
- From the Cisco Unified IP Phone—Users can choose **Directories > Personal Directory** to access the PAB and Fast Dials features from their phones
- From a Microsoft Windows application—Users can use the TABSynch tool to synchronize their PABs with Microsoft Outlook.

To configure Personal Directory from a web browser, users must access their User Options web pages. You must provide users with a URL and login information.

To synchronize with Microsoft Outlook, users must install the TABSynch utility, which is provided by you. To obtain the TABSynch software to distribute to users, choose **Application > Plugins** from Cisco Unified Communications Manager Administration, then locate and click **Cisco IP Phone Address Book Synchronizer**.

Modifying Phone Button Templates

Phone button templates let you assign speed dials and features to programmable line buttons.

While both SCCP and SIP phones support speed-dial buttons, support for call features on buttons depends on the call control protocol:

- On SCCP phones, call handling features that can be assigned to buttons include call forward, redial, hold, conferencing, and so on.
- On SIP phones, only the Do Not Disturb (DND) feature can be assigned to a button.

Ideally, you modify templates before registering phones on the network. In this way, you can access customized phone button template options from Cisco Unified Communications Manager during registration.

To modify a phone button template, choose **Device > Device Settings > Phone Button Template** from Cisco Unified Communications Manager Administration. To assign a phone button template to a phone, use the Phone Button Template field in the Cisco Unified Communications Manager Administration Phone Configuration window. Refer to *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager System Guide* for more information.

The default Cisco Unified IP Phone 7965G template that ships with the phone uses buttons 1 and 2 for lines and assigns buttons 3 through 6 as speed dial.

The default Cisco Unified IP Phone 7945G template that ships with the phone uses buttons 1 and 2 for lines.

To avoid confusion for users, do not assign a feature to a button and a softkey at the same time.

The recommended standard Cisco Unified IP Phone 7965G template uses buttons 1 and 2 for lines, assigns button 3 as speed dial, and buttons 4 through 6 as Hold, Conference, and Transfer, respectively.

The recommended standard Cisco Unified IP Phone 7945G template uses buttons 1 and 2 for lines.

For more information about softkey templates, see [Configuring Softkey Templates, page 5-15](#).

Configuring Softkey Templates

Using Cisco Unified Communications Manager Administration, you can manage softkeys that are associated with applications that are supported by the Cisco Unified IP Phone 7965G and 7945G. Cisco Unified Communications Manager supports two types of softkey templates: standard and nonstandard. Standard softkey templates include Standard User, Standard Feature, Standard IPMA Assistant, Standard IPMA Manager, and Standard IPMA Shared Mode Manager. An application that supports softkeys can have one or more standard softkey templates associated with it. You can modify a standard softkey template by making a copy of it, giving it a new name, and making updates to that copied softkey template. You can also modify a nonstandard softkey template.

To configure softkey templates, choose **Device > Device Settings > Softkey Template** from Cisco Unified Communications Manager Administration. To assign a softkey template to a phone, use the Softkey Template field in the Cisco Unified Communications Manager Administration Phone Configuration page. Refer to *Cisco Unified Communications Manager Administration Guide* and *Cisco Unified Communications Manager System Guide* for more information.

Setting Up Services

The **Services** button on the Cisco Unified IP Phone gives users access to Cisco Unified IP Phone Services. You can also assign services to the programmable buttons on the phone (refer to *Cisco Unified IP Phone 7965G and 7945G Guide* for more information). These services comprise XML applications that enable the display of interactive content with text and graphics on the phone. Examples of services include local movie times, stock quotes, and weather reports.

Before a user can access any service:

- You must use Cisco Unified Communications Manager Administration to configure available services.
- The user must subscribe to services by using the Cisco Unified IP Phone User Options application. This web-based application provides a graphical user interface (GUI) for limited, end-user configuration of IP Phone applications.

Before you set up services, gather the URLs for the sites that you want to set up and verify that users can access those sites from your corporate IP telephony network.

To set up these services, choose **Device > Device Settings > Phone Services** from Cisco Unified Communications Manager Administration. Refer to *Cisco Unified Communications Manager Administration Guide* and to *Cisco Unified Communications Manager System Guide* for more information.

After you configure these services, verify that your users have access to the Cisco Unified Communications Manager IP Phone Options web-based application, from which they can select and subscribe to configured services. See the [“How Users Subscribe to Services and Configure Phone Features” section on page A-3](#) for a summary of the information that you must provide to end users.

Adding Users to Cisco Unified Communications Manager

Adding users to Cisco Unified Communications Manager allows you to display and maintain information about users and allows each user to perform these tasks:

- Access the corporate directory and other customized directories from a Cisco Unified IP Phone
- Create a personal directory
- Set up speed dial and call forwarding numbers
- Subscribe to services that are accessible from a Cisco Unified IP Phone

You can add users to Cisco Unified Communications Manager using either of these methods:

- To add users individually, choose **User Management > End User** from Cisco Unified Communications Manager Administration.

Refer to *Cisco Unified Communications Manager Administration Guide* for more information about adding users. Refer to *Cisco Unified Communications Manager System Guide* for details about user information.

- To add users in batches, use the Bulk Administration Tool. This method also enables you to set an identical default password for all users.

Refer to *Cisco Unified Communications Manager Bulk Administration Guide* for details.

Managing the User Options Web Pages

From the User Options web page, users can customize and control several phone features and settings. For detailed information about the User Options web pages, refer to *Cisco Unified IP Phone 7965G and 7945G Guide*.

Giving Users Access to the User Options Web Pages

Before a user can access the User Options web pages, you must use Cisco Unified Communications Manager Administration to add the user to a standard Cisco Unified Communications Manager end user group. To do so, choose **User Management > User Group**. You must also associate appropriate phones with the user. To perform these procedures, from Cisco Unified Communications Manager Administration, choose **User Management > End User**.

For additional information, refer to *Cisco Unified Communications Manager Administration Guide*, “End User Configuration” section.

Specifying Options that Appear on the User Options Web Pages

Most options that are on the User Options web pages appear by default. However, the following options must be set by the system administrator by using Enterprise Parameters Configuration settings in Cisco Unified Communications Manager Administration:

- Show Ring Settings
- Show Line Text Label Settings
- Show Call Forwarding

**Note**

The settings apply to all User Options web pages at your site.

To specify the options that appear on the User Options web pages, follow these steps:

Procedure

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- Step 1** From Cisco Unified Communications Manager Administration, choose **System > Enterprise Parameters**.
- The Enterprise Parameters Configuration window appears.
- Step 2** In the CCMUser Parameters area, specify whether a parameter appears on the User Options web pages by choosing one of these values from the **Parameter Value** drop-down list box for the parameter:
- **True**—Option displays on the User Options web pages (default).
 - **False**—Option does not display on the User Options web pages.
 - **Show All Settings**—All call forward settings display on the User Options web pages (default).
 - **Hide All Settings**—No call forward settings display on the User Options web pages.
 - **Show Only Call Forward All**—Only call forward all calls displays on the User Options web pages.
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