

Change Softkey Order of 8961/9951/9971 (RT Phone) Configuration Example



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Introduction

This document describes how to configure the Cisco Unified Communications Manager (CUCM) to change the softkey order of 8961/9951/9971.

Prerequisites

Components Used

- Cisco Unified Communications Manager Release 9.1.2 or later
- Cisco Unified Communications Manager 9.1(2.11012) Device Package
- Cisco Unified IP Phone 9971

Note: This feature is natively supported in UCM Release 10.X. No additional device package is required as UCM Release 9.X.

Softkey Template

The Softkey Template feature allows administrators to manage the softkeys on the Cisco Unified IP Phones. A maximum of 16 softkeys can be configured per template. However, the phone supports 18 softkeys per set so that two built-in softkeys can be added to each softkey set.

This feature is enabled by the system administrator.

The Softkey Template feature is supported on the following phones:

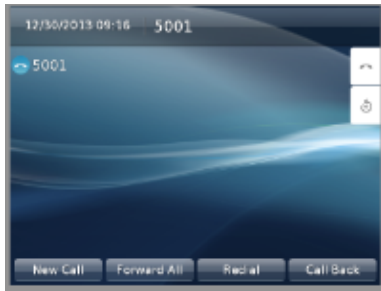
- Cisco Unified IP Phone 8961
- Cisco Unified IP Phone 9951
- Cisco Unified IP Phone 9971

Configure

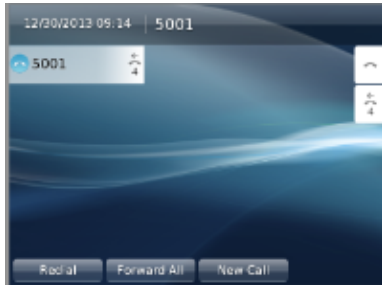
Complete these steps in order to change the Softkey order of the Cisco Unified IP Phone 8961/9951/9971 in the Cisco Unified Communications Manager:

1. Choose *Device > Device Settings > Softkey Template*.
2. Click *Add New*.
3. From the drop-down list box, select a softkey template and click *Copy* to create a new template.
4. In the *Softkey Template Name* field, enter a unique name to identify the softkey template.
5. Click *Save*.
6. Configure *Softkey Layout* to change positions of the softkeys on the *Cisco Unified IP Phone LCD* screen.
7. To save your configuration, click *Save*.
8. Assign a softkey template to a phone. There are two ways to do this:
 - ◆ Assign the softkey template to a *Common device configuration* and then assign the common device configuration to the phone in the *Phone Configuration* window.
 - ◆ Assign the softkey template to the phone in the *Softkey Template* field in the *Phone Configuration* window.
9. Set the parameter to *Softkey Control* from the *Feature Control Policy* to the *Softkey Template*. There are two ways to configure a softkey control:
 - ◆ Change the *Softkey Control* to the *Softkey Template* in the *Enterprise Phone Configuration* by navigating to *System > Enterprise Phone Configuration*. If you enable here, it will effect all of the phones.
 - ◆ Change the *Softkey Control* to the *Softkey Template* in the *Common Phone Profile* by navigating to *Device > Device Settings > Common Phone Profile*.

Before configuration change



After configuration change



Verify

Ensure that *Softkey Control* is set to *Softkey Template* and the softkey template is assigned to the phone.

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