

Configure Hlog Softkey for IP Phones

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Introduction

This document describes the configuration of Hlog softkey on Cisco IP Phones. Hlog softkey enables users to log in and out of the hunt groups in Cisco Unified Communications Manager (CUCM).

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Prerequisites

Requirements

Cisco recommends that you have a basic knowledge of these topics:

- Call Routing on CUCM
- CUCM Hunt Groups
- IP Phones configuration on CUCM

Components Used

The information in this document is based on this software version:

- Cisco Unified Communications Manager 11.5

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Background Information

Regardless of the phone status, the phone rings normally for incoming calls that are not calls to the line group(s) that are associated to the phone.

The phone provides a visual status of the log in state, so the user can determine by looking at the phone whether they are logged in to their line group(s) or not.

System administrators can configure phones to be automatically logged into hunt groups by using the Logged Into Hunt Group check box on the Phone Configuration window in CUCM Administration. By default, this check box is checked for all phones.

Log Out of Hunt Groups has the following limitations for phones that run Session Initiation Protocol (SIP):

- When phone models (7906, 7911, 7941, 7961, 7970, and 7971) are logged into hunt groups, and Call Forward All is activated, the call gets presented to the phone.
- When 7940 and 7960 phones are logged into hunt groups, and Call Forward All is activated, the phone is skipped and the next phone in the line group rings.
- 7940,7960 phones and third-party phones can be logged into/out of hunt groups by using the Phone Configuration window, but no softkey support exists.
- 7940, 7960 phones and third-party phones don't show "Logged out of hunt groups" on the status line.
- 7940, 7960 phones and third-party phones don't play the hunt group logoff notification tone regardless of whether the tone is configured.

Enhancements in Cisco Unified Communications Manager 11.5 onwards

From CUCM version 11.5 onwards, the CTI application has the ability to query and update the Hunt log in status.

New API's have been designed to get and set the value of hunt log in from TSP and JTAPI.

Methods **getHuntLogStatus()** and **setHuntLogStatus()** must be invoked by the application to set and verify the status.

Configuration

Step 1. Configure the Phone Button Template.

Log in to the Cisco Unified Administration page and navigate to Device -> Device Settings -> Phone Button Template.

Select the appropriate phone model and then copy the template to create your own one with any name. Once you are on the Phone Button Template Configuration page, select Hunt Group Logout on the dropdown menu of the button feature column and put a customer label accordingly.

Phone Button Template Configuration Related Links

Save Delete Copy Reset Apply Config Add New

Status

Status: Ready

Phone Button Template Information

Button Template Name * 7975 SCCP Hlog_softkey

Button Information

Button	Feature	Label
1	Line **	Line 1
2	Line	Line 2
3	Hunt Group Logout	Hunt Group Logout
4	Speed Dial	Speed Dial 2

Step 2. Select the Phone Button Template on phone device configuration page.

Navigate to Device -> Phone, access the IP phone and select the appropriate Phone Button Template.

Phone Type

Product Type: Cisco 7975
Device Protocol: SCCP

Real-time Device Status

Registration: Registered with Cisco Unified Communications Manager cucm11.adfs.ucce.com
IPv4 Address: [10.127.227.88](#)
Active Load ID: SCCP75.9-4-2SR1-1S
Download Status: Unknown

Device Information

Device is Active
 Device is trusted

MAC Address* 00083031ED49

Description Auto 1023

Device Pool* Default [View Details](#)

Common Device Configuration < None > [View Details](#)

Phone Button Template* 7975 SCCP Hlog_softkey

Softkey Template < None >

Step 3. Apply Configuration.

Press the Reset button for the changes to take effect.

Verification

You can verify the status from the IP Phone page by looking for the "Hunt Group" Label on the phone screen which comes by default.



Cisco IP Phone
7975

13:08 08/26/16

1023

1023

Hunt Group

Your current options

Redial New Call CFwdALL

