

Adding Supplementary Services to Cisco 7910 with Feature Keys

Document ID: 10919

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Introduction

This document explains how to configure feature keys such as Call Park, Call Pickup, and Transfer on the Cisco 7910 or other Cisco IP Phone.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco 7900 Series IP Phones
- Cisco CallManager 3.x

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.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Step-by-Step Procedure

In order to add feature keys to the Cisco 7910 (or other IP Phone) you need to create a custom template based upon the default phone template. In this case a Cisco 7910.

1. From Cisco CallManager Administration, select **Device > Phone Button Template**.

Note: Cisco CallManager 4.x, the navigation is **Device > Device Setting > Phone Button Template**.

System Route Plan Service Feature Device User Application Help

Cisco CallManager Administration
For Cisco IP Telephony Solutions



- Add a New Device
- CTI Route Point
- Cisco Voice Mail Port
- Cisco Voice Mail Port Wizard
- Device Profile
- Gatekeeper
- Gateway
- Phone
- Firmware Load Information
- Phone Button Template**

Cisco CallManager Administration

Details

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2. Choose **Default 7910** as the template from the drop-down menu and click **Copy**.

Phone Button Template Configuration

Phone Button Templates

<Add a New Phone Button Template>

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion Module
- Default 30 SP+
- Default 30 VIP
- Default 7910
- Default 7960

Phone Button Template: New

Status: Ready

Select a phone button template below and click Copy to create a new button template based on the selected button template's layout:

Create a phone button template based on

5 line 7960

Copy

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion Module
- Default 30 SP+
- Default 30 VIP
- Default 7910**
- Default 7960

3. Provide a name for the new template. In this case, **Example 7910**. Once you have created the new template, you can choose the feature keys that meet your requirements and click **Insert**.

Phone Button Template Configuration

Phone Button Templates

<Add a New Phone Button Template>

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion...
- Default 30 SP+
- Default 30 VIP
- Default 7910
- Default 7960

Phone Button Template: Copy of Default 7910 (not in use by any phones)

Status: Ready

Insert Cancel Changes

Button template for IP Phone 7910 (6 buttons)

Button Template Name: Example 7910

Fixed Button(s):	Line	Hold	Transfer	Settings
Button Arrangement:	1	2	3	
	4	5	6	

Button	Feature	Label
1	Message Waiting	Msg Waiting
2	Conference	Conference
3	Forward All	Forward All
4	Call Park	Call Park
5	Speed Dial	Speed Dial 2
6	Redial	Redial

4. In the Phone Configuration page, select the new template you just created from the Phone Button Template* drop-down menu. Click **Reset Phone** in order to have the phone use the new template.

Phone Configuration

[Add a new phone](#)
[Add/Update Speed Dials](#)
[Back to Find/List Phones](#)

Directory Numbers

Line 1 - 3506 (no Partition)

Phone: SEP000427E8C65C (3506)
Registration: Registered with Cisco CallManager 10.48.79.36
IP Address: **10.48.79.164**

Status: Ready

Copy Update Delete Reset Phone Cancel Changes

Phone Configuration (Model = Cisco 7910)

Device Information

MAC Address*: 000427E8C65C

Description: 3506

Device Pool*: Default (View details)

Calling Search Space: <None >

Media Resource Group List: <None >

User Hold Audio Source: <None >

Network Hold Audio Source: <None >

Location: <None >

Phone Button Template Information

Phone Button Template*: Default 7910 (View button list)

Firmware Load Information

Phone Load Name: Example 7910

Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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