Softkey Template Setup

This chapter provides details about softkey template configuration. The administrator can copy, update, or delete nonstandard softkey templates by using softkey template configuration.

About Softkey Template Setup

Softkey template configuration allows the administrator to manage softkeys that the Cisco Unified IP Phones (such as 7970) support. Cisco Unified Communications Manager supports two types of softkey templates: standard and nonstandard. Applications that support softkeys can have one or more standard softkey templates that are associated with them; for example, Cisco Unified Communications Manager has the Standard Feature and the Standard User softkey templates that are associated with it. You cannot modify standard softkey templates.

Find Softkey Template

Because you might have several softkey templates in your network, Cisco Unified Communications Manager Administration lets you locate specific softkey templates on the basis of specific criteria. Use the following procedure to locate softkey templates.

Note During your work in a browser session, Cisco Unified Communications Manager Administration retains your softkey template search preferences. If you navigate to other menu items and return to this menu item, Cisco Unified Communications Manager Administration retains your softkey template search preferences until you modify your search or close the browser.

Procedure

Step 1 Choose **Device** > **Device Settings** > **Softkey Template**.

The Find and List Softkey Templates window displays. Records from an active (prior) query may also display in the window.

Step 2 To find all records in the database, ensure the dialog box is empty.

To filter or search records

a) From the first drop-down list box, select a search parameter.
b) From the second drop-down list box, select a search pattern.
c) Specify the appropriate search text, if applicable.
d) From the third drop-down list box, select whether to search for standard, non-standard, or both types of softkey templates.

Note To add additional search criteria, click the + button. When you add criteria, the system searches for a record that matches all criteria that you specify. To remove criteria, click the – button to remove the last added criterion or click the Clear Filter button to remove all added search criteria.

Step 3 Click Find.

All matching records display. You can change the number of items that display on each page by choosing a different value from the Rows per Page drop-down list box.

Note You can delete multiple records from the database by checking the check boxes next to the appropriate record and clicking Delete Selected. You can delete all configurable records for this selection by clicking Select All and then clicking Delete Selected.

Step 4 From the list of records that display, click the link for the record that you want to view.

Note To reverse the sort order, click the up or down arrow, if available, in the list header.

The window displays the item that you choose.

Create Nonstandard Softkey Templates

Cisco Unified Communications Manager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required.

Procedure

Step 1 Choose **Device** > **Device Settings** > **Softkey Template**.

The Find and List Softkey Templates window displays.

Step 2 Click Add New.

The Softkey Template Configuration window displays.

Step 3 From the drop-down list box, select a softkey template and click Copy to create a new template.

The Softkey Template Configuration window redisplays and contains the fields in which to enter a unique softkey template name and description. The window displays the applications that are associated with the softkey template that you are copying.

Step 4 In the Softkey Template Name field, enter a unique name to identify the softkey template.

Step 5 Enter a description that describes use of the template.The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&), back-slash (\), or angle brackets (<>).

Step 6 To designate this softkey template as the standard softkey template, click the Default Softkey Template check box.

> **Note** If you designate a softkey template as the default softkey template, you will not be able to delete this softkey template unless you first remove the default designation.

Step 7 Click Save.

The softkey template gets copied, and the Softkey Template Configuration window redisplays.

Step 8 (Optional) If you want to, add additional application softkeys to the nonstandard softkey template.

Step 9 Configure the positions of the softkeys on the Cisco Unified IP Phone LCD screen.

Step 10 To save your configuration, click Save.

Add Application Softkeys to Nonstandard Softkey Templates

Cisco Unified Communications Manager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required. This procedure describes how to add application softkeys to a nonstandard softkey template that you created.

Procedure

Step 1 Find the softkey template.

Step 2 From the list of matching records, choose the softkey template to which you want to add application softkeys.

> **Note** You can modify only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration window displays.

Step 3 To add additional application softkeys to the nonstandard softkey template, click the Add Application button.

The Add Application window displays.

Step 4 Choose the standard softkey template that you want added to the nonstandard softkey template.

Step 5 Click Save and click Close.

The softkeys that are associated with the standard softkey template that you chose get added at the end of the nonstandard softkey template. Duplicate softkeys automatically get deleted. If the number of softkeys for a particular call state exceeds 16, the optional softkeys for that call state will be removed (from the end to the front). If after the optional softkeys are removed, the number of softkeys still exceeds 16, a message displays.

Step 6 To save your softkey set configuration, click Save.

Step 7 To make the updates of the softkey template take effect and synchronize the softkey template configuration with the phone, click Apply Config.

Set Up Softkey Positions in Nonstandard Softkey Templates

Cisco Unified Communications Manager includes standard softkey templates for call processing and applications. When creating custom, nonstandard softkey templates, copy the standard templates and make modifications as required. This procedure describes how to configure softkey positions for each call state in a nonstandard softkey template that you created.

Procedure

Step 1 Choose **Device** > **Device Settings** > **Softkey Template**.

The Find and List Softkey Templates window displays.

Step 2 Enter search criteria to search for specific templates, or leave the search fields blank to display all templates. Click **Find**.

Step 3 From the list of matching records, choose the softkey template in which you want to configure softkey positions.

Note You can modify only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration window displays.

Step 4 To configure the positions of the softkeys on the Cisco Unified IP Phone LCD screen, choose Configure Softkey Layout from the Related Links drop-down list box; then, click Go.

The Softkey Layout Configuration window displays. The Select a call state to configure drop-down list box lists each Cisco Unified Communications Manager call state for an IP phone.

Step 5 To configure the softkey positions for a call state, choose the call state from the Select a call state to configure drop-down list box.

The Softkey Layout Configuration window redisplays, and the Unselected Softkeys pane and Selected Softkeys pane display softkeys that are applicable to the call state that you chose.

Tip To create a relative place holder for a softkey, add the Undefined softkey. This allows the softkey that you added to occupy the same softkey position in all call states.

Step 6 To move softkeys from one list to the other, use the right and left arrows between the panes.

Step 7 To rearrange the positions of the Selected Softkeys, use the up and down arrows to the right of the Selected Softkeys pane.

Step 8   To save your softkey layout configuration, click Save.

Step 9   To return to the Softkey Template Configuration window, choose the Softkey Template Configuration link from the Related Links drop-down list box in the top, right-hand corner; then, click Go.

Step 10   To save your configuration, click Save.

Step 11   To make the updates of the softkey template take effect and synchronize the softkey template configuration with the phone, click Apply Config.

Softkey Template Modification

You can make changes to custom, nonstandard softkey templates that you created.

Rename Softkey Template

Use this procedure to rename a nonstandard softkey template that you created.

Procedure

Step 1   Find the softkey template.

Step 2   From the list of matching records, choose the softkey template that you want to rename.

> **Note**   You can rename only softkey templates that display a check box in the left column. All other softkey templates are standard, read-only templates.

The Softkey Template Configuration page displays.

Step 3   In the Softkey Template Name field, enter the new name.

Step 4   Click Save.

The Softkey Template Configuration window redisplays with the new softkey template name.

Delete Softkey Template

Use this procedure to delete a nonstandard softkey template that you created.

Before you begin

You cannot delete a nonstandard softkey template that is currently assigned to a device or device pool. To find out which devices and device pools are using the nonstandard softkey template, choose Dependency Records from the Related Links drop-down list box in the Softkey Configuration window and click Go. If the dependency records are not enabled for the system, the dependency records summary window displays a message. If you try to delete a nonstandard softkey template that is in use, Cisco Unified Communications Manager displays a message. Before deleting a nonstandard softkey template that is currently in use, you must perform either or both of the following tasks:

- Assign a different softkey template to any devices or device pools that are using the nonstandard softkey template that you want to delete.
- Delete the devices that are using the nonstandard softkey template that you want to delete.

Procedure

Step 1   Find the softkey template.

Step 2   From the list of matching records, choose the softkey template that you want to delete.

    Note   You can delete only softkey templates that display a check box in the left column. All other softkey templates represent standard, read-only templates.

    The Softkey Template Configuration window displays.

Step 3   Click Delete.

    Note   You can delete multiple softkey templates from the Find and List Softkey Templates window by checking the check boxes next to the appropriate softkey templates and clicking Delete Selected. You can delete all softkey templates in the window by clicking Select All and then clicking Delete Selected.

    A message verifies that you want to delete the template.

Step 4   Click OK.

    The Softkey Template Configuration window redisplays with the softkey template deleted.

Update Softkey Template

Use this procedure to update a nonstandard softkey template that you created. You can update the template name, description, application softkeys that are supported, and the softkey layout.

Procedure

Step 1   Find the softkey template.

Step 2   From the list of matching records, choose the softkey template that you want to update.

    Note   You can update only softkey templates that display a check box in the left column. All other softkey templates represent standard, read-only templates.

    The Softkey Template Configuration window displays.

Step 3   Update the settings that you want changed (such as adding an application softkey set or the softkey layout).

Step 4   Click Save.

    The Softkey Template Configuration window redisplays with the softkey template updated.

Step 5   To apply the updated softkey template and synchronize the softkey template configuration with affected devices, click Apply Config.

Synchronize Softkey Template Settings with Devices

To synchronize devices with a softkey template configuration that has undergone configuration changes, perform the following procedure, which applies any outstanding configuration settings in the least-intrusive manner possible. (For example, a reset/restart may not be required on some affected devices.)

Procedure

Step 1   Choose **Device** > **Device Settings** > **Softkey Template**.

The Find and List Softkey Templates window displays.

Step 2   Choose the search criteria to use.

Step 3   Click Find.

The window displays a list of softkey templates that match the search criteria.

Step 4   Click the softkey template to which you want to synchronize applicable devices. The Softkey Template Configuration window displays.

Step 5   Make any additional configuration changes.

Step 6   Click Save.

Step 7   Click Apply Config.

The Apply Configuration Information dialog displays.

Step 8   Click OK.

IP Phone Softkey Template Assignment

You can assign softkey templates to IP phones when the phones are configured. You can assign standard and nonstandard softkey templates. Two ways to assign a softkey template to a phone exist:

- 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.