Speed Dial and Abbreviated Dial

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Speed Dial and Abbreviated Dial Overview

Administrators can configure speed dial numbers for phones to provide speed dial buttons for users or to configure phones that do not have a specific user that is assigned to them. Users use the Cisco Unified Communications Self Care Portal to change the speed dial buttons on their phones. When configuring speed dial entries, some of the speed dial entries are assigned to the speed dial buttons on the IP phone; the remaining speed dial entries are used for abbreviated dialing. When a user starts dialing digits, the AbbrDial softkey displays, and the user can access any speed dial entry by entering the appropriate index (code) for abbreviated dialing.

The speed dial settings on the phone are associated with a physical button on a phone, whereas the abbreviated dial settings are not associated with a phone button.

Programming Speed Dials with Pauses

You can program commas in your speed dials to reach destinations that require a Forced Authorization Code (FAC), Client Matter Code (CMC), dialing pause, or additional digits (such as a user extension, meeting access number, or voice mail password). Within a speed dial, each comma (,) represents either:

- A delimiter that separates the destination call address from an FAC or CMC code
- A pause of 2 seconds prior to sending post-connect DTMF digits

For example, let's say that you want a speed dial that includes FAC and CMC codes, followed by IVR prompts where:

- The called number is 91886543.
- The FAC code is 8787.
- The CMC code is 5656.
- The IVR response is 987989#, which must be entered 4 seconds after the call connects.

In this case, you would program **91886543,8787,5656,,987989#** as the speed dial.

Speed Dial and Abbreviated Dial Configuration Task Flow

Procedure

	Command or Action	Purpose
Step 1	Generate a Phone Feature List	Generate a report to identify devices that support the Speed Dial and Abbreviated Dial feature.
Step 2	Configure Speed Dial and Abbreviated Dial, on page 2	Configure Speed Dial and Abbreviated Dial numbers.

Configure Speed Dial and Abbreviated Dial

You can configure a total of 199 speed dial and abbreviated dial settings. Configure speed dial settings for the physical buttons on the phone. Configure abbreviated dial settings for the speed dial numbers that you access with abbreviated dialing. You can configure speed dial entries and abbreviated dial indexes in the same window.

You can also configure post connect DTMF digits as well as FAC , CMC codes as part of the speed dial.

Follow these steps to configure speed dial and abbreviated dial.

Note Not all Cisco Unified IP Phones support abbreviated dialing. See the phone user guide for information.

Before you begin

Generate a Phone Feature List

Procedure

Step 1 From Cisco Unified CM Administration, choose **Device** > **Phone**. Enter your search criteria and click **Find**. Choose the phone for which you want to configure speed dial buttons.

Step 2 From the **Phone Configuration** window, choose **Add/Update Speed Dials** from the Related Links drop-down list at the top of the window and click **Go**.
The **Speed Dial and Abbreviated Dial Configuration** window appears for the phone.

Step 3 In the **Number** field, enter the number that you want the system to dial when the user presses the speed dial button or the abbreviated dial index for abbreviated dial. You can enter digits 0 through 9, *, #, and +, which is the international escape character. To include dialing pauses in the speed dial, you can enter comma (,) which can act as a delimiter before sending DTMF digits. Each comma you include represents an additional pause of 2 seconds. For example, two commas (,,) represent a pause of 4 seconds. Use of commas also allows you to separate FAC and CMC from the other digits in the speed dial string.

Note

Ensure that the following requirements are met when you include FAC and CMC in the speed dial string:

- FAC must always precede CMC in the speed dial string.
- A speed dial label is required for speed dials with FAC and DTMF digits.
- Only one comma is allowed between FAC and CMC digits in the string.

Step 4 In the **Label** field, Enter the text that you want to display for the speed dial button or abbreviated dial number.

Note
This field is not available for all the phones. To determine whether this field is available for your Cisco Unified IP Phone, see the user documentation for your phone model.

Step 5 (Optional) If you are configuring a pause in speed dial, you must add a label so that FAC, CMC, and DTMF digits are not displayed on the phone screen.