



# CHAPTER 74

## Softkey Template Configuration

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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.

The administrator can copy, update, or delete nonstandard softkey templates by using softkey template configuration.

The following sections provide details about softkey template configuration:

- [Finding a Softkey Template, page 74-1](#)
- [Creating Nonstandard Softkey Templates, page 74-2](#)
- [Adding Application Softkeys to Nonstandard Softkey Templates, page 74-3](#)
- [Configuring Softkey Positions in a Nonstandard Softkey Template, page 74-4](#)
- [Modifying Softkey Templates, page 74-5](#)
- [Assigning Softkey Templates to IP Phones, page 74-8](#)

## Finding a 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; go to [Step 3](#).

To filter or search records

- From the first drop-down list box, select a search parameter.
- From the second drop-down list box, select a search pattern.
- Specify the appropriate search text, if applicable.
- 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.

#### Additional Information

See the [“Related Topics”](#) section on page 74-9.

## Creating 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 redisplay 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 redisplay.
- Step 8** If you want to add additional application softkeys to the nonstandard softkey template, see the [“Adding Application Softkeys to Nonstandard Softkey Templates”](#) section on page 74-3.
- Step 9** To configure the positions of the softkeys on the Cisco Unified IP Phone LCD screen, see the [“Configuring Softkey Positions in a Nonstandard Softkey Template”](#) section on page 74-4.
- Step 10** To save your configuration, click **Save**.

#### Additional Information

See the [“Related Topics”](#) section on page 74-9.

## Adding 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 by using the procedure in the [“Finding a Softkey Template”](#) section on page 74-1.
- 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 on the phone, click **Apply Config**. For more information about the Apply Config button, see the “[Synchronizing a Softkey Template Configuration With Affected Devices](#)” section on page 74-8.

#### Additional Information

See the “[Related Topics](#)” section on page 74-9.

## Configuring Softkey Positions in a Nonstandard Softkey Template

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** Find the softkey template by using the procedure in the “[Finding a Softkey Template](#)” section on page 74-1.

**Step 2** 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 3** 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 4** 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 redisplay, 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.

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- Step 5** To move softkeys from one list to the other, use the right and left arrows between the panes.
- Step 6** To rearrange the positions of the Selected Softkeys, use the up and down arrows to the right of the Selected Softkeys pane.
- Step 7** To save your softkey layout configuration, click **Save**.
- Step 8** 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 9** To save your configuration, click **Save**.
- Step 10** To make the updates of the softkey template take effect on the phone, click **Apply Config**. For more information about the Apply Config button, see the [“Synchronizing a Softkey Template Configuration With Affected Devices”](#) section on page 74-8.
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#### Additional Information

See the [“Related Topics”](#) section on page 74-9.

## Modifying Softkey Templates

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

- [Renaming a Softkey Template, page 74-6](#)
- [Deleting a Softkey Template, page 74-6](#)
- [Updating a Softkey Template, page 74-7](#)
- [Synchronizing a Softkey Template Configuration With Affected Devices, page 74-8](#)

#### Additional Information

See the [“Related Topics”](#) section on page 74-9.

## Renaming a Softkey Template

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

### Procedure

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- Step 1** Find the softkey template by using the procedure in the [“Finding a Softkey Template”](#) section on page 74-1.
- 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.

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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 redisplay with the new softkey template name.

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### Additional Information

See the [“Related Topics”](#) section on page 74-9.

## Deleting a 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. For more information about dependency records, see the [“Accessing Dependency Records”](#) section on page A-2. 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. See the [“Assigning Softkey Templates to IP Phones”](#) section on page 74-8.
- Delete the devices that are using the nonstandard softkey template that you want to delete. See the [“Tips About Deleting Phones”](#) section on page 67-4.

### Procedure

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- Step 1** Find the softkey template by using the procedure in the [“Finding a Softkey Template”](#) section on page 74-1.

**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 redisplay with the softkey template deleted.

#### Additional Information

See the [“Related Topics” section on page 74-9](#).

## Updating a 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 by using the procedure in the [“Finding a Softkey Template” section on page 74-1](#).

**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). See the [“Adding Application Softkeys to Nonstandard Softkey Templates” section on page 74-3](#) and the [“Configuring Softkey Positions in a Nonstandard Softkey Template” section on page 74-4](#).

- Step 4** Click **Save**.
- The Softkey Template Configuration window redisplay with the softkey template updated.
- Step 5** To apply the updated softkey template to affected devices, click **Apply Config**. For more information about the Apply Config button, see the “[Synchronizing a Softkey Template Configuration With Affected Devices](#)” section on page 74-8.
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**Additional Information**

See the “[Related Topics](#)” section on page 74-9.

## Synchronizing a Softkey Template Configuration With Affected 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**

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- 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**.
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**Additional Information**

See the “[Related Topics](#)” section on page 74-9.

## Assigning Softkey Templates to IP Phones

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.

For more information about configuring a common device configuration and phones, see the [“Common Device Configuration Settings”](#) section on page 77-1 and the [“Configuring Cisco Unified IP Phones”](#) section on page 67-31.

## Related Topics

- [Finding a Softkey Template, page 74-1](#)
- [Creating Nonstandard Softkey Templates, page 74-2](#)
- [Modifying Softkey Templates, page 74-5](#)
- [Renaming a Softkey Template, page 74-6](#)
- [Deleting a Softkey Template, page 74-6](#)
- [Synchronizing a Softkey Template Configuration With Affected Devices, page 74-8](#)
- [Assigning Softkey Templates to IP Phones, page 74-8](#)
- [Softkey Templates, \*Cisco Unified Communications Manager System Guide\*](#)

