



Phone Button Template Configuration

Cisco Unified CallManager includes several default phone button templates. When adding phones, you can assign one of these templates to the phones or create a new template.

Creating and using templates provides a fast way to assign a common button configuration to a large number of phones. For example, if users in your company do not use the conference feature, you can create a template that reassigns this button to a different feature, such as speed dial.

Make sure that all phones have at least one line assigned. Normally, this is button 1. You can assign additional lines to a phone, depending on the Cisco IP Phone model. Phones also generally have several features, such as speed dial and call forward, that are assigned to the remaining buttons.

Finding a Phone Button Template

Because you may have several phone button templates in your network, Cisco Unified CallManager Administration lets you locate specific phone button templates on the basis of specific criteria. Use the following procedure to locate phone button templates.



Note

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

Procedure

Step 1 Choose **Device > Device Settings > Phone Button Template**.

The Find and List Phone Button Templates window displays. Use the three drop-down list boxes to search for a phone button template.

Step 2 From the Find Phone Button Template where Phone Button Template drop-down list box, choose one of the following criteria:

- begins with
- contains

- ends with
- is exactly
- is empty
- is not empty

From the and where Phone Button Template is drop-down list box, choose one of the following criteria:

- Both
- Standard
- Non-Standard

Step 3 Specify the appropriate search text, if applicable, and click **Find**. You can also specify how many items per page to display.



Tip

To find all phone button templates that are registered in the database, click **Find** without entering any search text.

A list of discovered phone button templates displays by the phone button template Name.

Step 4 From the list of records, click the phone button template name that matches your search criteria. The window displays the phone button template that you choose.

Additional Topics

See the [“Related Topics” section on page 76-6](#).

Configuring Phone Button Templates

Cisco Unified CallManager includes default templates for each Cisco Unified IP Phone model. When adding phones, you can assign one of these templates to the phone or create a template of your own.

You can make changes to the custom, nonstandard templates that you created, and you can change the label of the custom phone button template. You cannot change the function of the buttons in the default templates.

You can update a custom, nonstandard phone button template to add or remove features, add or remove lines and speed dials, or assign features, lines, and speed dials to different buttons on the phone. You can change the button labels in the default phone button templates, but you cannot change the function of the buttons in the default templates. If you update a phone template, be sure to inform affected users of the changes.

Use the following procedures to add, rename, update custom, nonstandard templates, or to add, remove features, lines or speed dials.

If you create a template for a phone (Cisco Unified IP Phone model 7960), you can change the default template for that phone during auto-registration. See the [“Updating Device Defaults” section on page 72-1](#).

Before You Begin

If you are creating a custom, nonstandard phone button template, refer to the guidelines for creating new phone button templates. See the [“Guidelines for Customizing Phone Button Templates”](#) section in the *Cisco Unified CallManager System Guide*.

Procedure

Step 1 Choose **Device > Device Settings > Phone Button Template**.

The Find and List Phone Button Templates window displays.

Step 2 Perform one of the followings tasks:

- To rename an existing phone button template, locate the appropriate phone button template as described in [“Finding a Phone Button Template”](#) section on page 76-1. The Phone Button Template Configuration page displays. In the Button Template Name field, enter the new name. Click **Save**. The template redisplay with the new name.



Note Renaming a template does not affect the phones that use that template. All Cisco IP Phones that use this template continue to use this template after it is renamed. You can rename only phone button templates that display a check box in the left column. All other phone button templates serve as standard, read-only templates.

- To add a new phone button template, click the **Add New** button. The Phone Button Template Configuration window displays. Continue with [Step 3](#).
- To update an existing phone button template, locate the appropriate phone as described in [“Finding a Phone Button Template”](#) section on page 76-1. From the list of matching records, choose the phone button template that you want to update. The Phone Button Template Configuration window displays. Continue with [Step 4](#).



Note When you update a template, the change affects all phones that use the template. You can update only phone button templates that display a check box in the left column. All other phone button templates serve as standard, read-only templates. After updating the template, you must restart devices that are using the template by clicking **Restart Devices**

Step 3 From the Phone Button Template drop-down list box, choose a template and click **Copy** to create a new template.

The new template exactly duplicates the existing template. You must assign a new name for the new template. Update this new template if you want it to differ from the original.

Step 4 Update the appropriate settings as described in [Table 76-1](#).

Step 5 Click **Save**.

Additional Topics

See the [“Related Topics”](#) section on page 76-6.

Configuring a Cisco IP Phone 7914 Expansion Module Phone Button Template

You can create a phone button template for the Cisco IP Phone 7914 Expansion Module by using the Standard Cisco IP Phone model 7960 phone button template as described in the following procedure.

Procedure

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- Step 1** Find the phone button template by using the procedure in the [“Finding a Phone Button Template” section on page 76-1](#).
 - Step 2** From the list of matching records, locate the Standard 7960 (for SCCP or SIP) phone button template and click the **Copy** icon.
 - Step 3** For Button Template Name, enter a unique name for the phone button template (for example, 7914 Expansion Module).
 - Step 4** Click **Save**.
 - Step 5** Update the appropriate settings for Feature and Label as described in [Table 76-1](#) (the button template name that you just created will already display).
 - Step 6** Click **Save**.
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Additional Topics

See the [“Related Topics” section on page 76-6](#).

Phone Button Template Configuration Settings

[Table 76-1](#) describes the phone button template configuration settings.

Table 76-1 Phone Button Template Configuration Settings

Field	Description
Phone Button Template Information	
Button Template Name	Enter a unique name that Cisco Unified CallManager uses to identify the template.
Button Information	
Feature	Choose the function of the phone button that you want to specify in the template. Available functions include Speed Dial, Line, None, Privacy, and Service URL. Note You cannot change the function of buttons in default phone button templates.
Label	Enter a description of the button.

Additional Topics

See the [“Related Topics” section on page 76-6](#).

Deleting a Phone Button Template

Use this procedure to delete a phone button template.

Before You Begin

You can delete phone templates that are not currently assigned to any phone in your system. You cannot delete a template that is assigned to one or more devices or device profiles or the default template for a model (which is specified in the Device Defaults Configuration window).

To find out which devices are using the phone button template, choose **Dependency Records** link from the Related Links drop-down list box in the Phone Button Template 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 phone button template that is in use, Cisco Unified CallManager displays a message. Before deleting a phone button template that is currently in use, you must perform either or both of the following tasks:

- Assign a different phone button template to any devices that are using the phone button template that you want to delete. See the [“Deleting a Phone” section on page 70-5](#).
- Delete the devices that are using the phone button template that you want to delete. See the [“Deleting a Phone” section on page 70-5](#).

Procedure

Step 1 Find the phone button template by using the procedure in the [“Finding a Phone Button Template” section on page 76-1](#).

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



Note You can delete only phone button templates that display a check box in the left column. All other phone button templates serve as standard, read-only templates.

The Phone Button Template Configuration window displays.

Step 3 Click **Delete**.



Note You can delete multiple nonstandard phone button templates from the Find and List Phone Button Templates window by checking the check boxes next to the appropriate phone button templates and clicking **Delete Selected**. You can delete all phone button templates in the window by clicking **Select All** and **Delete Selected**. You can delete only phone button templates that display a check box in the left column. All other phone button templates serve as standard, read-only templates.

A message verifies that you want to delete the template.

Step 4 To delete the template, click **OK**.

A message verifies that the template was deleted.

Step 5 To continue, click **OK**.

Additional Topics

See the “Related Topics” section on page 76-6.

Related Topics

- [Updating Device Defaults](#), page 72-1
- [Finding a Phone Button Template](#), page 76-1
- [Configuring Phone Button Templates](#), page 76-2
- [Configuring a Cisco IP Phone 7914 Expansion Module Phone Button Template](#), page 76-4
- [Phone Button Template Configuration Settings](#), page 76-4
- [Deleting a Phone Button Template](#), page 76-5
- [Cisco Unified IP Phones](#), *Cisco Unified CallManager System Guide*
- [Guidelines for Customizing Phone Button Templates](#), *Cisco Unified CallManager System Guide*
- [Phone Button Templates](#), *Cisco Unified CallManager System Guide*
- [Cisco Unified IP Phone Configuration](#), page 70-1
- [Phone Configuration Checklist](#), *Cisco Unified CallManager System Guide*