Customizing Soft Keys

Last Updated: July 13, 2012

This chapter describes the soft-key features in Cisco Unified Communications Manager Express (Cisco Unified CME).

Finding Feature Information in This Module

Your Cisco Unified CME version may not support all of the features documented in this module. For a list of the versions in which each feature is supported, see the "Feature Information for Soft Keys" section on page 1372.

Contents

Information About Soft Keys

To customize soft keys on IP phones, you should understand the following concepts:

Soft Keys on IP Phones

You can customize the display and order of soft keys that appear during various call states on individual IP phones. Soft keys that are appropriate in each call state are displayed by default. Using phone templates, you can delete soft keys that would normally appear or change the order in which the soft keys appear. For example, you might want to display the CFwdAll and Confrn soft keys on a manager's phone and remove these soft keys from a receptionist's phone.

You can modify soft keys for the following call states:

- Alerting—When the remote point is being notified of an incoming call and the status of the remote point is being relayed to the caller as either ringback or busy.
- Connected—When the connection to a remote point is established.
- Hold—When a connected party is still connected but there is temporarily no voice connection.
- Idle—Before a call is made and after a call is completed.
- Seized—When a caller is attempting a call but has not yet been connected.
- Remote-in-Use—When another phone is connected to a call on an octo-line directory number shared by this phone (Cisco Unified CME 4.3 or a later version).
- Ringing—After a call is received and before the call is connected (Cisco Unified CME 4.2 or a later version).

Not all soft keys are available in all call states. Use the CLI help to see the available soft keys for each call state. The soft keys are as follows:

- Acct—Short for “account code.” Provides access to configured accounts.
- Answer—Picks up incoming call.
- Barge—Allows a user to join (barge) a call on a SIP shared line (Cisco Unified CME 7.1 or a later version).
- Callback—Requests callback notification when a busy called line becomes free.
- CBarge—Barges (joins) a call on a shared octo-line directory number (Cisco Unified CME 4.3 or a later version).
- CFwdALL—Short for “call forward all.” Forwards all calls.
- ConfList—Lists all parties in a conference (Cisco Unified CME 4.1 or a later version).
- Confrn—Short for “conference.” Connects callers to a conference call.
- DND—Short for “do not disturb.” Enables the do-not-disturb features.
- EndCall—Ends the current call.
- GPickUp—Short for “group call pickup.” Selectively picks up calls coming into a phone number that is a member of a pickup group.
- Flash—Short for “hookflash.” Provides hookflash functionality for public switched telephone network (PSTN) services on calls connected to the PSTN via a foreign exchange office (FXO) port.
- HLog—Places the phone of an ephone-hunt group agent into the not-ready status or, if the phone is in the not-ready status, places the phone into the ready status.
- Hold—Places an active call on hold and resumes the call.
- iDivert—Immediately diverts a call to a voice messaging system (Cisco Unified CME 8.5 or a later version)
- Join—Joins an established call to a conference (Cisco Unified CME 4.1 or a later version).

- LiveRcd—Starts the recording of a call (Cisco Unified CME 4.3 or a later version).
- Login—Provides personal identification number (PIN) access to restricted phone features.
- MeetMe—Initiates a meet-me conference (Cisco Unified CME 4.1 or a later version).
- Mobility—Forwards a call to the PSTN number defined by the Single Number Reach (SNR) feature (Cisco Unified CME 7.1 or a later version).
- NewCall—Opens a line on a speakerphone to place a new call.
- Park—Places an active call on hold so it can be retrieved from another phone in the system.
- PickUp—Selectively picks up calls coming into another extension.
- Redial—Redials the last number dialed.
- Resume—Connects to the call on hold.
- RmLstC—Removes the last party added to a conference. This soft key only works for the conference creator (Cisco Unified CME 4.1 or a later version).
- Select—Selects a call or a conference on which to take action (Cisco Unified CME 4.1 or a later version).
- Trnsfer—Short for "call transfer." Transfers an active call to another extension.
- TrnsfVM—Transfers a call to a voice-mail extension number (Cisco Unified CME 4.3 or a later version).

You change the soft-key order by defining a phone template and applying the template to one or more phones. You can create up to 20 phone templates for SCCP phones and 10 templates for SIP phones. Only one template can be applied to a phone. If you apply a second phone template to a phone that already has a template applied to it, the second template overwrites the first phone template information. The new information takes effect only after you generate a new configuration file and restart the phone; otherwise, the previously configured template remains in effect.

In Cisco Unified CME 4.1, customizing the soft key display for IP phones running SIP is supported only for the Cisco Unified IP Phones 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE.

For configuration information, see the "How to Customize Soft Keys" section on page 1347.

Account Code Entry

The Cisco Unified IP Phones 7940 and 7940G and the Cisco Unified IP Phones 7960 and 7960G allow phone users to enter account codes during call setup or when connected to an active call using the **Acct** soft key. Account codes are inserted into call detail records (CDRs) on the Cisco Unified CME router for later interpretation by billing software.

An account code is visible in the output of the **show call active** command and the **show call history** command for telephony call legs and is supported by the CISCO-VOICE-DIAL-CONTROL-MIB. The account code also appears in the "account-code" RADIUS vendor-specific attribute (VSA) for voice authentication, authorization, and accounting (AAA).

To enter an account code during call setup or when in a connected state, press the **Acct** soft key, enter the account code using the phone keypad, then press the **#** key to notify Cisco Unified CME that the last digit of the code has been entered. The account code digits are processed upon receipt of the # and appear in the show output after processing.

No configuration is required for this feature.

Note If the # key is not pressed, each account code digit is processed only after a timer expires. The timer is 30 seconds for the first digit entered, then *n* seconds for each subsequent digit, where *n* equals the number of seconds configured with the **timeouts interdigit (telephony-service)** command. The default value for the interdigit timeout is 10 seconds. The account code digits do not appear in the **show** command output until after being processed.

Hookflash Soft Key

The Flash soft key provides hookflash functionality for calls made on IP phones that use FXO lines attached to the Cisco Unified CME system. Certain PSTN services, such as three-way calling and call waiting, require hookflash intervention from a phone user.

When a Flash soft key is enabled on an IP phone, it can provide hookflash functionality during all calls except for local IP-phone-to-IP-phone calls. Hookflash-controlled services can be activated only if they are supported by the PSTN connection that is involved in the call. The availability of the Flash soft key does not guarantee that hookflash-based services are accessible to the phone user.

For configuration information, see the "Enabling Flash Soft Key" section on page 1354.

Feature Blocking

In Cisco Unified CME 4.0 and later versions, individual soft-key features can be blocked on one or more phones. You specify the features that you want blocked by adding the **features blocked** command to an ephone template. The template is then applied under ephone configuration mode to one or more ephones.

If a feature is blocked using the **features blocked** command, the soft key is not removed but it does not function. For configuration information, see the "Configuring Feature Blocking" section on page 1356.

To remove a soft-key display, use the appropriate **no softkeys** command. See the "SCCP: Modifying Soft-Key Display" section on page 1347.

Feature Policy Soft Key Control

Cisco Unified CME 8.5 allows you to control the display of soft keys on the Cisco Unified SIP IP Phones 8961, 9951, and 9971 using the Feature Policy template. The Feature Policy template allows you to enable and disable a list of feature soft keys on Cisco Unified SIP IP Phones 8961, 9951, and 9971. Table 79 lists the controllable feature soft keys with specific feature IDs and their default state on Cisco Unified SIP IP Phones 8961, 9951, and 9971.

Table 79 Feature IDs and Default State of the Controllable Features

Feature ID	Feature Name	Description	Default State on CME
1	ForwardAll	Forward all calls	Enabled
2	Park	Parks a call	Enabled
3	iDivert	Divert to Voicemail	Enabled
4	ConfList	Conference List	Disabled
5	SpeedDial	Abbreviated Dial	Disabled
6	Callback	Call back	Disabled
7	Redial	Redial a call	Enabled
8	Barge	Barge into a call	Enabled

Cisco Unified CME uses the existing **softkey** command under voice register template configuration mode to control the controllable feature soft keys on phones. Cisco Unified CME generates a **featurePolicy<x>.xml** file for each **voice register template <x>** configured. The list of controllable soft key configurations are specified in the **featurePolicy<x>.xml** file. Phones need to reboot or reset to download the Feature Policy template file. For Cisco IP phones that do not have a Feature Policy template assigned to them, you can use the default Feature Policy template file (featurePolicyDefault.xml file).

Immediate Divert for SIP IP Phones

The immediate divert (iDivert) feature allows you to immediately divert a call to a voice messaging system. You can divert a call by pressing the iDivert soft key on Cisco Unified SIP IP phones with voice messaging systems (Cisco Unity Express or Cisco Unity), such as 7940, 7040G, 7960 G, 7945, 7965, 7975, 8961, 9951, and 9971. When the call is diverted, the line becomes available to place or receive new calls.

The call that is diverted using the iDivert feature can be in ringing, active, or hold state. When the call diversion is successful, the caller receives greetings from the voice messaging system.

Callers can only divert the calls to their own voice mailbox. But calls on the receiver side can be diverted either to the voice mailbox of the caller who invoked the iDivert feature (last redirected party) or to the voice mailbox of the original called party.

The iDivert soft key is added to the phones when they register with Cisco Unified CME using soft keyxxxx.xml file. Cisco Unified CME generates the soft keyxxxx.xml file when the **create profile** command is executed in voice register global configuration mode. You can disable or change the position of the iDivert soft key on the phone's display using the **softkey** command. For more information, see the "SIP: Configuring Immediate Divert (iDivert) Soft Key" section on page 1358.

Programmable Line Keys (PLK)

The Programmable Line Key (PLK) feature allows you to program feature buttons or services URL buttons on line key buttons. You can configure line keys with line buttons, speed dials, BLF speed dials, feature buttons, and URL buttons.

Note When button layout is not specified, buttons are assigned to the phone lines in the following order: line, speed-dial, blf-speed-dial, feature, and services URL buttons.

You can program a line key to function as a services URL button on your Cisco Unified phone using the **url-button** command (see the "SCCP: Configuring Service URL Button on a Line Key" section on page 1360 and "SIP: Configuring Service URL Button on a Line Key" section on page 1362). Similarly, you can program a line key on your Cisco IP phone to function as a feature button using the **feature-button** command (see the "SCCP: Configuring Feature Buttons on a Line Key" section on page 1363 and "SIP: Configuring Feature Buttons on a Line Key" section on page 1366 for more information).

You can also program line keys to function as feature buttons using the user-profile in phones that have Extension Mobility (EM) enabled on them. For configuring line keys to function as feature buttons on EM phones, see the Cisco Unified IP Phone documentation for Cisco Unified CME.

Table 80 lists the soft keys supported as PLKs on various Cisco Unified IP Phone models.

Table 80 PLK Feature Availability on Different Phone Models

Soft Keys Supported as Programmable Line Keys (PLK)	7914, 7915, 7916 SCCP Phones	7931 Phone	6900 Series SCCP Phones	7942, 7962, 7965, 7975 SIP Phones	8961, 9951, and 9971 SIP Phones
Acct	Supported	Supported	Supported	Not Supported	Not Supported
Call Back	Supported	Supported	Supported	Not Supported	Not Supported
Conference	Supported	Supported	Not Supported [1]	Supported	Not Supported
Conference List	Supported	Supported	Supported	Not Supported	Not Supported
Customized URL	Supported	Supported	Supported	Supported	Not Supported
Do Not Disturb	Supported	Supported	Supported	Supported	Supported
End Call	Supported	Supported	Supported	Supported	Not Supported
Extension Mobility	Supported	Supported	Supported	Not Supported	Not Supported
Forward All	Supported	Supported	Supported	Supported	Not Supported
GPickUp	Supported	Supported	Supported	Supported	Supported

Table 80 PLK Feature Availability on Different Phone Models (continued)

Soft Keys Supported as Programmable Line Keys (PLK)	7914, 7915, 7916 SCCP Phones	7931 Phone	6900 Series SCCP Phones	7942, 7962, 7965, 7975 SIP Phones	8961, 9951, and 9971 SIP Phones
Hold	Supported	Not Supported [1]	Not Supported [1]	Supported	Not Supported
Hook Flash	Supported	Supported	Supported	Not Supported	Not Supported
Hunt Group	Supported	Supported	Supported	Not Supported	Not Supported
Live Record	Supported	Supported	Supported	Not Supported	Not Supported
Login	Supported	Supported	Supported	Not Supported	Not Supported
Meet Me	Supported	Supported	Supported	Not Supported	Not Supported
Mobility	Supported	Supported	Supported	Not Supported	Not Supported
MyPhoneApps	Supported	Supported	Supported	Not Supported	Not Supported
New Call	Supported	Supported	Supported	Supported	Not Supported
Night Service	Supported	Supported	Supported	Not Supported	Not Supported
Park	Supported	Supported	Supported	Supported	Supported
Personal Speed Dial	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported
PickUp	Supported	Supported	Supported	Supported	Supported
Privacy	Supported	Supported	Supported	Supported	Supported
Redial	Supported	Not Supported [1]	Supported	Supported	Supported
Remove Last Participant	Supported	Supported	Supported	Not Supported	Not Supported
Reset Phone	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported
Services URL	Not Supported [1]	Not Supported [2]	Not Supported [3]	Not Supported	Not Supported
Speed Dial Buttons	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported
Single Number Reach	Supported	Supported	Supported	Not Supported	Not Supported

Table 80 PLK Feature Availability on Different Phone Models (continued)

Soft Keys Supported as Programmable Line Keys (PLK)	7914, 7915, 7916 SCCP Phones	7931 Phone	6900 Series SCCP Phones	7942, 7962, 7965, 7975 SIP Phones	8961, 9951, and 9971 SIP Phones
Transfer	Supported	Not Supported [1]	Not Supported [1]	Supported	Not Supported
Transfer to VM	Supported	Supported	Supported	Not Supported	Not Supported

1. This feature is available through a hard button.
2. This feature is available through the application button.
3. This feature is available through the Set button.

Table 81 lists the PLK features available on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8.

Table 81 PLK Feature Availability on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8

Soft keys Supported as Programmable Line Keys	Cisco Unified 6945, 8941, and 8945 SCCP IP Phones
Acct	Supported
Call Back	Supported
Cancel Call Waiting	Supported
Conference List	Supported
Customized URL	Supported
Do Not Disturb	Supported
End Call	Supported
Extension Mobility	Supported
Forward All	Supported
Group Pickup	Supported
Hook Flash	Supported
Hunt Group Login (HLog)	Supported
Live Record	Supported
Login	Supported
Meet Me	Supported
Mobility	Supported
My Phone Apps	Supported
New Call	Supported
Night Service	Supported
Park	Supported
Personal Speed Dial	Not Supported

Table 81 PLK Feature Availability on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8 (continued)

Soft keys Supported as Programmable Line Keys	Cisco Unified 6945, 8941, and 8945 SCCP IP Phones
Pickup	Supported
Privacy	Supported
Redial	Supported
Remove Last Participant	Supported
Reset Phone	Not Supported
Services URL	Not Supported
Speed Dial Buttons	Supported
Single Number Reach	Supported
Transfer to VM	Supported

Table 82 lists the PLK features available on the Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones in Cisco Unified CME 9.0.

Table 82 PLK Feature Availability on the Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones in Cisco Unified CME 9.0

Soft keys Supported as Programmable Line Keys	Cisco Unified 6911 SIP IP Phones	Cisco Unified 6921, 6941, 6945, and 6961 SIP IP Phones	Cisco Unified 8941 and 8945 SIP IP Phone
Acct	Not Supported	Not Supported	Not Supported
Call Back	Not Supported	Not Supported	Not Supported
Conference	Not Supported	Not Applicable[1]	Not Applicable[1]
Conference List	Not Supported	Supported	Supported
Customized URL	Not Supported	Supported	Not Supported
Do Not Disturb	Not Supported	Supported	Supported
End Call	Not Supported	Supported	Supported
Extension Mobility	Not Supported	Supported	Supported
Forward All	Supported	Supported	Supported
Group Pickup	Supported	Supported	Supported
Hold	Supported	Supported	Supported
Hook Flash	Not Supported	Not Supported	Not Supported
Hunt Group	Not Supported	Not Supported	Not Supported
Live Record	Not Supported	Not Supported	Not Supported
Login	Not Supported	Not Supported	Not Supported
Meet Me	Supported	Supported	Supported
Mobility	Not Supported	Supported	Supported
My Phone Apps	Not Supported	Supported	Supported

Table 82 PLK Feature Availability on the Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones in Cisco Unified CME 9.0 (continued)

Soft keys Supported as Programmable Line Keys	Cisco Unified 6911 SIP IP Phones	Cisco Unified 6921, 6941, 6945, and 6961 SIP IP Phones	Cisco Unified 8941 and 8945 SIP IP Phone
New Call	Not Supported	Supported	Supported
Night Service	Not Supported	Not Supported	Not Supported
Park	Not Supported	Supported	Supported
Personal Speed Dial	Not Supported	Not Supported	Not Supported
Pickup	Supported	Supported	Supported
Privacy	Supported	Supported	Supported
Redial	Supported	Supported	Supported
Remove Last Participant	Not Supported	Not Supported	Not Supported
Reset Phone	Not Supported	Not Supported	Not Supported
Services URL	Not Supported	Not Supported	Not Supported
Single Number Reach	Not Supported	Supported	Not Supported
Speed Dial	Supported	Supported	Supported
Transfer	Not Supported	Not Applicable[2]	Not Applicable[2]
Transfer to VM	Not Supported	Not Supported	Not Supported

1. These phones are equipped with “conference” hard keys.
2. These phones are equipped with “transfer” hard keys.

Cisco Unified IP Phones 7902, 7905, 7906, 7910, 7911, 7912, 7935, 7936, 7937, 7940, 7960, and 7985 do not support the PLK feature. The services URL button is not supported on the following Cisco Unified IP phones: 7920, 7921, 7925 (supports DnD and Privacy only), 3911, and 3951.

Table 83 lists the feature buttons and their corresponding LED behavior. Only features with radio icons will indicate their state via LED.

Table 83 LED Behavior

Feature	Label/Tagged ID	Label/Extended Tagged ID	Icon	LED Behavior
Redial	Redial/SkRedialTag 0x01	—	Default	—
Hold	Hold/SkHoldTag 0x03	—	Hold	—
Transfer	Transfer/SkTrnsferTag 0x04	—	Transfer	—
Forward All		Forward All/0x2D	Default	—
MeetMe	MeetMe/SkMeetMeConfrn Tag 0x10	—	Default	—
Conference	Conference/SkConfrnTag 0x34	—	Conference	—

Table 83 LED Behavior (continued)

Feature	Label/Tagged ID	Label/Extended Tagged ID	Icon	LED Behavior
Park	Park/SkParkTag 0x0E	—	Default	—
PickUp	PickUp/SkCallPickUpTag 0x11	—	Default	—
GPickUp	—	Group PickUp/0x2F	Default	—
Mobility	—	Mobility/0x2B	Mobility	—
Do Not Disturb	—	Do Not Disturb/0x0f	Radio Button	On—active Off—inactive
Conference List	—	Conference List/0x34	Default	—
Remove Last Participant	—	Remove Last Participant/0x30	Default	—
CallBack	CallBack/SkCallBackTag 0x41	—	Default	—
New Call	NewCall/SkNewCallTag 0x02	—	Default	—
End Call	—	End Call/0x33	Default	—
Cancel Call Waiting	CW Off	—	Default	—
HLog	—	Hunt Group/0x36	Default	On—hlog in Off—hlog out Blink—call in queue at Hlogout state
Privacy	Private/ SkPrivacy 0x36	—	Radio Button	On—active Off—inactive
Acct	Acct/ TAGS_ACCT_ 40 TAGS_Acct[]	—	Default	—
Flash	Flash/ TAGS_FLASH_ 41 TAGS_Flash[]	—	Default	—
Login	Login/ TAGS_LOGIN_ 42 TAGS_Login[]	—	Default	—

Table 83 LED Behavior (continued)

Feature	Label/Tagged ID	Label/Extended Tagged ID	Icon	LED Behavior
TrnsfVM	TrnsfVM/SkTrnsfVMTag 0x3e	—	Default	—
LiveRcd	LiveRcd	—	Default	—
Night Service	Night Service/ TAGS_Night_Service[]	—	Radio Button	On—active Off—inactive
Myphoneapp URL service	My Phone Apps	—	URL service	—
EM URL service	Extension Mobility	—	URL service	—
SN URL service	Single Number Reach	—	URL service	—
Customized URL	The configured name	—	URL service	—

How to Customize Soft Keys

This section contains the following tasks:

SCCP: Modifying Soft-Key Display

To modify the display of soft keys, perform the following steps.

Prerequisites

- Cisco CME 3.2 or a later version.
- Cisco Unified CME 4.2 or a later version to enable soft keys during the ringing call state.
- Cisco Unified CME 4.3 or a later version to enable soft keys during the remote-in-use state.
- The HLog soft key must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see the "SCCP: Configuring Ephone-Hunt Groups" section on page 886.
- The Flash soft key must be enabled with the **fxo hook-flash** command before it will be displayed. For configuration information, see the "Enabling Flash Soft Key" section on page 1354.

Restrictions

- Enable the ConfList and MeetMe soft keys only if you have hardware conferencing configured. For information, see the "Meet-Me Conferencing in Cisco Unified CME 4.1 and Later versions" section on page 952.
- The third soft-key button on the Cisco Unified IP Phone 7905G and Cisco Unified IP Phone 7912G is reserved for the Message soft key. For these phones' templates, the third soft-key button defaults to the Message soft key. For example, the **softkeys idle Redial Dnd Pickup Login Gpickup** command configuration displays, in order, the Redial, DND, Message, PickUp, Login, and GPickUp soft keys.
- The NewCall soft key cannot be disabled on the Cisco Unified IP Phone 7905G or Cisco Unified IP Phone 7912G.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-template** *template-tag*
4. **softkeys alerting** {[**Acct**] [**Callback**] [**Endcall**]}
5. **softkeys connected** {[**Acct**] [**ConfList**] [**Confrn**] [**Endcall**] [**Flash**] [**Hlog**] [**Hold**] [**Join**] [**LiveRcd**] [**Park**] [**RmLstC**] [**Select**] [**TrnsfVM**] [**Trnsfer**]}
6. **softkeys hold** {[**Join**] [**Newcall**] [**Resume**] [**Select**]}
7. **softkeys idle** {[**Cfwdall**] [**ConfList**] [**Dnd**] [**Gpickup**] [**Hlog**] [**Join**] [**Login**] [**Newcall**] [**Pickup**] [**Redial**] [**RmLstC**]}
8. **softkeys remote-in-use** {[**CBarge**] [**Newcall**]}
9. **softkeys ringing** {[**Answer**] [**Dnd**] [**HLog**]}
10. **softkeys seized** {[**CallBack**] [**Cfwdall**] [**Endcall**] [**Gpickup**] [**Hlog**] [**MeetMe**] [**Pickup**] [**Redial**]}
11. **exit**
12. **ephone** *phone-tag*
13. **ephone-template** *template-tag*
14. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone-template** *template-tag* **Example:** `Router(config)# ephone-template 15`	Enters ephone-template configuration mode to create an ephone template. • *template-tag*—Unique identifier for the ephone template that is being created. Range is 1 to 20.
Step 4	**softkeys alerting** {[**Acct**] [**Callback**] [**Endcall**]} **Example:** `Router(config-ephone-template)# softkeys alerting Callback Endcall`	(Optional) Configures an ephone template for soft-key display during the alerting call state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 5	**softkeys connected** {[**Acct**] [**ConfList**] [**Confrn**] [**Endcall**] [**Flash**] [**Hlog**] [**Hold**] [**Join**] [**LiveRcd**] [**Park**] [**RmLstC**] [**Select**] [**TrnsfVM**] [**Trnsfer**]} **Example:** `Router(config-ephone-template)# softkeys connected Endcall Hold Transfer Hlog`	(Optional) Configures an ephone template for soft-key display during the call-connected state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 6	**softkeys hold** {[**Join**] [**Newcall**] [**Resume**] [**Select**]} **Example:** `Router(config-ephone-template)# softkeys hold Resume`	(Optional) Configures an ephone template for soft-key display during the call-hold state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 7	**softkeys idle** {[**Cfwdall**] [**ConfList**] [**Dnd**] [**Gpickup**] [**Hlog**] [**Join**] [**Login**] [**Newcall**] [**Pickup**] [**Redial**] [**RmLstC**]} **Example:** `Router(config-ephone-template)# softkeys idle Newcall Redial Pickup Cfwdall Hlog`	(Optional) Configures an ephone template for soft-key display during the idle state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 8	**softkeys remote-in-use** {[**CBarge**] [**Newcall**]} **Example:** `Router(config-ephone-template)# softkeys remote-in-use CBarge Newcall`	Modifies the order and type of soft keys that display on an IP phone during the remote-in-use call state.

	Command or Action	Purpose
Step 9	**softkeys ringing** {[**Answer**] [**Dnd**] [**HLog**]} **Example:** `Router(config-ephone-template)# softkeys ringing Answer Dnd Hlog`	(Optional) Configures an ephone template for soft-key display during the ringing state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 10	**softkeys seized** {[**CallBack**] [**Cfwdall**] [**Endcall**] [**Gpickup**] [**Hlog**] [**MeetMe**] [**Pickup**] [**Redial**]} **Example:** `Router(config-ephone-template)# softkeys seized Endcall Redial Pickup Cfwdall Hlog`	(Optional) Configures an ephone template for soft-key display during the seized state. • You can enter any of the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 11	**exit** **Example:** `Router(config-ephone-template)# exit`	Exits ephone-template configuration mode.
Step 12	**ephone** *phone-tag* **Example:** `Router(config)# ephone 36`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks.
Step 13	**ephone-template** *template-tag* **Example:** `Router(config-ephone)# ephone-template 15`	Applies an ephone template to the ephone that is being configured.
Step 14	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

What to Do Next

If you are done modifying the parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the "SCCP: Generating Configuration Files for SCCP Phones" section on page 361.

SIP: Modifying Soft-Key Display

To modify the display of soft keys on SIP phones for different call states, perform the following steps.

Prerequisites

Cisco Unified CME 4.1 or a later version.

Restrictions

- This feature is supported only for Cisco Unified IP Phones 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE.
- You can download a custom soft key XML file from a TFTP server. However, if the soft key XML file contains an error, the soft keys might not work properly on the phone. We recommend the following procedure for creating a soft key template in Cisco Unified CME.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **softkeys connected** {[**Confrn**] [**Endcall**] [**Hold**] [**Trnsfer**]}
5. **softkeys hold** {[**Newcall**] [**Resume**]}
6. **softkeys idle** {[**Cfwdall**] [**Newcall**] [**Redial**]}
7. **softkeys seized** {[**Cfwdall**] [**Endcall**] [**Redial**]}
8. **exit**
9. **voice register pool** *pool-tag*
10. **template** *template-tag*
11. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**voice register template** *template-tag* **Example:** `Router(config)# voice register template 9`	Enters voice register template configuration mode to create a SIP phone template. • *template-tag*—Range: 1 to 10.

	Command or Action	Purpose
Step 4	**softkeys connected** {[**Confrn**] [**Endcall**] [**Hold**] [**Trnsfer**]} **Example:** `Router(config-register-template)# softkeys connected Endcall Hold Transfer`	(Optional) Configures a SIP phone template for soft-key display during the call-connected state. • You can enter the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 5	**softkeys hold** {[**Newcall**] {**Resume**]} **Example:** `Router(config-register-template)# softkeys hold Resume`	(Optional) Configures a phone template for soft-key display during the call-hold state. • Default is that the NewCall and Resume soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 6	**softkeys idle** {[**Cfwdall**] [**Newcall**] [**Redial**]} **Example:** `Router(config-register-template)# softkeys idle Newcall Redial Cfwdall`	(Optional) Configures a phone template for soft-key display during the idle state. • You can enter the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 7	**softkeys seized** {[**Cfwdall**] [**Endcall**] [**Redial**]} **Example:** `Router(config-register-template)# softkeys seized Endcall Redial Cfwdall`	(Optional) Configures a phone template for soft-key display during the seized state. • You can enter the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 8	**exit** **Example:** `Router(config-register-template)# exit`	Exits voice register template configuration mode.
Step 9	**voice register pool** *pool-tag* **Example:** `Router(config)# voice register pool 36`	Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone.
Step 10	**template** *template-tag* **Example:** `Router(config-register-pool)# template 9`	Applies a SIP phone template to the phone you are configuring. • *template-tag*— Template tag that was created with the **voice register template** command in Step 3.
Step 11	**end** **Example:** `Router(config-register-pool)# end`	Exits to privileged EXEC mode.

What to Do Next

If you are done modifying the parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the "SIP: Generating Configuration Profiles for SIP Phones" section on page 363.

Verifying Soft-Key Configuration

Step 1 **show running-config**

Use this command to verify your configuration. In the following example, the soft-key display is modified in phone template 7 and the template is applied to SIP phone 2. All other phones use the default arrangement of soft keys.

```
Router# show running-config
!
ephone-dn  1  dual-line
 ring feature secondary
 number 126 secondary 1261
 description Sales
 name Smith
 call-forward busy 500 secondary
 call-forward noan 500 timeout 10
 huntstop channel
 no huntstop
 no forward local-calls
!
!
voice register template  7
 session-transport tcp
 softkeys hold  Resume Newcall
 softkeys idle  Newcall Redial Cfwdall
 softkeys connected  Endcall Trnsfer Confrn Hold
 voicemail 52001 timeout 30
.
.
.
voice register pool  2
 id mac 0030.94C2.A22A
 number 1 dn 4
 template 7
 dialplan 3
!
```

Step 2 **show telephony-service ephone-template**

or

show voice register template *template-tag*

These commands display the contents of individual templates.

```
Router# show telephony-service ephone-template

ephone-template 1
softkey ringing  Answer Dnd
conference drop-mode never
conference add-mode all
conference admin: No
Always send media packets to this router: No
Preferred codec: g711ulaw
User Locale: US
Network Locale: US
```

or

```
Router# show voice register template 7

Temp Tag 7
Config:
  Attended Transfer is enabled
  Blind Transfer is enabled
  Semi-attended Transfer is enabled
  Conference is enabled
  Caller-ID block is disabled
  DnD control is enabled
  Anonymous call block is disabled
  Voicemail is 52001, timeout 30
  KPML is disabled
  Transport type is tcp
  softkey connected  Endcall Trnsfer Confrn Hold
  softkey hold  Resume Newcall
  softkey idle  Newcall Redial Cfwdall
```

Enabling Flash Soft Key

To enable the Flash soft key, perform the following steps.

Restrictions

The IP phone must support soft-key display.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **fxo hook-flash**
5. **restart all**
6. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**telephony-service** **Example:** `Router(config)# telephony-service`	Enters telephony-service configuration mode.
Step 4	**fxo hook-flash** **Example:** `Router(config-telephony)# fxo hook-flash`	Enables the Flash soft key on phones that support soft-key display on PSTN calls using an FXO port. **Note** The Flash soft-key display is automatically disabled for local IP-phone-to-IP-phone calls.
Step 5	**restart all** **Example:** `Router(config-telephony)# restart all`	Performs a fast reboot of all phones associated with this Cisco Unified CME router. Does not contact the DHCP or TFTP server for updated information.
Step 6	**end** **Example:** `Router(config-telephony)# end`	Returns to privileged EXEC mode.

Verifying Flash Soft-Key Configuration

Step 1 Use the **show running-config** command to display an entire configuration, including Flash soft key, which is listed in the telephony-service portion of the output.

```
Router# show running-config

telephony-service
 fxo hook-flash
 load 7960-7940 P00305000600
 load 7914 S00103020002
 max-ephones 100
 max-dn 500
.
.
.
```

Step 2 Use the **show telephony-service** command to show only the telephony-service portion of the configuration.

Configuring Feature Blocking

To configure feature blocking for SCCP phones, perform the following steps.

Prerequisites

Cisco Unified CME 4.0 or a later version.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone-template** *template-tag*
4. **features blocked** [**CFwdAll**] [**Confrn**] [**GpickUp**] [**Park**] [**PickUp**] [**Trnsfer**]
5. **exit**
6. **ephone** *phone-tag*
7. **ephone-template** *template-tag*
8. **restart**
9. Repeat Step 5 to Step 8 for each phone to which the template should be applied.
10. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone-template** *template-tag* **Example:** `Router(config)# ephone-template 1`	Enters ephone-template configuration mode. • *template-tag*—Unique sequence number that identifies this template during configuration tasks. Range is 1 to 20.

	Command or Action	Purpose
Step 4	**features blocked** [**CFwdAll**] [**Confrn**] [**GpickUp**] [**Park**] [**PickUp**] [**Trnsfer**] **Example:** `Router(config-ephone-template)# features blocked Park Trnsfer`	Prevents the specified soft key from invoking its feature. • **CFwdAll**—Call forward all calls. • **Confrn**—Conference. • **GpickUp**—Group call pickup. • **Park**—Call park. • **PickUp**—Directed or local call pickup. This includes pickup last-parked call and pickup from another extension or park slot. • **Trnsfer**—Call transfer.
Step 5	**exit** **Example:** `Router(config-ephone-template)# exit`	Exits ephone-template configuration mode.
Step 6	**ephone** *phone-tag* **Example:** `Router(config)# ephone 25`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks. The maximum number of ephones for a particular Cisco Unified CME system is version- and platform-specific. For the range of values, see the CLI help.
Step 7	**ephone-template** *template-tag* **Example:** `Router(config-ephone)# ephone-template 1`	Applies an ephone template to an ephone. • *template-tag*—Template number that you want to apply to this ephone. **Note** To view your ephone-template configurations, use the **show telephony-service ephone-template** command.
Step 8	**restart** **Example:** `Router(config-ephone)# restart`	Performs a fast reboot of this ephone. Does not contact the DHCP or TFTP server for updated information. **Note** If you are applying the template to more than one ephone, you can use the **restart all** command in telephony-service configuration mode to reboot all the phones so they have the new template information.
Step 9	Repeat Step 5 to Step 8 for each phone to which the template should be applied.	—
Step 10	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

Verifying Feature Blocking

Step 1 Use the **show running-config** command to display the running configuration, including ephone templates and ephone configurations.

Step 2 Use the **show telephony-service ephone-template** command and the **show telephony-service ephone** command to display only the contents of ephone templates and the ephone configurations, respectively.

SIP: Configuring Immediate Divert (iDivert) Soft Key

To configure iDivert soft key (in connected state) on Cisco Unified SIP IP phones, perform the following step.

Note When one participant in a conference (Meetme, Ad Hoc, cBarge, or Join) presses the iDivert soft key, all remaining participants receive an outgoing greeting of the participant who pressed iDivert soft key.

Restrictions

- iDivert feature is disabled when **call-forward all** is activated for a phone.
- iDivert feature is not activated for the second call when **call-forward busy** is activated for a phone and the phone is busy with the first call.
- If iDivert soft key is pressed before call forward no answer (CFNA) timeout, then the call is forwarded to voice mail.
- The calling and called parties can divert the call to their voice messaging mailboxes if both the parties press the iDivert soft key at the same time. The voice messaging mailbox of the calling party will receive a portion of the outgoing greeting of the called party. Similarly, the voice messaging mailbox of the called party will receive a portion of the outgoing greeting of the calling party.
- iDivert soft key is not supported when SIP phones fall back to SRST mode in Cisco Unified CME.
- iDivert after connect towards the voicemail with transcoding is not supported.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **softkeys connected [Confrn] [Endcall] [Hold] [Trnsfer] [iDivert]**
5. **softkeys hold [Newcall] [Resume] [iDivert]**
6. **softkeys ringing [Answer] [DND] [iDivert]**
7. **exit**
8. **voice register pool** *pool-tag*
9. **template** *template-tag*
10. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**voice register template** *template tag* **Example:** `Router(config)# voice register template 9`	Enters voice register template configuration mode to create a SIP phone template. • *template-tag*—Range: 1 to 10.
Step 4	**softkeys connected [Confrn] [Endcall] [Hold] [Trnsfer] [iDivert]** **Example:** `Router(config-register-template)# softkeys connected Endcall Hold Transfer iDivert`	(Optional) Configures a SIP phone template for soft-key display during the call-connected state. • You can enter the keywords in any order. • Default is all soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 5	**softkeys hold [Newcall] {Resume] [iDivert]** **Example:** `Router(config-register-template)# softkeys hold Newcall Resume`	(Optional) Configures a phone template for soft-key display during the call-hold state. • Default is that the NewCall and Resume soft keys are displayed in alphabetical order. • Any soft key that is not explicitly defined is disabled.
Step 6	**softkeys ringing [Answer] [DND] [iDivert]** **Example:** `Router(config-register-temp)# softkeys ringin dnd answer idivert`	Modifies the order and type of soft keys that display on a SIP phone during the ringing call state.
Step 7	**exit** **Example:** `Router(config-register-template)# exit`	Exits voice register template configuration mode.
Step 8	**voice register pool** *pool-tag* **Example:** `Router(config)# voice register pool 36`	Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone.

	Command or Action	Purpose
Step 9	**template** *template-tag* **Example:** `Router(config-register-pool)# template 9`	Applies a SIP phone template to the phone you are configuring. • *template-tag*— Template tag that was created with the voice register template command in Step 3.
Step 10	**end** **Example:** `Router(config-register-pool)# end`	Exits configuration mode.

SCCP: Configuring Service URL Button on a Line Key

To configure service URL line key buttons on Cisco Unified SCCP Phones, perform the following steps.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone template** *template-tag*
4. **url-button** *index* **type** | *url* [*name*]
5. **exit**
6. **ephone** *phone-tag*
7. **ephone-template** *template-tag*
8. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone template** *template-tag* **Example:** `Router(config)# ephone template 5`	Enters ephone-template configuration mode to create an ephone template. • *template-tag*—Unique identifier for the ephone template that is being created. Range: 1 to 10.

	Command or Action	Purpose

Step 4	**url-button** *index* **type** | *url* [*name*]
	
	Example:
	`Router#(config-ephone-template)#url-button 1 myphoneapp`
	`Router(config-ephone-template)#url-button 2 em`
	`Router(config-ephone-template)#url-button 3 snr`
	`Router (config-ephone-template)#url-button 4 http://www.cisco.com`
		Configures a service URL button on a line key.
		• *index*—Unique index number. Range: 1 to 8.
		• **type**—Type of service URL button. The following types of service URL buttons are available:
		– myphoneapp: My phone application configured under phone user interface.
		– em: Extension Mobility.
		– snr: Single Number Reach.
		• *url name*—Service URL with maximum length of 31 characters.

Step 5	**exit** **Example:** `Router(config-ephone-template)# exit`	Exits ephone-template configuration mode.
Step 6	**ephone** *phone-tag* **Example:** `Router(config)#ephone 36`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks.
Step 7	**ephone-template** *template-tag* **Example:** `Router(config-ephone)# ephone-template 5`	Applies an ephone template to the ephone that is being configured.
Step 8	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

What to Do Next

If you are done configuring the URL buttons for phones in Cisco Unified CME, restart the phones.

SIP: Configuring Service URL Button on a Line Key

To configure service URL line key buttons on Cisco Unified IP Phones, perform the following steps.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **url-button** [**index** *number*] [**url** *location*] [**url** *name*]
5. **exit**
6. **voice register pool** *phone-tag*
7. **template** *template-tag*
8. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**voice register template** *template-tag* **Example:** `Router(config)# voice register template 5`	Enters voice register template configuration mode to create a SIP phone template. • *template-tag*—Unique identifier for the template that is being created. Range: 1 to 10.
Step 4	**url-button** [**index** *number*] [**url** *location*] [**url** *name*] **Example:** `Router(config-register-temp)url-button 1 http://www.cisco.com`	Configures a service URL button on a line key. • **index** *number*—Unique index number. Range: 1 to 8. • **url** *location*—Location of the URL. • **url** *name*—Service URL with maximum length of 31 characters.
Step 5	**exit** **Example:** `Router(config-register-temp)# exit`	Exits voice register template configuration mode.
Step 6	**voice register pool** *phone-tag* **Example:** `Router(config)# voice register pool 12`	Enters voice register pool configuration mode. • *phone-tag*—Unique number that identifies this voice register pool during configuration tasks.

	Command or Action	Purpose
Step 7	**template** *template-tag* **Example:** `Router(config-register-pool)# template 5`	Applies the SIP phone template to the phone. • *template-tag*—Unique identifier of the template that you created in Step 3.
Step 8	**end** **Example:** `Router(config-register-pool)# end`	Returns to privileged EXEC mode.

What to Do Next

If you are done configuring the URL buttons for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the "SIP: Generating Configuration Profiles for SIP Phones" section on page 363.

SCCP: Configuring Feature Buttons on a Line Key

To configure a feature button on a Cisco Unified SCCP Phone's line key, perform the following steps.

Restrictions

- Answer, Select, cBarge, Join, and Resume features are not supported as PLKs.
- Feature buttons are only supported on Cisco Unified IP Phones 6911, 7941, 7942, 7945, 7961, 7962, 7965. 7970, 7971, and 7975 with SCCP v12 or later versions.
- Any features available through hard buttons are not provisioned. Use the **show ephone register detail** command to verify why the features buttons are not provisioned.
- Not all feature buttons are supported on Cisco Unified IP Phone 6911 phone. Call Forward, Pickup, Group Pickup, and MeetMe are the only feature buttons supported on the Cisco Unified IP Phone 6911.
- The **privacy-button** command is available on Cisco Unified IP phones running a SCCP Version 8 or later versions. The **privacy-buttton** command is overridden by any other available feature buttons.
- Locales are not supported on Cisco Unified IP Phone 7914.
- Locales are not supported for Cancel Call Waiting or Live Recording feature buttons.
- The feature state for DnD, Hlog, Privacy, Login, and Night Service feature buttons are indicated by an LED. For a list of LED behavior for PLK, see Table 83.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone template** *template-tag*
4. **feature-button** *index* <*feature identifier*> [**label** <*label*>]
5. **exit**
6. **ephone** *phone-tag*
7. **ephone-template** *template-tag*
8. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**ephone template** *template-tag* **Example:** `Router(config)# ephone template 10`	Enters ephone-template configuration mode to create an ephone template. • *template-tag*—Unique identifier for the ephone template that is being created. Range: 1 to 10.
Step 4	**feature-button** *index* <*feature identifier*> [**label** <*label*>] **Example:** `Router(config-ephone-template)feature-button 1 label hold`	Configures a feature button on a line key. • *index*—Index number, one from 25 for a specific feature type. • *feature identifier*—Feature ID or stimulus ID. • **label—**Non-default text label.
Step 5	**exit** **Example:** `Router(config-ephone-template)# exit`	Exits ephone-template configuration mode.
Step 6	**ephone** phone-tag **Example:** `Router(config)# ephone 5`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks.

	Command or Action	Purpose
Step 7	**ephone-template** template-tag **Example:** `Router(config-ephone)# ephone-template 10`	Applies an ephone template to the ephone that is being configured.
Step 8	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

What to Do Next

If you are done configuring the feature buttons for phones in Cisco Unified CME, restart the phones.

SIP: Configuring Feature Buttons on a Line Key

To configure a feature button on a Cisco Unified SIP Phone's line key, perform the following steps.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register template** *template-tag*
4. **feature-button** [*index*] [*feature identifier*]
5. **exit**
6. **voice register pool** *phone-tag*
7. **template** *template-tag*
8. **end**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.
Step 2	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 3	**voice register template** *template-tag* **Example:** `Router(config)# voice register template 5`	Enters voice register template configuration mode to create a SIP phone template. • *template-tag*—Unique identifier for the template that is being created. Range: 1 to 10. **Note** Feature button can be configured under voice register pool or voice register template configuration mode. If both configurations are applied, the feature button configuration under voice register pool takes precedence.

Step 4	**feature-button** [*index*] [*feature identifier*]
	
	`Router(config-voice-register-template)feature-button 1 DnD`
	`Router(config-voice-register-template)feature-button 2 EndCall`
	`Router(config-voice-register-template)feature-button 3 Cfwdall`
		Configures a feature button on a line key.
		• *index*—One of the 12 index numbers for a specific feature type.
		• ***feature identifier***—Unique identifier for a feature. One of the following feature or stimulus IDs: Redial, Hold, Trnsfer, Cfwdall, Privacy, MeetMe, Confrn, Park, Pickup. Gpickup, Mobility, Dnd, ConfList, RmLstC, CallBack, NewCall, EndCall, HLog, NiteSrv, Acct, Flash, Login, TrnsfVM, or LiveRcd.

	Command or Action	Purpose
Step 5	**exit** **Example:** `Router(config-register-temp)# exit`	Exits voice register template configuration mode.
Step 6	**voice register pool** *phone-tag* **Example:** `Router(config)# voice register pool 12`	Enters voice register pool configuration mode. • *phone-tag*—Unique number that identifies this voice register pool during configuration tasks.
Step 7	**template** *template-tag* **Example:** `Router(config-register-pool)# template 5`	Applies the template to the phone. • *template-tag*—Unique identifier of the template that you created in Step 3.
Step 8	**end** **Example:** `Router(config-register-pool)# end`	Returns to privileged EXEC mode.

What to Do Next

If you are done configuring the feature buttons for phones in Cisco Unified CME, generate a new configuration file and restart the phones. See the "SIP: Generating Configuration Profiles for SIP Phones" section on page 363.

Configuration Examples for Soft Keys

This section contains the following examples:

Modifying Soft-Key Display: Example

The following example modifies the soft-key display on four phones by creating two ephone templates. Ephone template 1 is applied to ephone 11, 13, and 15. Template 2 is applied to ephone 34. The soft-key displays on all other phones use the default arrangement of keys.

```
ephone-template 1
 softkeys idle Redial Newcall
 softkeys connected Endcall Hold Trnsfer

ephone-template 2
 softkeys idle Redial Newcall
 softkeys seized Redial Endcall Pickup
 softkeys alerting Redial Endcall
 softkeys connected Endcall Hold Trnsfer

ephone 11
 ephone-template 1

ephone 13
 ephone-template 1

ephone 15
 ephone-template 1

ephone 34
 ephone-template 2
```

Modifying the HLog Soft Key for Ephone Hunt Groups: Example

The following example establishes the appearance and order of soft keys for phones that are configured with ephone-template 7. The Hlog key is available when a phone is idle, when it has seized a line, or when it is connected to a call. Phones without soft keys can use the standard HLog codes to toggle ready and not-ready status.

```
telephony-service
 hunt-group logout HLog
 fac standard
.
.
ephone-template 7
 softkeys connected Endcall Hold Transfer Hlog
 softkeys idle Newcall Redial Pickup Cfwdall Hlog
 softkeys seized Endcall Redial Pickup Cfwdall Hlog
```

Enabling Flash Soft Key for PSTN Calls: Example

The following example enables the Flash soft key for PSTN calls through an FXO voice port:

```
telephony-service
 fxo hook-flash
```

Park and Transfer Blocking: Example

The following example blocks the use of Park and Transfer soft keys on extension 2333:

```
ephone-template 1
 features blocked Park Trnsfer

ephone-dn 2
 number 2333

ephone 3
 button 1:2
 ephone-template 1
```

Conference Blocking: Example

The following example blocks the conference feature on extension 2579, which is on an analog phone:

```
ephone-template 1
 features blocked Confrn

ephone-dn 78
 number 2579

ephone 3
 ephone-template 1
 mac-address C910.8E47.1282
 type anl
 button 1:78
```

Immediate Divert (iDivert) Configuration: Example

The following example shows iDivert soft key in connected state:

```
Router# show voice register template 1
Temp Tag 1
Config:
  Attended Transfer is enabled
  Blind Transfer is enabled
  Semi-attended Transfer is enabled
  Conference is enabled
  Caller-ID block is disabled
  DnD control is enabled
  Anonymous call block is disabled
  Softkeys connected iDivert
```

SCCP: Configuring URL Buttons on a Line Key: Example

The following example shows three URL buttons configured for line keys:

```
!
!
!
ephone-template  5
 url-button 1 em
 url-button 2 mphoneapp mphoneapp
 url-button 3 snr
!
ephone  36
 ephone-template 5
```

SIP: Configuring URL Buttons on a Line Key: Example

The following example shows URL buttons configured in voice register template 1:

```
Router# show run
!
voice register template  1
url-button 1 http://9.10.10.254:80/localdirectory/query My_Dir
url-button 5 http://www.yahoo.com Yahoo
!
voice register pool  50
!
```

SCCP: Configuring Feature Button on a Line Key: Example

The following example shows feature buttons configured for line keys:

```
!
!
!
ephone-template  10
 feature-button 1 Park
 feature-button 2 MeetMe
 feature-button 3 CallBack
!
!
ephone-template 10
```

SIP: Configuring Feature Button on a Line Key: Example

The following example shows three feature buttons configured for line keys:

```
voice register template  5
 feature-button 1 DnD
 feature-button 2 EndCall
 feature-button 3 Cfwdall
!
!
voice register pool 12
template 5
```

Where to Go Next

If you are done modifying the parameters for phones in Cisco Unified CME, generate a new configuration file and restart the phones. For more information, see the "Generating Configuration Files for Phones" section on page 359.

Ephone Templates

The **softkeys** commands are included in ephone templates that are applied to one or more individual ephones. For more information about templates, see the "Creating Templates" section on page 1525.

HLog Soft Key

The HLog soft key must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see the "Configuring Call Coverage Features" section on page 845.

Additional References

The following sections provide references related to Cisco Unified CME features.

Related Documents

Related Topic	Document Title
Cisco Unified CME configuration	• *Cisco Unified CME Command Reference* • Cisco Unified CME Documentation Roadmap
Cisco IOS commands	• *Cisco IOS Voice Command Reference* • Cisco IOS Software Releases 12.4T Command References
Cisco IOS configuration	• *Cisco IOS Voice Configuration Library* • Cisco IOS Software Releases 12.4T Configuration Guides
Phone documentation for Cisco Unified CME	• User Documentation for Cisco Unified IP Phones

Technical Assistance

Description	Link
The Cisco Support website provides extensive online resources, including documentation and tools for troubleshooting and resolving technical issues with Cisco products and technologies. Access to most tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register on Cisco.com.	http://www.cisco.com/techsupport

Feature Information for Soft Keys

Table 84 lists the features in this module and enhancements to the features by version.

To determine the correct Cisco IOS release to support a specific Cisco Unified CME version, see the *Cisco Unified CME and Cisco IOS Software Version Compatibility Matrix* at http://www.cisco.com/en/US/docs/voice_ip_comm/cucme/requirements/guide/33matrix.htm.

Use Cisco Feature Navigator to find information about platform support and software image support. Cisco Feature Navigator enables you to determine which Cisco IOS software images support a specific software release, feature set, or platform. To access Cisco Feature Navigator, go to http://www.cisco.com/go/cfn. An account on Cisco.com is not required.

Note Table 84 lists the Cisco Unified CME version that introduced support for a given feature. Unless noted otherwise, subsequent versions of Cisco Unified CME software also support that feature.

Table 84 Feature Information for Soft Keys

Feature Name	Cisco Unified CME Version	Feature Information
Account Code Entry	3.0	Account code entry was introduced.
Barge Sofk Key	4.3	The Barge, LiveRcd, and TrnsfVM soft keys were added.
Conferencing Soft Keys	4.1	The ConfList, Join, MeetMe, RmLstC, and Select soft keys were added.
Feature Blocking	4.0	Feature blocking was introduced.
Feature Policy Soft Key Control	8.5	Allows control display of soft keys on the Cisco Unified SIP IP Phones 8961, 9951, and 9971 using the feature policy template.
Flash Soft Key	3.0	Flash soft key was introduced.
Immediate Divert Soft Key for SIP Phones	8.5	Added support for iDivert soft key for SIP IP phones.
Programmable Line Keys	8.5	Allows you to configure a feature button or a URL button on a line key on both SIP and SCCP IP Phones.
Programmable Line Keys Enhancement	8.8	Adds support for soft keys as programmable line keys on Cisco Unified 6945, 8941, and 8945 SCCP IP Phones.
Programmable Line Keys for Cisco Unified SIP IP Phones	9.0	Adds support for soft keys as programmable line keys on Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones.

Table 84 Feature Information for Soft Keys (continued)

Feature Name	Cisco Unified CME Version	Feature Information
Soft-Key Display	4.1	Configurable soft-key display for IP phones running SIP is supported for the Cisco Unified IP Phone 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE
	4.0	• An optional HLog soft key was added to the connected, idle, and seized call states. • The ability to customize soft-key display in the hold call state was added.
	3.2	Configurable soft-key display (the ability to customize soft-key display in the alerting, connected, idle, and seized call states) was introduced.