Configuring Speed Dial

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This chapter describes the speed dial support available 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 Speed Dial" section on page 1396.

Contents

Information About Speed Dial

To enable speed dial, you should understand the following concepts:

Speed Dial Summary

Speed dial allows a phone user to quickly dial a number from a list. The different types of speed dial are summarized in Table 85.

Table 85 Speed Dial Types

Speed Dial Type	Availability of Numbers	Description	How Configured
Local Speed Dial Menu	System-level list of frequently called numbers that can be programmed on *all* phones. A maximum of 32 numbers can be defined. Numbers are set up by an administrator using an XML File speeddial.xml, which is placed in the Cisco Unified CME router's flash memory.	Users invoke entries from the Directories > Local Speed Dial menu on IP phones.	Enabling a Local Speed Dial Menu, page 1380.
Personal Speed Dial Menu	Speed dial entries are local to a specific IP phone. A maximum of 24 numbers per phone can be defined.	Users invoke entries from the Directories > Local Services > Personal Speed Dials menu on IP phones.	• SCCP: Enabling a Personal Speed Dial Menu, page 1383 • SIP: Configuring a Personal Speed-Dial Menu, page 1390.
Speed Dial Buttons and Abbreviated Dialing	Up to 99 speed-dial codes per phone.	For IP phones, the first entries that are set up occupy any unused line buttons and are invoked when a user presses one of these line buttons. Subsequent entries are invoked when a phone user dials the speed-dial code (tag) and the Abbr soft key. Analog phone users invoke speed dial by entering an asterisk and the speed-dial code (tag) number of the desired entry.	• SCCP: Defining Speed-Dial Buttons and Abbreviated Dialing, page 1384 • SIP: Defining Speed-Dial Buttons, page 1389.
Bulk-Loading Speed Dial Numbers	There can be up to ten text files containing lists of many speed-dial numbers that are loaded into flash, slot, or TFTP locations to be accessed by phone users. The ten files can hold 10,000 numbers.	Phone users dial the following sequence: *prefix-code list-id index* [*extension-digits*]	SCCP: Enabling Bulk-Loading Speed-Dial, page 1386.

Table 85 Speed Dial Types

Speed Dial Type	Availability of Numbers	Description	How Configured
Monitor-Line Button for Speed Dial	Speed dial entries are local to a specific IP phone. There can be as many numbers as there are monitor lines on a phone.	IP phone buttons that are configured as monitor lines can be used to speed-dial the line that is being monitored.	No additional configuration required.
Direct Station Select (DSS) Service	All phones on which speed-dial line or monitor line button is configured.	Allows phone user to fast transfer a call by pressing a single speed-dial line or monitor line button.	SCCP: Enabling DSS Service, page 1382.

Speed Dial Buttons and Abbreviated Dialing

In a Cisco Unified CME system, each phone can have up to 32 local speed-dial numbers (codes 1 to 32), up to 99 system-level speed-dial numbers (codes 1 to 99), or a combination of the two. If you program both a local and a system-level speed-dial number with the same speed-dial code (tag), the local number takes precedence. Typically you will want to reserve codes 1 to 32 for local, per-phone speed-dial numbers and use codes 33 to 99 for system-level speed-dial numbers so that there is no conflict.

On an IP phone, speed-dial entries are assigned to unused line buttons. Then, after all line buttons are used, subsequent entries are added but do not have an assigned line button. The speed-dial entry is not related to the physical button layout of the phone. Entries are assigned in order of speed-dial tag.

You can create local speed-dial codes with locked numbers that cannot be changed from the phone. You can also create empty local speed-dial codes on an IP phone without a telephone number. These empty speed-dial codes can be changed by the phone user to add a telephone number.

Changes to speed-dial entries are saved into the router's nonvolatile random-access memory (NVRAM) configuration after a timer-based delay.

For configuration information, see the "SCCP: Defining Speed-Dial Buttons and Abbreviated Dialing" section on page 1384.

Bulk-Loading Speed Dial Numbers

In Cisco Unified CME 4.0 and later versions, up to ten text files containing lists of many speed-dial numbers can be loaded into flash, slot, or TFTP locations to be accessed by phone users. The ten files can hold a total of up to 10,000 numbers. Each list holds numbers that are in an appropriate format for dialing from IP phones and SCCP-enabled analog phones.

Up to ten bulk speed-dial lists can be created. These lists might be corporate directory lists, regional lists, or local lists, for example. The speed-dial numbers in these lists can be system-level (available to all ephones) or personal (available to one or more specified ephones). Each list receives a unique speed-dial list ID number (sd-id) between 0 and 9.

Speed-dial list ID numbers that are not used for global speed-dial lists are available to identify personal, custom lists that are associated with individual phones.

Bulk speed-dial lists contain entries of speed-dial codes and the associated phone numbers to dial. Each entry in a speed-dial list must appear on a separate line. The fields in each entry are separated by commas (,). A line that begins with a semicolon (;) is handled as a comment. The format of each entry is shown in the following line.

```
index,digits,[name],[hide],[append]
```

Table 86 explains the fields in a bulk speed-dial list entry.

Table 86 Bulk Speed-Dial List Entry

Field	Description
index	Zero-filled number that uniquely identifies this index entry. Maximum length: 4 digits. All index entries must be the same length.
digits	Telephone number to dialed. Represents a fully qualified E.164 number. Use a comma (,) to represent a one-second pause.
name	(Optional) Alphanumeric string to identify a name, up to 30 characters.
hide	(Optional) Enter **hide** to block the display of the dialed number.
append	(Optional) Enter **append** to allow additional digits to be appended to this number when dialed.

The following is a sample bulk speed-dial list:

```
01,5550140,voicemail,hide,append
90,914085550153,Cisco extension,hide,append
11,9911,emergency,hide,
91,9911,emergency,hide,
08,110,Paging,,append
```

To place a call to a speed-dial entry in a list, the phone user must first dial a prefix, followed by the list ID number, then the index for the bulk speed-dial list entry to be called.

For configuration information, see the "SCCP: Enabling Bulk-Loading Speed-Dial" section on page 1386.

Monitor-Line Button for Speed Dial

For Cisco CME 3.2 and later versions, a monitor-line button can be used to speed-dial the monitor line's number. A monitor line is a line that is shared by two people. Only one person can make and receive calls on the shared line at a time, while the other person, whose line is in monitor mode, is able to see that the line is in use. Speed dialing is available when monitor lines' lamps are off, indicating that the line is not in use. For example, an assistant who wants to talk with a manager can press an unlit monitor-line button to speed-dial the manager's number.

A monitor-line lamp is off or unlit only when its line is in the idle call state. The idle state occurs before a call is made and after a call is completed. For all other call states, the monitor-line lamp is on or lit.

The following example shows a monitor-line configuration. Extension 2311 is the manager's line, and ephone 1 is the manager's phone. The manager's assistant monitors extension 2311 on button 2 of ephone 2. When the manager is on the line, the lamp is lit on the assistant's phone. If the lamp is not lit, the assistant can speed-dial the manager by pressing button 2.

```
ephone-dn 11
 number 2311

ephone-dn 22
 number 2322

ephone 1
 button 1:11

ephone 2
 button 1:22 2m11
```

No additional configuration is required to enable a phone user to speed dial the number of a monitored shared line, when the monitored line is in an idle call state.

DSS (Direct Station Select) Service

In Cisco Unified CME 4.0(2) and later versions, the DSS (Direct Station Select) Service feature allows the phone user to press a single speed-dial line button to transfer an incoming call when the call is in the connected state. This feature is supported on all phones on which monitor line buttons for speed dial or speed-dial line buttons are configured.

When the DSS service is enabled, the system automatically generates a simulated transfer key event when needed, eliminating the requirement for the phone user to press the Transfer button.

Disabling the service changes the behavior of the speed-dial line button on all IP phones so that a user pressing a speed-dial button in the middle of a connected call will play out the speed-dial digits into the call without transferring the call. When DSS service is disabled, the phone user must first press Transfer and then press the monitor or speed-dial line button to transfer the incoming call.

For configuration information, see the "Enabling a Local Speed Dial Menu" section on page 1380.

Phone User-Interface for Speed Dial and Fast Dial

In Cisco Unified CME 4.3 and later versions, IP phone users can configure their own speed-dial and fast-dial settings directly from the phone. The speed-dial and fast-dial settings can be added or modified on the phone by using a menu available with the Services feature button. Extension Mobility users can add or modify speed-dial settings in their user profile after logging in. Fast-dial settings are not configurable from Extension Mobility phones, nor is the logout profile configurable from the phone.

Previously, the speed-dial and fast-dial configuration for a phone could only be done in Cisco Unified CME or by using the web-based GUI. This feature gives phone users the convenience of configuring their speed-dial and fast-dial settings from their phones directly.

The speed-dial and fast-dial user interface is enabled by default on all phones with displays. You can disable the capability for an individual phone in Cisco Unified CME to prevent a phone user from accessing the interface. If a phone's speed-dial or fast-dial setting is configured with an ephone-template, the configuration from the phone applies only to the specific phone and does not change the ephone-template configuration.

For configuration information, see the "SCCP: Enabling User Interface for Speed-Dial and Fast-Dial" section on page 1388.

For information on how phone users configure speed-dial and fast-dial buttons using the phone user-interface, see the Cisco Unified IP Phone documentation for Cisco Unified CME.

How to Configure Speed Dial

This section contains the following tasks:

Enabling a Local Speed Dial Menu

To enable a local speed-dial menu for all phones, SCCP and SIP, in Cisco Unified CME, perform the following steps:

Prerequisites

An XML file called speeddial.xml must be created and copied to the TFTP server application on the Cisco Unified CME router. The contents of speeddial.xml must be valid as defined in the Cisco-specified directory DTD. See the "Enabling a Local Speed Dial Menu: Example" section on page 1392 and the *Cisco Unified IP Phone Services Application Development Notes*.

Restrictions

- If a speed dial XML file contains incomplete information, for example the name or telephone number is missing for an entry, any information in the file that is listed after the incomplete entry is not displayed when the local speed dial directory option is used on a phone.
- Before Cisco Unified CME 4.1, local speed-dial menu is not supported on SIP phones.
- Before Cisco CME 3.3, analog phones are limited to nine speed-dial numbers.

SUMMARY STEPS

1. **enable**
2. **copy tftp flash**
3. **configure terminal**
4. **ip http server**
5. **ip http path flash:**

6. **exit**

DETAILED STEPS

	Command or Action	Purpose
Step 1	**enable** **Example:** `Router> enable`	Enables privileged EXEC mode. • Enter your password if prompted.

Step 2	**copy tftp flash**
	
	Example:
	`Router# copy tftp flash`
	
	`Address or name of remote host []? 172.24.59.11`
	`Source filename []? speeddial.xml`
	`Destination filename [speeddial.xml]?`
	`Accessing tftp://172.24.59.11/speeddial.xml...`
	`Erase flash:before copying? [confirm]n`
	`Loading speeddial.xml from 172.24.59.11 (via FastEthernet0/0):!`
	`[OK - 329 bytes]`
	
	`Verifying checksum...  OK (0xF5DB)`
	`329 bytes copied in 0.044 secs (7477 bytes/sec)`
		Copies the file from the TFTP server to the router flash memory.
		• At the first prompt, enter the IP address or the DNS name of the remote host.
		• At both filename prompts, enter **speeddial.xml**.
		• At the prompt to erase flash, enter **no**.

Step 3	**configure terminal** **Example:** `Router# configure terminal`	Enters global configuration mode.
Step 4	**ip http server** **Example:** `Router(config)# ip http server`	Enables the Cisco web-browser user interface on the router.
Step 5	**ip http path flash:** **Example:** `Router(config)# ip http path flash:`	Sets the base HTTP path to flash memory.
Step 6	**exit** **Example:** `Router(config)# exit`	Returns to privileged EXEC mode.

SCCP: Enabling DSS Service

To enable DSS Service for all on all SCCP phones on which monitor line buttons for speed dial or speed-dial line buttons are configured, perform the following steps.

Prerequisites

Cisco Unified CME 4.0(2) or a later version.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **service dss**
5. **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	**service dss** **Example:** `Router(config-telephony)# service dss`	Configures DSS (Direct Station Select) service globally for all phone users in Cisco Unified CME.
Step 5	**end** **Example:** `Router(config-telephony)# end`	Exits configuration mode and enters privileged EXEC mode.

SCCP: Enabling a Personal Speed Dial Menu

To enable a personal speed-dial menu, perform the following steps.

Restrictions

- A personal speed-dial menu is available only on certain Cisco Unified IP phones, such as the 7940, 7960, 7960G, 7970G, and 7971G-GE. To determine whether personal speed-dial menu is supported on your IP phone, see the Cisco Unified CME user guide for your IP phone model.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **fastdial** *dial-tag number* **name** *name-string*
5. **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** *phone-tag* **Example:** `Router(config)# ephone 1`	Enters ephone configuration mode. • *phone-tag*—Unique number of the phone for which you want to program personal speed-dial numbers.
Step 4	**fastdial** *dial-tag number* **name** *name-string* **Example:** `Router(config-ephone)# fastdial 1 5552 name Sales`	Creates an entry for a personal speed-dial number on this phone. • *dial-tag*—Unique identifier to identify this entry during configuration. Range is 1 to 24. • *number*—Telephone number or extension to be dialed. • **name** *name-string*—Label to appear in the Personal Speed Dial menu, containing a string of up to 24 alphanumeric characters. Personal speed dial is handled through an XML request, so characters that have special meaning to HTTP, such as ampersand (&), percent sign (%), semicolon (;), angle brackets (< >), and vertical bars (|), are not allowed.

	Command or Action	Purpose
Step 5	**end** **Example:** `Router(config-ephone)# end`	Returns to privileged EXEC mode.

SCCP: Defining Speed-Dial Buttons and Abbreviated Dialing

To define speed-dial buttons and abbreviated dialing codes, perform the following steps for each speed-dial definition to be configured.

Restrictions

- On-hook abbreviated dialing using the Abbr soft key is supported only on the following phones:
  - Cisco Unified IP Phone 7905G
  - Cisco Unified IP Phone 7912G
  - Cisco Unified IP Phone 7920G
  - Cisco Unified IP Phone 7970G
  - Cisco Unified IP Phone 7971G-GE
- System-level speed-dial codes cannot be changed by the phone user, at the phone.
- Before Cisco CME 3.3, analog phones were limited to nine speed-dial numbers.
- Before to Cisco CME 3.3, speed-dial entries that were in excess of the number of physical phone buttons available were ignored by IP phones.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **speed-dial** *speed-tag digit-string* [**label** *label-text*]
5. **exit**
6. **telephony-service**
7. **directory entry** {*directory-tag number* **name** *name* | **clear**}
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** *phone-tag* **Example:** `Router(config)# ephone 55`	Enters ephone configuration mode. • *phone-tag*—Unique sequence number that identifies the phone on which you are adding speed-dial capability.
Step 4	**speed-dial** *speed-tag digit-string* [**label** *label-text*] **Example:** `Router(config-ephone)# speed-dial 1 +5001 label "Head Office"`	Defines a unique speed-dial identifier, a digit string to dial, and an optional label to display next to the button. • *speed-tag*—Identifier for a speed-dial definition. Range is 1 to 33.
Step 5	**restart** **Example:** `Router(config-ephone)# restart`	Performs a fast reboot of this ephone. Does not contact the DHCP or TFTP server for updated information.
Step 6	**exit** **Example:** `Router(config-ephone)# exit`	Exits configuration mode to the next highest mode in the configuration mode hierarchy.
Step 7	**telephony-service** **Example:** `Router(config)# telephony-service`	Enters telephony-service configuration mode.
Step 8	**directory entry** {{*directory-tag number* **name** *name*} | **clear***}* **Example:** `Router(config-telephony)# directory entry 45 8185550143 name Corp Acctg`	Adds a system-level directory and speed-dial definition. • *directory-tag*—Digit string that provides a unique identifier for this entry. Range is 1 to 99. • If the same tags 1 through 33 are configured at a phone-level by using **speed-dial** command, and at a system-level by using this command, the local definition takes precedence. To prevent this conflict, we recommend that you use only codes 34 to 99 for system-level speed-dial numbers.
Step 9	**end** **Example:** `Router(config-telephony)# end`	Returns to privileged EXEC mode.

SCCP: Enabling Bulk-Loading Speed-Dial

To enable bulk-loading speed-dial numbers, perform the following steps:

Prerequisites

- Cisco Unified CME 4.0 or a letter version.
- The bulk speed-dial text files containing the lists must be available in a location that is available to the Cisco Unified CME router: flash, slot, or TFTP location.

Restrictions

- Bulk speed dial is not supported on FXO trunk lines.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **telephony-service**
4. **bulk-speed-dial list** *list-id location*
5. **bulk-speed-dial prefix** *prefix-code*
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.

	Command or Action	Purpose
Step 4	**bulk-speed-dial list** *list-id location* **Example:** `Router(config-telephony)# bulk-speed-dial list 6 flash:sd_dept_0_1_8.txt`	Identifies the location of a bulk speed-dial list. • *list-id*—Digit that identifies the list to be used. Range is 0 to 9. • *location*—Location of the bulk speed-dial text file in URL format. Valid storage locations are TFTP, Slot 0/1, and flash memory. • This command can also be configured in ephone configuration mode for specific phones.
Step 5	**bulk-speed-dial prefix** *prefix-code* **Example:** `Router(config-telephony)# bulk-speed-dial prefix #7`	Sets the prefix code that phone users dial to access speed-dial numbers from a bulk speed-dial list. • *prefix-code*—One- or two-character access code for speed dial. Valid characters are digits from 0 to 9, asterisk (*), and pound sign (#). Default is #.
Step 6	**end** **Example:** `Router(config-telephony)# end`	Returns to privileged EXEC mode.

SCCP: Verifying Bulk Speed-Dial Parameters

show telephony-service bulk-speed-dial

Use this command to display information on speed-dial lists.

```
Router# show telephony-service bulk-speed-dial summary

List-id    Entries      Size    Reference  url
      0         40      3840    Global     tftp://192.168.254.254/phonedirs/uut.csv
      1         20      1920    Global     phoneBook.csv
      8         15      1440    Global     tftp://192.168.254.254/phonedirs/big.txt
      9         20      1920    Global     tftp://192.168.254.254/phonedirs/phoneBook.csv
      6      24879   2388384    ephone-2   tftp://192.168.254.254/phonedirs/big.txt1
      7         20      1920    ephone-2   phoneBook.csv
      6      24879   2388384    ephone-3   big.txt1
      7         20      1920    ephone-3   phoneBook.csv

4 Global List(s) 4 Local List(s)
```

SCCP: Enabling User Interface for Speed-Dial and Fast-Dial

To enable a phone user to configure speed-dial and fast-dial numbers from a menu on their phone, perform the following steps. This feature is enabled by default. You must perform this task only if the feature was previously disabled on a phone.

Prerequisites

- Cisco Unified CME 4.3 or a later release.
- The Service URL must be configured. See the "SCCP: Provisioning URLs for Feature Buttons" section on page 1502.

Restrictions

Extension Mobility users cannot configure fast-dial settings (for personal speed-dial) from their phone.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **ephone** *phone-tag*
4. **phone-ui speeddial-fastdial**
5. **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** *phone-tag* **Example:** `Router(config)# ephone 12`	Enters ephone configuration mode. • *phone-tag*—Unique number that identifies this ephone during configuration tasks.

	Command or Action	Purpose
Step 4	**phone-ui speeddial-fastdial** **Example:** `Router(config-ephone)# phone-ui speeddial-fastdial`	Enables a phone user to configure speed-dial and fast-dial numbers on their phone. • This command is enabled by default.
Step 5	**end** **Example:** `Router(config-ephone)# end`	Exits to privileged EXEC mode.

What to Do Next

For information on how phone users configure speed dial and fast dial buttons using the UI, see the Cisco Unified IP Phone documentation for Cisco Unified CME.

SIP: Defining Speed-Dial Buttons

To define speed-dial buttons for Cisco SIP IP phones, perform the following steps.

Prerequisites

Cisco CME 3.4 or a later version.

Restrictions

- Certain SIP IP phones, such as the Cisco Unified IP Phone 7960 and 7940, cannot be configured to enable speed dialing. Phone users with these phones must manually configure speed-dial numbers by using the user interface at their Cisco Unified IP phone.
- On Cisco Unified IP phones, speed-dial definitions are assigned to available buttons that have not been assigned to actual extensions. Speed-dial definitions are assigned in the order of their identifier numbers.
- Phones with Cisco ATA devices are limited to a maximum of nine speed-dial numbers. Speed-dial numbers cannot be programmed by using the user interface at the phone.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register pool** *pool-tag*
4. **speed-dial** *speed-tag digit-string* [**label** *label-text*]
5. **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 pool** *pool-tag* **Example:** `Router(config)# voice register pool 23`	Enters voice register pool configuration mode to set parameters for specified SIP phone.
Step 4	**speed-dial** *speed-tag digit-string* [**label** *label-text*] **Example:** `router(config-register-pool)# speed-dial 2 +5001 label "Head Office"`	Creates a speed-dial definition in Cisco Unified CME for a SIP phone or analog phone that uses an analog adapter (ATA). • *speed-tag*—Unique sequence number that identifies the speed-dial definition during configuration. Range is 1 to 5.
Step 5	**end** **Example:** `Router(config-register-pool)# end`	Exits configuration mode and enters privileged EXEC mode.

Examples

The following example shows how to set speed-dial button 2 to dial the head office at extension 5001 and locks the setting so that the phone user cannot change the setting at the phone:

```
Router(config)# voice register pool 23
Router(config-register-pool)# speed-dial 2 +5001 label "Head Office"
```

SIP: Configuring a Personal Speed-Dial Menu

To define up to 24 personal speed-dial numbers for a SIP phone, perform the following steps.

Prerequisites

- Cisco Unified CME 4.1 or a later version.

Restrictions

- For certain Cisco Unified IP phones, such as the 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE, personal speed-dial numbers can only be created in Cisco Unified CME by using this procedure.

- For certain Cisco Unified IP phones, such as the 7905, 7912, 7940, and 7960, speed dial numbers can only be created by the user directly on the phone and not in Cisco Unified CME. To determine whether you must program a speed dial on directly your IP phone, see the Cisco Unified CME user guide for your IP phone model.

SUMMARY STEPS

1. **enable**
2. **configure terminal**
3. **voice register pool** *pool-tag*
4. **fastdial** *dial-tag number* [**name** *name-string*]
5. **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 pool** *pool-tag* **Example:** `Router(config-register-pool)# voice register pool 1`	Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone. • *pool-tag*—Unique sequence number of the SIP phone to be configured. Range is version and platform-dependent; type **?** to display range. You can modify the upper limit for this argument with the **max-pool** command.

	Command or Action	Purpose
Step 4	**fastdial** *dial-tag number* [**name** *name-string*] **Example:** `Router(config-register-pool)# fastdial 1 5552 name Sales`	Creates a personal speed-dial number on this SIP phone. • *dial-tag*—Unique number to identify this entry during configuration. Range: 1 to 24. • *number*—Telephone number or extension to be dialed. • **name** *name-string*—(Optional) Label to appear in the Personal Speed Dial menu, containing a string of a maximum of 24 alphanumeric characters. Personal speed dial is handled through an XML request, so characters that have special meaning to HTTP, such as ampersand (&), percent sign (%), semicolon (;), angle brackets (< >), and vertical bars (|), are not allowed. • Repeat this command for each personal speed-dial number that you want to create on this phone.
Step 5	**end** **Example:** `Router(config-register-pool)# end`	Exits to privileged EXEC mode.

Configuration Examples for Speed Dial

This section contains the following examples:

- Enabling a Local Speed Dial Menu: Example, page 1392
- Personal Speed Dial Menu: Example, page 1393
- Speed-Dial Buttons and Abbreviated Dialing: Example, page 1393
- Bulk-Loading Speed Dial: Example, page 1393
- Speed-Dial and Fast-Dial User Interface: Example, page 1394

Enabling a Local Speed Dial Menu: Example

The following commands enable the Cisco web browser and set the HTTP path to flash memory so that the speeddial.xml file in flash memory is accessible to IP phones:

```
ip http server
ip http path flash:
```

The following XML file—speeddial.xml, defines three speed-dial numbers that will appear to the user after they press the Directories button on an IP phone.

```
<CiscoIPPhoneDirectory>
<Title>Local Speed Dial</Title>
<Prompt>Record 1 to 1 of 1 </Prompt>

<DirectoryEntry>
  <Name>Security</Name>
  <Telephone>71111</Telephone>
</DirectoryEntry>
```

```
<DirectoryEntry>
  <Name>Marketing</Name>
  <Telephone>71234</Telephone>
</DirectoryEntry>

<DirectoryEntry>
  <Name>Tech Support</Name>
  <Telephone>71432</Telephone>
</DirectoryEntry>

</CiscoIPPhoneDirectory>
```

Personal Speed Dial Menu: Example

The following example creates a directory of three personal speed-dial listings for one IP phone:

```
ephone 1
 fastdial 1 5489 name Marketing
 fastdial 2 12125550155 name NY Sales
 fastdial 3 12135550112 name LA Sales
```

Speed-Dial Buttons and Abbreviated Dialing: Example

The following example defines two locked speed-dial numbers with labels to appear next to the speed-dial buttons on ephone 1. These speed-dial definitions are assigned to the next empty buttons after all extensions are assigned. For instance, if two extensions are assigned on the Cisco Unified IP Phones 7960 and 7960G, these speed-dial definitions appear on the third and fourth buttons.

This example also defines two system-level speed-dial numbers with the **directory entry** command. One is a local extension and the other is a ten-digit telephone number.

```
ephone 1
 mac-address 1234.5678.ABCD
 button 1:24 2:25
 speed-dial 1 +5002 label Receptionist
 speed-dial 2 +5001 label Security

telephony-service
 directory entry 34 5003 name Accounting
 directory entry 45 8185550143 name Corp Acctg
```

Bulk-Loading Speed Dial: Example

The following example changes the default bulk speed-dial prefix to #7 and enables global bulk speed-dial list number 6 for all phones. It also enables a personal bulk speed-dial list for ephone 25.

```
telephony-service
 bulk-speed-dial list 6 flash:sd_dept_01_1_87.txt
 bulk-speed-dial prefix #7

ephone-dn 3
 number 2555

ephone-dn 4
 number 2557
```

```
ephone 25
 button 1:3 2:4
 bulk-speed-dial list 7 flash:lmi_sd_list_08_24_95.txt
```

Speed-Dial and Fast-Dial User Interface: Example

The following example shows that the user interface for speed-dial and fast-dial configuration is disabled on phone 12:

```
ephone  12
 no phone-ui speeddial-fastdial
 ephone-template 5
 mac-address 000F.9054.31BD
 type 7960
 button  1:10 2:7
```

Where to Go Next

If you are finished creating or modifying speed-dial configurations for individual phones, you must reboot phones to download the modified configuration. See "Resetting and Restarting Phones" on page 369.

DSS Call Transfer

Monitor-line button speed dial, also known as direct station select (DSS) call transfer, allows you to use a monitored line button to speed-dial a call to that extension. If you want to allow consultation during DSS transfers, see "Configuring Call Transfer and Forwarding" on page 763.

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 Speed Dial

Table 87 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 Communications Manager Express 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 87 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 87 Feature Information for Speed Dial

Feature Name	Cisco Unified CME Version	Feature Information
Speed Dial	4.3	Added user interface on SCCP phones for programming Speed Dial and Fast Dial.
	4.1	Added support for local and personal speed-dial menus for SIP phones in Cisco Unified CME.
	4.0(2)	Added support for DSS Service which allows phone user to fast transfer a call by pressing a single speed-dial line or monitor line button.
	4.0	Added support for bulk speed-dial list for SCCP phones in Cisco Unified CME.
	3.4	Added support for speed dial buttons on SIP phones in Cisco Unified CME.
	3.0	• Added support for personal speed-dial from SCCP phones in Cisco Unified CME. • Number of speed-dial definitions that can be created was increased from 4 to 33. • The ability to program speed-dial numbers at the phone was introduced. • The ability to lock speed-dial numbers was introduced.
	1.0	Speed dial using the **speed-dial** command was introduced.