

# Customize Softkeys


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# Information About Softkeys

## Softkeys on IP Phones

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

You can modify softkeys 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 softkeys are available in all call states. Use the CLI help to see the available softkeys for each call state. The softkeys 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). Press **Update** softkey to update the list of parties in the conference, for instance, to verify that a party has been removed from the conference. Press **Remove** softkey to remove the appropriate parties.
- Confrn—Short for "conference." Connects callers to a conference call.
- Details—Lists all the participants in a conference. This softkey is supported only on Cisco 7800 Series IP Phones. Press **Update** to update the list of parties in the conference. Press **Remove** softkey to remove the appropriate parties. The suboption **Remove** is available to the conference creator and phones that have **conference admin** configured.
- 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 softkey 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).
- Show detail—Lists all the participants in a conference. This softkey is supported only on Cisco 8800 Series IP Phones. Press **Update** to update the list of parties in the conference. Press **Remove** softkey to remove the appropriate parties. The suboption **Remove** is available to the conference creator and phones that have **conference admin** configured.
- 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 softkey 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 softkey 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 Customize Softkeys, on page 1.

## Softkeys Introduced in Unified CME Release 12.3 and Later Releases

From Unified CME Release 12.3, support is introduced for Cisco IP Conference Phone 7832 and Cisco IP Conference Phone 8832. The following Softkeys are available on Cisco IP Conference Phone 7832 and Cisco IP Conference Phone 8832:

- Recents – Displays the call history.
- Contacts – Displays the directory list.
- Apps – Displays the service options (My Phone Apps, Extension Mobility).
- Favorites – Displays the configured speed dials.
- Messages – Provides voicemail accessibility.
- Settings – Displays the phone settings options.

The softkeys that are introduced in Unified CME Release 12.3 supports the following templates:

- Personal user softkey template
- Public user softkey template

The personal template supports all the softkeys necessary to provide full functionality of the phone. The public template supports a restricted softkey set, which is defined for basic conference room use cases. The personal softkey template is enabled by configuring the CLI command **softkeys personal-conf-user** under **voice register template** configuration mode. You can use the no form of the CLI command **softkeys personal-conf-user** to switch to the default configuration of public user softkey template. In a scenario where no configuration is provided, the default configuration of public user softkey template is applied. The softkeys that are introduced in Unified CME Release 12.3 are supported only on Cisco IP Conference Phones 7832 and 8832. Hence, **softkeys personal-conf-user** is an optional configuration that is required only when the phone template has to be applied to Cisco IP Conference Phones 7832 or 8832. For more information on configuring softkeys for SIP phones, see Modify Softkey Display on SIP Phone, on page 17.

A personal user softkey template supports the following softkeys, apart from the softkeys supported on a public softkey user template:

- Messages
- CfwdAll
- DND
- Redial

The following is a sample configuration for a personal user softkey template:

```
voice register template 7
 softkeys personal-conf-user
```

For Unified CME Release 12.7 and later releases, Cisco IP Conference Phone 7832 and Cisco IP Conference Phone 8832 introduces support for:

- Custom softkey template

Custom softkey template is already supported on other SIP phones on Unified CME. Before Unified CME Release 12.7, the support on Cisco IP Conference Phone 7832 and Cisco IP Conference Phone 8832 was limited to personal user softkey template and public user softkey template. To enable custom softkey template, configure **softkeys** command under **voice register template** configuration mode.

The following is a sample configuration for a custom user softkey template:

```
voice register template 7
 softkeys hold {[Newcall] {Resume]}
```

For more information on configuration of softkeys, see Modify Softkey Display on SIP Phone, on page 17.

**Note** If you configure **softkeys personal-conf-user** command under **voice register template**, personal user softkey template is enabled. If you do not configure any of the softkeys command under **voice register template** configuration mode, the default public user softkey template is enabled.

# 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** softkey. 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** softkey, 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 Softkey

The Flash softkey 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 softkey 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 softkey does not guarantee that hookflash-based services are accessible to the phone user.

For configuration information, see Enable Flash Softkey, on page 21 .

# Feature Blocking

In Cisco Unified CME 4.0 and later versions, individual softkey 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 softkey is not removed but it does not function. For configuration information, see Configure Feature Blocking, on page 23.

To remove a softkey display, use the appropriate **no softkeys** command. See Modify Softkey Display on SCCP Phone, on page 14.

# Feature Policy Softkey Control

Cisco Unified CME 8.5 allows you to control the display of softkeys 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 softkeys on Cisco Unified SIP IP Phones 8961, 9951, and 9971. Table 1: Feature IDs and Default State of the Controllable Features, on page 5 lists the controllable feature softkeys with specific feature IDs and their default state on Cisco Unified SIP IP Phones 8961, 9951, and 9971.

***Table 1: 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 softkeys on phones. Cisco Unified CME generates a `featurePolicy<x>.xml` file for each `voice register template <x>` configured. The list of controllable softkey 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** softkey 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 softkey is added to the phones when they register with Cisco Unified CME using `softkeyxxxx.xml` file. Cisco Unified CME generates the `softkeyxxxx.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 softkey on the phone's display using the **softkey** command. For more information, see Configure Immediate Divert (iDivert) Softkey on SIP Phone, on page 25.

# Enhanced Immediate Divert (Enhanced iDivert)

The Enhanced iDivert feature is an enhanced version of the iDivert feature supported on Unified CME.

Enhanced iDivert is supported in Unified CME 8.5 and later releases. The support for Enhanced iDivert is across both SIP and SCCP phones. iDivert is supported as a softkey on Cisco Unified IP Phones. The feature is enabled by default on Unified CME, by using the **iDivert** softkey.

While iDivert immediately diverts a call to a voice messaging system, Enhanced iDivert feature allows you to immediately divert a call to the voice messaging system of the phone you dialed or to the voice messaging system of the phone to which call forward is set.

Consider a scenario with a voice message from Phone A to Phone B registered with Unified CME. Call forward is set from Phone B to Phone C, which is also registered to Unified CME. Both Phone B and C support voice messaging. When the voice message is delivered to the voice messaging server of Unified CME, Phone B forwards the message as it has **call-forward mailbox** configured. If Phone C presses the **iDivert** softkey, then Phone A gets an audio prompt. Using the Enhanced iDivert feature, the user at Phone A can decide if the voice message needs to be delivered to Phone A or Phone B.

# 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 Configure Service URL Line Key Button on SCCP Phone, on page 27 and Configure Service URL Line Key Button on SIP Phone, on page 28 ). Similarly, you can program a line key on your Cisco IP phone to function as a feature button using the **feature-button** command (see Configure Feature Buttons on SCCP Phone Line Key, on page 30 and Configure Feature Buttons on SIP Phone Line Key, on page 31 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 Cisco Unified IP Phone documentation.

Table 2: PLK Feature Availability on Different Phone Models, on page 7 lists the softkeys supported as PLKs on various Cisco Unified IP Phone models.

***Table 2: PLK Feature Availability on Different Phone Models***

| Softkeys 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 |
| 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 |

| Softkeys 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 |
|---|---|---|---|---|---|
| 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 |
| 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 3: PLK Feature Availability on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8, on page 9 lists the PLK features available on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8.

*Table 3: PLK Feature Availability on the Cisco Unified 6945, 8941, and 8945 SCCP IP Phones in Cisco Unified CME 8.8*

| Softkeys 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 |
| Pickup | Supported |
| Privacy | Supported |
| Redial | Supported |
| Remove Last Participant | Supported |
| Reset Phone | Not Supported |
| Services URL | Not Supported |

| Softkeys Supported as Programmable Line Keys | Cisco Unified 6945, 8941, and 8945 SCCP IP Phones |
|---|---|
| Speed Dial Buttons | Supported |
| Single Number Reach | Supported |
| Transfer to VM | Supported |

Table 4: PLK Feature Availability on the Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones in Cisco Unified CME 9.0, on page 10 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 4: PLK Feature Availability on the Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones in Cisco Unified CME 9.0***

| Softkeys 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[4] | 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 |
| New Call | Not Supported | Supported | Supported |

| Softkeys 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 |
|---|---|---|---|
| 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[5] | Not Applicable[2] |
| Transfer to VM | Not Supported | Not Supported | Not Supported |

[4] These phones are equipped with “conference” hard keys.
[5] 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 5: PLK Feature Availability on the Cisco Unified 7800, 8800 Series SIP IP Phones from Cisco Unified CME 11.0 Onwards, on page 11 lists the PLK features available on the Cisco Unified 7800 and 8800 series SIP IP Phones from Cisco Unified CME Release 11.0 onwards. As part of Unified CME Release 11.7, new phone support for Cisco IP Phones 8821, 8845, 8865 was introduced. With this addition, Unified CME supports all phone models in Cisco IP Phone 7800 Series and Cisco IP Phone 8800 Series.

***Table 5: PLK Feature Availability on the Cisco Unified 7800, 8800 Series SIP IP Phones from Cisco Unified CME 11.0 Onwards***

| Softkeys Supported as Programmable Line Keys | Cisco Unified 7800 Series SIP IP Phones | Cisco Unified 8800 Series SIP IP Phones |
|---|---|---|
| Acct | Not Supported | Not Supported |
| Call Back | Not Supported | Not Supported |
| Conference | Not Supported | Not Supported |
| Conference List | Supported | Supported |

| Softkeys Supported as Programmable Line Keys | Cisco Unified 7800 Series SIP IP Phones | Cisco Unified 8800 Series SIP IP Phones |
|---|---|---|
| Customized URL | Not Supported | Not Supported |
| Do Not Disturb | Supported | Supported |
| End Call | Supported | Supported |
| Extension Mobility | Supported | Supported |
| Forward All | Supported | Supported |
| Group Pickup | Supported | Supported |
| Hold | Supported | Supported |
| Hook Flash | Not Supported | Not Supported |
| HLog (From Unified CME Release 11.6 onwards) | Supported | Supported |
| Live Record | Not Supported | Not Supported |
| Login | Not Supported | Not Supported |
| Meet Me | Supported | Supported |
| Mobility | Supported | Supported |
| My Phone Apps | Supported | Supported |
| New Call | Supported | Supported |
| Park | Supported | Supported |
| Personal Speed Dial | Not Supported | Not Supported |
| Pickup | Supported | Supported |
| Privacy | Supported | Supported |
| Redial | Supported | Supported |
| Remove Last Participant | Not Supported | Not Supported |
| Reset Phone | Not Supported | Not Supported |
| Services URL | Not Supported | Not Supported |
| Single Number Reach | Not Supported | Not Supported |
| Speed Dial | Supported | Supported |
| Transfer | Not Supported | Not Supported |
| Transfer to VM | Not Supported | Not Supported |

Table 6: LED Behavior, on page 13 lists the feature buttons and their corresponding LED behavior. Only features with radio icons will indicate their state via LED.

***Table 6: 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 | — |
| 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<br>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 | — |

| Feature | Label/Tagged ID | Label/Extended Tagged ID | Icon | LED Behavior |
|---|---|---|---|---|
| HLog | — | Hunt Group/0x36 | Default | On—hlog in<br>Off—hlog out<br>Blink—call in queue at Hlogout state |
| Privacy | Private/ SkPrivacy 0x36 | — | Radio Button | On—active<br>Off—inactive |
| Acct | Acct/ TAGS_ACCT_ 40<br>TAGS_Acct[] | — | Default | — |
| Flash | Flash/ TAGS_FLASH_ 41<br>TAGS_Flash[] | — | Default | — |
| Login | Login/ TAGS_LOGIN_ 42<br>TAGS_Login[] | — | Default | — |
| TrnsfVM | TrnsfVM/SkTrnsfVMTag 0x3e | — | Default | — |
| LiveRcd | LiveRcd | — | Default | — |
| Night Service | Night Service/ TAGS_Night_Service[] | — | Radio Button | On—active<br>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 | — |

# Configure Softkeys

## Modify Softkey Display on SCCP Phone

To modify the display of softkeys, perform the following steps.

**Restriction**

- Enable the ConfList and MeetMe softkeys only if you have hardware conferencing configured. For information on conferencing, see Hardware Conference.
- The third softkey button on the Cisco Unified IP Phone 7905G and Cisco Unified IP Phone 7912G is reserved for the Message softkey. For these phones' templates, the third softkey button defaults to the Message softkey. For example, the **softkeys idle Redial Dnd Pickup Login Gpickup** command configuration displays, in order, the Redial, DND, Message, PickUp, Login, and GPickUp softkeys.
- The NewCall softkey cannot be disabled on the Cisco Unified IP Phone 7905G or Cisco Unified IP Phone 7912G.

### Before you begin

- Cisco CME 3.2 or a later version.
- Cisco Unified CME 4.2 or a later version to enable softkeys during the ringing call state.
- Cisco Unified CME 4.3 or a later version to enable softkeys during the remote-in-use state.
- The HLog softkey must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see Configure Ephone-Hunt Groups on SCCP Phones .
- The Flash softkey must be enabled with the **fxo hook-flash** command before it will be displayed. For configuration information, see Enable Flash Softkey, on page 21 .

## 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

### Procedure

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable** | Enables privileged EXEC mode. |

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

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

# Modify Softkey Display on SIP Phone



**Restriction**

- This feature is supported only for Cisco Unified IP Phones 7911G, 7941G, 7941GE, 7961G, 7961GE, 7970G, and 7971GE.
- You can download a custom softkey XML file from a TFTP server. However, if the softkey XML file contains an error, the softkeys might not work properly on the phone. We recommend the following procedure for creating a softkey template in Cisco Unified CME.
- HLog softkey is supported only on Cisco Unified IP Phones 7800 and 8800 series.

### Before you begin

Cisco Unified CME 4.1 or a later version. From Cisco Unified CME Release 11.6 onwards, HLog softkey is supported. From Unified CME Release 12.3 onwards, the CLI command **softkeys personal-conf-user** is supported.

## SUMMARY STEPS

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

## DETAILED STEPS

### Procedure

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **voice register template** *template-tag*<br>**Example:**<br>`Router(config)# voice register template 9` | Enters voice register template configuration mode to create a SIP phone template.<br>• *template-tag*—Range: 1 to 10. |
| **Step 4** | **softkeys connected** {[**Confrn**] [**Endcall**] [**Hold**] [**Trnsfer**] [**HLog**] }<br>**Example:**<br>`Router(config-register-template)# softkeys connected Endcall Hold Transfer HLog` | (Optional) Configures a SIP phone template for softkey display during the call-connected state.<br>• You can enter the keywords in any order.<br>• Default is all softkeys are displayed in alphabetical order.<br>• Any softkey that is not explicitly defined is disabled. |
| **Step 5** | **softkeys hold** {[**Newcall**] {**Resume**]}<br>**Example:** | (Optional) Configures a phone template for softkey display during the call-hold state. |

| | Command or Action | Purpose |
|---|---|---|
| | `Router(config-register-template)# softkeys hold Resume` | • Default is that the NewCall and Resume softkeys are displayed in alphabetical order.<br>• Any softkey that is not explicitly defined is disabled. |
| **Step 6** | **softkeys idle** {[**Cfwdall**] [**Newcall**] [**Redial**] [**HLog**] }<br>**Example:**<br>`Router(config-register-template)# softkeys idle Newcall Redial Cfwdall HLog` | (Optional) Configures a phone template for softkey display during the idle state.<br>• You can enter the keywords in any order.<br>• Default is all softkeys are displayed in alphabetical order.<br>• Any softkey that is not explicitly defined is disabled. |
| **Step 7** | **softkeys seized** {[**Cfwdall**] [**Endcall**] [**Redial**]}<br>**Example:**<br>`Router(config-register-template)# softkeys seized Endcall Redial Cfwdall` | (Optional) Configures a phone template for softkey display during the seized state.<br>• You can enter the keywords in any order.<br>• Default is all softkeys are displayed in alphabetical order.<br>• Any softkey that is not explicitly defined is disabled. |
| **Step 8** | **softkeys personal-conf-user**<br>**Example:**<br>`Router(config-register-template)# softkeys personal-conf-user` | (Optional) Configures a personal user phone template for softkey display.<br>• The CLI command is disabled by default, and applies a public user phone template.<br>• When you configure the no form of this command, support switches to public user phone template.<br>• When the CLI command **softkeys personal-conf-user** is configured, you cannot configure other state specific softkeys.<br>• The CLI command is supported only for the Cisco IP Conference Phone 7832 and Cisco IP Conference Phone 8832 phone types. |
| **Step 9** | **exit**<br>**Example:**<br>`Router(config-register-template)# exit` | Exits voice register template configuration mode. |
| **Step 10** | **voice register pool** *pool-tag*<br>**Example:**<br>`Router(config)# voice register pool 36` | Enters voice register pool configuration mode to set phone-specific parameters for a SIP phone. |
| **Step 11** | **template** *template-tag*<br>**Example:**<br>`Router(config-register-pool)# template 9` | Applies a SIP phone template to the phone you are configuring.<br>• *template-tag*— Template tag that was created with the **voice register template** command in Step 3 . |
| **Step 12** | **end**<br>**Example:** | Exits to privileged EXEC mode. |

| | Command or Action | Purpose |
|---|---|---|
| | `Router(config-register-pool)# end` | |

### 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 Generate Configuration Profiles for SIP Phones .

# Verify Softkey Configuration

### Procedure

**Step 1** **show running-config**

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

**Example:**

```
Router# show running-config
!
voice register 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 HLog
 softkeys connected Endcall Trnsfer Confrn Hold Hlog
 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*

**Example:**

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 HLog
 softkey hold Resume Newcall
 softkey idle Newcall Redial Cfwdall HLog
```

# Enable Flash Softkey



**Restriction** The IP phone must support softkey display.

### Before you begin

To enable the Flash softkey, perform the following steps

## SUMMARY STEPS

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

**DETAILED STEPS**

**Procedure**

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **telephony-service**<br>**Example:**<br>`Router(config)# telephony-service` | Enters telephony-service configuration mode. |
| **Step 4** | **fxo hook-flash**<br>**Example:**<br>`Router(config-telephony)# fxo hook-flash` | Enables the Flash softkey on phones that support softkey display on PSTN calls using an FXO port.<br>**Note**<br>The Flash softkey display is automatically disabled for local IP-phone-to-IP-phone calls. |
| **Step 5** | **restart all**<br>**Example:**<br>`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**<br>**Example:**<br>`Router(config-telephony)# end` | Returns to privileged EXEC mode. |

# Verify Flash Softkey Configuration

**Procedure**

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

**Example:**

```
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.

# Configure Feature Blocking

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

### Before you begin

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

**Procedure**

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **ephone-template** *template-tag*<br>**Example:**<br>`Router(config)# ephone-template 1` | Enters ephone-template configuration mode.<br>• *template-tag*—Unique sequence number that identifies this template during configuration tasks. Range is 1 to 20. |
| **Step 4** | **features blocked** [**CFwdAll**] [**Confrn**] [**GpickUp**] [**Park**] [**PickUp**] [**Trnsfer**] | Prevents the specified softkey from invoking its feature.<br>• **CFwdAll**—Call forward all calls. |

| | Command or Action | Purpose |
|---|---|---|
| | **Example:**<br>`Router(config-ephone-template)# features blocked Park Trnsfer` | • **Confrn**—Conference.<br>• **GpickUp**—Group call pickup.<br>• **Park**—Call park.<br>• **PickUp**—Directed or local call pickup. This includes pickup last-parked call and pickup from another extension or park slot.<br>• **Trnsfer**—Call transfer. |
| **Step 5** | **exit**<br>**Example:**<br>`Router(config-ephone-template)# exit` | Exits ephone-template configuration mode. |
| **Step 6** | **ephone** *phone-tag*<br>**Example:**<br>`Router(config)# ephone 25` | Enters ephone configuration mode.<br>• *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*<br>**Example:**<br>`Router(config-ephone)# ephone-template 1` | Applies an ephone template to an ephone.<br>• *template-tag*—Template number that you want to apply to this ephone.<br>**Note**<br>To view your ephone-template configurations, use the **show telephony-service ephone-template** command. |
| **Step 8** | **restart**<br>**Example:**<br>`Router(config-ephone)# restart` | Performs a fast reboot of this ephone. Does not contact the DHCP or TFTP server for updated information.<br>**Note**<br>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**<br>**Example:**<br>`Router(config-ephone)# end` | Returns to privileged EXEC mode. |

# Verify Block Softkey Configuration

### Procedure

**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.

# Configure Immediate Divert (iDivert) Softkey on SIP Phone

To configure iDivert softkey (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 softkey, all remaining participants receive an outgoing greeting of the participant who pressed iDivert softkey.



**Restriction**

- 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 softkey 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 softkey 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 softkey 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

### Procedure

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

| | Command or Action | Purpose |
|---|---|---|
| | `Router(config-register-pool)# template 9` | • *template-tag*— Template tag that was created with the voice register template command in Step 3 . |
| **Step 10** | **end**<br>**Example:**<br>`Router(config-register-pool)# end` | Exits configuration mode. |

# Configure Service URL Line Key Button on SCCP Phone

### 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

**Procedure**

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **ephone template** *template-tag*<br>**Example:**<br>`Router(config)# ephone template 5` | Enters ephone-template configuration mode to create an ephone template.<br>• *template-tag*—Unique identifier for the ephone template that is being created. Range: 1 to 10. |
| **Step 4** | **url-button** *index* **type** | url [name]<br>**Example:** | Configures a service URL button on a line key.<br>• *index*—Unique index number. Range: 1 to 8.<br>• **type**—Type of service URL button. The following types of service URL buttons are available: |

| | Command or Action | Purpose |
|---|---|---|
| | Router#(config-ephone-template)#url-button 1 myphoneapp<br>Router(config-ephone-template)#url-button 2 em<br>Router(config-ephone-template)#url-button 3 snr<br>Router (config-ephone-template)#url-button 4 http://www.cisco.com | • myphoneapp: My phone application configured under phone user interface.<br>• em: Extension Mobility.<br>• snr: Single Number Reach.<br>• *url name*—Service URL with maximum length of 31 characters. |
| **Step 5** | **exit**<br>**Example:**<br>Router(config-ephone-template)# exit | Exits ephone-template configuration mode. |
| **Step 6** | **ephone** *phone-tag*<br>**Example:**<br>Router(config)#ephone 36 | Enters ephone configuration mode.<br>• *phone-tag*—Unique sequence number that identifies this ephone during configuration tasks. |
| **Step 7** | **ephone-template** template-tag<br>**Example:**<br>Router(config-ephone)# ephone-template 5 | Applies an ephone template to the ephone that is being configured. |
| **Step 8** | **end**<br>**Example:**<br>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.

# Configure Service URL Line Key Button on SIP Phone

### 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

### Procedure

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **voice register template** *template-tag*<br>**Example:**<br>`Router(config)# voice register template 5` | Enters voice register template configuration mode to create a SIP phone template.<br>• *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*]<br>**Example:**<br>`Router(config-register-temp)url-button 1 http://www.cisco.com` | Configures a service URL button on a line key.<br>• **index** *number*—Unique index number. Range: 1 to 8.<br>• **url** *location*—Location of the URL.<br>• **url** *name*—Service URL with maximum length of 31 characters. |
| **Step 5** | **exit**<br>**Example:**<br>`Router(config-register-temp)# exit` | Exits voice register template configuration mode. |
| **Step 6** | **voice register pool** *phone-tag*<br>**Example:**<br>`Router(config)# voice register pool 12` | Enters voice register pool configuration mode.<br>• *phone-tag*—Unique number that identifies this voice register pool during configuration tasks. |
| **Step 7** | **template** *template-tag*<br>**Example:**<br>`Router(config-register-pool)# template 5` | Applies the SIP phone template to the phone.<br>• *template-tag*—Unique identifier of the template that you created in Step 3. |
| **Step 8** | **end**<br>**Example:**<br>`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 Generate Configuration Profiles for SIP Phones.

# Configure Feature Buttons on SCCP Phone Line Key

**Restriction**

- 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 6: LED Behavior, on page 13

## 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

**Procedure**

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

| | Command or Action | Purpose |
|---|---|---|
| **Step 4** | **feature-button index** <*feature identifier*> [**label** <*label*>]<br>**Example:**<br>`Router(config-ephone-template)feature-button 1 label hold` | Configures a feature button on a line key.<br>• *index*- Index number, one from 25 for a specific feature type.<br>• *feature identifier*-Feature ID or stimulus ID.<br>• **label** -Non-default text label. |
| **Step 5** | **exit**<br>**Example:**<br>`Router(config-ephone-template)# exit` | Exits ephone-template configuration mode. |
| **Step 6** | **ephone** *phone-tag*<br>**Example:**<br>`Router(config)# ephone 5` | Enters ephone configuration mode.<br>• *phone-tag*- Unique sequence number that identifies this ephone during configuration tasks. |
| **Step 7** | **ephone-template** *template-tag*<br>**Example:**<br>`Router(config-ephone)# ephone-template 10` | Applies an ephone template to the ephone that is being configured. |
| **Step 8** | **end**<br>**Example:**<br>`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.

# Configure Feature Buttons on SIP Phone Line Key

### 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

### Procedure

| | Command or Action | Purpose |
|---|---|---|
| **Step 1** | **enable**<br>**Example:**<br>`Router> enable` | Enables privileged EXEC mode.<br>• Enter your password if prompted. |
| **Step 2** | **configure terminal**<br>**Example:**<br>`Router# configure terminal` | Enters global configuration mode. |
| **Step 3** | **voice register template** *template-tag*<br>**Example:**<br>`Router(config)# voice register template 5` | Enters voice register template configuration mode to create a SIP phone template.<br>• *template-tag* -Unique identifier for the template that is being created. Range: 1 to 10.<br>**Note**<br>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***]**<br>**Example:**<br>`Router(config-voice-register-template)feature-button 1 DnD`<br>`Router(config-voice-register-template)feature-button 2 EndCall`<br>`Router(config-voice-register-template)feature-button 3 Cfwdall` | Configures a feature button on a line key.<br>• *index*—One of the 12 index numbers for a specific feature type.<br>• *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. |
| **Step 5** | **exit**<br>**Example:**<br>`Router(config-register-temp)# exit` | Exits voice register template configuration mode. |
| **Step 6** | **voice register pool** *phone-tag*<br>**Example:**<br>`Router(config)# voice register pool 12` | Enters voice register pool configuration mode.<br>• *phone-tag*—Unique number that identifies this voice register pool during configuration tasks. |
| **Step 7** | **template** *template-tag*<br>**Example:**<br>`Router(config-register-pool)# template 5` | Applies the template to the phone.<br>• *template-tag*—Unique identifier of the template that you created in Step 3. |

| | Command or Action | Purpose |
|---|---|---|
| **Step 8** | **end**<br>**Example:**<br>`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 Generate Configuration Profiles for SIP Phones

# Configuration Example for Softkeys

## Example for Modifying Softkey Display

The following example modifies the softkey 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 softkey 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
```

## Example for Modifying HLog Softkey for SCCP Phones

The following example establishes the appearance and order of softkeys 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 softkeys 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
```

# Example for Modifying HLog Softkey for SIP Phones

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

```
telephony-service
 hunt-group logout HLog
 fac standard
.
.
voice register template 7
 softkeys connected Endcall Hold Transfer Hlog
 softkeys idle Newcall Redial Pickup Cfwdall Hlog
 softkeys ringIn Answer DND iDivert Hlog
```

# Example for Enabling Flash Softkey for PSTN Calls

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

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

# Example for Park and Transfer Blocking

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

```
ephone-template 1
features blocked Park Trnsfer
ephone-dn 2
number 2333
ephone 3
button 1:2
ephone-template 1
```

# Example for Conference Blocking

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
```

# Example for Immediate Divert (iDivert) Configuration

The following example shows iDivert softkey 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
```

# Example for Configuring URL Buttons on a SCCP Phone Line Key

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
```

# Example for Configuring URL Buttons on a SIP Phone Line Key

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
!
```

# Example for Configuring Feature Button on a SCCP Phone Line Key

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
```

# Example for Configuring Feature Button on a SIP Phone Line Key

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
 feature-button 4 HLog
!!
voice register pool 12
template 5
```

**Note** For more details on HLog functionality, see Call Coverage Features chapter.

### Where to Go Next

If you are done modifying the parameters for phones in CiscoUnifiedCME, generate a new configuration file and restart the phones. For more information, see Generate Configuration Files for Phones.

### 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 Templates.

### HLog Softkey

The HLog softkey must be enabled with the **hunt-group logout HLog** command before it will be displayed. For more information, see Configure Call Coverage Features.

# Feature Information for Softkeys

The following table provides release information about the feature or features described in this module. This table lists only the software release that introduced support for a given feature in a given software release train. Unless noted otherwise, subsequent releases of that software release train also support that feature.

Use Cisco Feature Navigator to find information about platform support and Cisco software image support. To access Cisco Feature Navigator, go to https://cfnng.cisco.com/. An account on Cisco.com is not required.

***Table 7: Feature Information for Softkeys***

| Feature Name | Cisco Unified CME Version | Feature Information |
|---|---|---|
| Account Code Entry | 3.0 | Account code entry was introduced. |
| Barge Softkey | 4.3 | The Barge, LiveRcd, and TrnsfVM softkeys were added. |
| Conferencing Softkeys | 4.1 | The ConfList, Join, MeetMe, RmLstC, and Select softkeys were added. |
| Feature Blocking | 4.0 | Feature blocking was introduced. |
| Feature Policy Softkey Control | 8.5 | Allows control display of softkeys on the Cisco Unified SIP IP Phones 8961, 9951, and 9971 using the feature policy template. |
| Flash Softkey | 3.0 | Flash softkey was introduced. |
| Immediate Divert Softkey for SIP Phones | 8.5 | Added support for iDivert softkey 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 softkeys as programmable line keys on Cisco Unified 6945, 8941, and 8945 SCCP IP Phones. |

| Feature Name | Cisco Unified CME Version | Feature Information |
|---|---|---|
| Programmable Line Keys for Cisco Unified SIP IP Phones | 9.0 | Adds support for softkeys as programmable line keys on Cisco Unified 6911, 6921, 6941, 6945, 6961, 8941, and 8945 SIP IP Phones. |
| Softkey Display | 12.3 | Support added for the softkeys 'Recents', 'Contacts', 'Apps', 'Favorites', 'Messages', and 'Settings' on Cisco IP Conference Phones 7832 and 8832. |
| | 11.7 | Support added for the softkeys 'Details' on Cisco IP Phone 7800 Series, and 'Show detail' on Cisco IP Phone 8800 Series. |
| | 11.6 | HLog Softkey support for SIP Phone was introduced. |
| | 4.1 | Configurable softkey 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 softkey was added to the connected, idle, and seized call states.<br>• The ability to customize softkey display in the hold call state was added. The ability to customize softkey display in the hold call state was added. |
| | 3.2 | Configurable softkey display (the ability to customize softkey display in the alerting, connected, idle, and seized call states) was introduced. |