



# Cisco IP Phone Configuration

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Cisco IP phones as full-featured telephones can plug directly into your IP network. You can use the Cisco CallManager Administration phone configuration panes to configure the following Cisco IP phones and devices:

- Cisco IP Phone 7900 Family
- Cisco IP Phone model 30 VIP
- Cisco IP Phone model 12 SP+
- H.323 clients
- CTI ports

Once you add a Cisco IP phone to Cisco CallManager Administration, information from the RIS Data Collector service displays on the Phone Configuration pane. When available, the IP address of the device and the name of the Cisco CallManager with which the device registered display.

The following topics provide information about working with and configuring Cisco IP phones in Cisco CallManager Administration:

- [Configuring Cisco IP Phones, page 42-2](#)
- [Finding a Phone, page 42-26](#)
- [Configuring Directory Numbers, page 42-27](#)
- [Phone Button Template Configuration, page 43-1](#)
- [Phone Configuration Settings, page 42-12](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

# Configuring Cisco IP Phones

You can add phones to the Cisco CallManager database automatically using auto-registration, manually using the phone configuration panes, or in groups with the Bulk Administration Tool (BAT). By enabling auto-registration, you can automatically add a Cisco IP phone to the Cisco CallManager database when you connect the phone to your IP telephony network. During auto-registration, Cisco CallManager assigns the next available sequential directory number to the phone. In many cases, you might not want to use auto-registration; for example, if you want to assign a specific directory number to a phone. If you do not use auto-registration, you must manually add phones to the Cisco CallManager database or use the Bulk Administration Tool (BAT). BAT, a plug-in application, enables system administrators to perform batch add, modify, and delete operations on large numbers of Cisco IP phones. Refer to the *Bulk Administration Tool Guide for Cisco CallManager* for detailed instructions on using BAT.

Once you add a Cisco IP phone to Cisco CallManager Administration, the RIS Data Collector service displays the device name, registration status, and the IP address of the Cisco CallManager to which it is registered on the Phone Configuration pane.

For information on how to configure phones as well as H.323 clients and CTI ports from Cisco CallManager Administration, see the following topics:

- [Cisco IP Phone Configuration, page 42-1](#)
- [Displaying the MAC Address of a Phone, page 42-3](#)
- [Adding a Phone, page 42-4](#)
- [Deleting a Phone, page 42-10](#)
- [Resetting a Phone, page 42-7](#)
- [Updating a Phone, page 42-9](#)
- [Copying an Existing Phone, page 42-6](#)
- [Phone Configuration Settings, page 42-12](#)
- [Configuring Speed Dial Buttons, page 42-20](#)
- [Speed Dial Configuration Settings, page 42-22](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Displaying the MAC Address of a Phone

The Media Access Control (MAC) address comprises a unique, 12-character, hexadecimal number that identifies a Cisco IP phone or other hardware device. Locate the number on a label on the bottom of the phone (for example, 000B6A409C405 for Cisco IP Phone 7900 Family models or SS-00-0B-64-09-C4-05 for Cisco IP Phone models SP 12+ and 30 VIP). Cisco CallManager makes the MAC address a required field for Cisco IP phone device configuration. When entering the MAC address in Cisco CallManager fields, do not use spaces or dashes and do not include the "SS" that may precede the MAC address on the label.

To display the MAC address when the phone is powered on, perform the following steps:

- Cisco IP Phone 7960 and 7940 models—Press **Settings**, use the arrow buttons to highlight the **Network Configuration** menu option, and press the **Select** softkey.
- Cisco IP Phone 7910 — Press **Settings**, use the arrow buttons to locate Network Config options, and press **6** on the phone keypad to begin displaying the Network Config options; then, use the arrow keys to scroll the Network Config option display to the MAC address.
- Cisco IP Phone models 12 SP+ and 30VIP—Press \*\* to display the MAC address on the second line of the LCD display.

For more information about displaying additional configuration settings on Cisco IP phones, refer to the *Cisco IP Phone 7900 Family Administration Guide* and the individual *Getting Started* publications provided with Cisco IP phones.

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Adding a Phone, page 42-4](#)
- [Updating a Phone, page 42-9](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Adding a Phone

Before a Cisco IP phone can be used, you must use this procedure to add the phone to Cisco CallManager. You can also use this procedure to configure H.323 clients or CTI ports. H.323 clients can be Symbol NetVision phones or Microsoft NetMeeting clients. CTI ports designate virtual devices used by Cisco CallManager applications such as Cisco SoftPhone and Cisco AutoAttendant.



### Note

If you are planning to use a TAPI application to control CTI port devices using the Cisco TAPI Service Provider (TSP), then you may only configure one line per CTI port device.

### Procedure

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- Step 1** Choose **Device > Add a Device**.
- The Add a New Device pane displays.
- Step 2** From the Device Type drop-down list box, choose **Phone** and click **Next**.
- The Add a New Phone pane displays.
- Step 3** From the Phone type drop-down list, choose the appropriate phone type (Cisco IP Phone model, H.323 client, or CTI port) and click **Next**. Once you choose a phone type, you cannot modify it.
- The Phone Configuration pane displays.
- Step 4** Enter the appropriate settings as described in [Table 42-1](#).
- Only the settings appropriate to the chosen phone type appear on your pane.
- Step 5** Click **Insert**.
- A message displays stating that the phone has been added to the database.
- Step 6** To add a directory number to this phone, click **OK** and enter the appropriate settings on the Directory Number Configuration pane as described in the [“Directory Number Configuration Settings”](#) section on page 42-32. To return to the Phone Configuration pane, click **Cancel**.

Once you add a Cisco IP phone to Cisco CallManager Administration, information from the RIS Data Collector service displays on the Phone Configuration pane. When available, the IP address of the device and the name of the Cisco CallManager with which the device registered display as illustrated in Figure 42-1.

**Figure 42-1 Phone Configuration Pane**

**Step 7** Reset the phone after making changes to apply the new settings. Refer to the “Resetting a Phone” section on page 42-7.

### Next Steps

If you want to configure speed-dial buttons to this phone, see the “Configuring Speed Dial Buttons” section on page 42-20. If you want to configure services for this phone, see the “Configuring Cisco IP Phone Services” section on page 42-22.

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Resetting a Phone, page 42-7](#)
- [Adding a Directory Number, page 42-28](#)
- [Deleting a Phone, page 42-10](#)
- [Updating a Phone, page 42-9](#)
- [Phone Configuration Settings, page 42-12](#)
- [Configuring Speed Dial Buttons, page 42-20](#)

- [Cisco IP Phones](#), *Cisco CallManager System Guide*
- [Phone Configuration Checklist](#), *Cisco CallManager System Guide*

## Copying an Existing Phone

If you want to manually add several similar phones to the Cisco CallManager database, you can add one and then copy its basic settings to apply to another phone. You must change at least the Media Access Control (MAC) address before inserting the new phone into the database.

Perform the following procedure to copy phone settings.

### Procedure

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- Step 1** Choose **Device > Phone**.  
The Find and List Phones pane displays.
  - Step 2** Enter search criteria to locate a specific phone and click **Find**.  
A list of phones that match the search criteria appears.
  - Step 3** Click the Copy icon for the phone whose settings you want to copy.  
The Phone Configuration pane displays.
  - Step 4** Enter the MAC address of the new phone.



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**Note** For information on obtaining the MAC address, see the [“Displaying the MAC Address of a Phone”](#) section on page 42-3.

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- Step 5** Update the appropriate settings as described in [Table 42-1](#).
  - Step 6** Click **Insert**.  
A message displays stating that the phone has been added to the database.
  - Step 7** To add a directory number to this phone, click **OK** and enter the appropriate settings on the Directory Number Configuration pane as described in the [“Directory Number Configuration Settings”](#) section on page 42-32. To return to the Phone Configuration pane, click **Cancel**.
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### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Finding a Phone, page 42-26](#)
- [Adding a Phone, page 42-4](#)
- [Resetting a Phone, page 42-7](#)
- [Updating a Phone, page 42-9](#)
- [Deleting a Phone, page 42-10](#)
- [Phone Configuration Settings, page 42-12](#)
- [Configuring Speed Dial Buttons, page 42-20](#)
- [Adding a Directory Number, page 42-28](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Resetting a Phone

You must reset a Cisco IP phone after you add a directory number or update its settings for your changes to take affect. Perform the following procedure to reset a Cisco IP phone using Cisco CallManager.



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**Note** If a call is in progress, the phone does not reset until the call finishes.

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### Procedure

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**Step 1** Choose **Device > Phone**.

The Find and List Phones pane displays.

**Step 2** Enter search criteria to locate a specific phone and click **Find**.

A list of phones that match the search criteria appears as illustrated in [Figure 42-2](#).

Figure 42-2 Find and List Phones Pane

Matching record(s) 1 to 20 of 1703  
Real-time Information Service returned information for 20 of 20 devices listed below.

<input type="checkbox"/>	Device Name	Description	Device Pool	Status	IP Address	Copy
<input type="checkbox"/>	SEP0001968FF752	Auto 1594	Default	Not Registered	10.35.5.161	
<input type="checkbox"/>	SEP0001968FF75C	Auto 2010	Default	Not Registered	10.35.5.164	
<input type="checkbox"/>	SEP0001968FF75D	Auto 2225	Default	Not Registered	10.35.7.109	
<input type="checkbox"/>	SEP0001968FF75E	Auto 1691	Default	Not Registered	10.35.6.158	
<input type="checkbox"/>	SEP0001968FF75F	Auto 1073	Default	Not Registered	10.35.6.84	
<input type="checkbox"/>	SEP0001968FF760	Auto 1789	Default	Not Registered	10.35.5.86	
<input type="checkbox"/>	SEP0001968FF761	Auto 2042	Default	Not Registered	10.35.4.215	

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**Step 3** Check the check boxes next to the phones you want to reset. To select all of the phones on the pane, check the check box in the matching records title bar.

**Step 4** Click **Reset Selected**.

The Reset Device pane displays.

**Step 5** Click one of the following items:

- **Restart Device**—Restarts the selected devices without shutting them down (reregisters the phones with Cisco CallManager).
- **Reset Device**—Shuts down the selected devices and brings them back up (performs a complete shutdown and reinitialization of the phones).

#### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Adding a Phone, page 42-4](#)
- [Updating a Phone, page 42-9](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)



# Updating a Phone

Perform the following procedure to update a Cisco IP phone from Cisco CallManager.

## Procedure

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**Step 1** Choose **Device > Phone**.

The Find and List Phones pane displays.

**Step 2** Enter search criteria to locate a specific phone, and click **Find**.

A list of phones that match the search criteria appears.

**Step 3** From the list, click the name of the phone you want to update.

The Phone Configuration pane displays.

**Step 4** Update the appropriate settings as described in [Table 42-1](#).

**Step 5** Click **Update**.

**Step 6** Click **Reset Phone** to reset or restart the phone and apply the new settings.

Restarting the phone re-registers the phones with Cisco CallManager without shutting the phone down. Resetting the phone shuts down the phone and brings it back up (performs a complete shut-down and re-initialization of the phones).

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## Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Adding a Phone, page 42-4](#)
- [Resetting a Phone, page 42-7](#)
- [Phone Configuration Settings, page 42-12](#)
- [Configuring Speed Dial Buttons, page 42-20](#)
- [Speed Dial Configuration Settings, page 42-22](#)
- [Finding a Phone, page 42-26](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Deleting a Phone

Perform the following procedure to delete a Cisco IP phone from Cisco CallManager.

### Procedure

**Step 1** Choose **Device > Phone**.

The Find and List Phones pane displays.

**Step 2** Enter search criteria to locate a specific phone and click **Find**.

A list of phones that match the search criteria appears as illustrated in [Figure 42-2](#).

*Figure 42-3 Find and List Phones Pane*

Matching record(s) 1 to 20 of 1703  
Real-time Information Service returned information for 20 of 20 devices listed below.

<input type="checkbox"/>	Device Name	Description	Device Pool	Status	IP Address	Copy
<input type="checkbox"/>	SEP000196BFF752	Auto 1594	Default	Not Registered	10.35.5.161	
<input type="checkbox"/>	SEP000196BFF75C	Auto 2010	Default	Not Registered	10.35.5.164	
<input type="checkbox"/>	SEP000196BFF75D	Auto 2225	Default	Not Registered	10.35.7.109	
<input type="checkbox"/>	SEP000196BFF75E	Auto 1691	Default	Not Registered	10.35.6.158	
<input type="checkbox"/>	SEP000196BFF75F	Auto 1073	Default	Not Registered	10.35.6.84	
<input type="checkbox"/>	SEP000196BFF760	Auto 1789	Default	Not Registered	10.35.5.86	
<input type="checkbox"/>	SEP000196BFF761	Auto 2042	Default	Not Registered	10.35.4.215	

**Step 3** Perform one of the following actions:

- Check the check boxes next to the phones you want to delete and clicking **Delete Selected**.
- Delete all of the phones on the pane by checking the check box in the matching records title bar and clicking **Delete Selected**.
- Choose the name of the phone you want to delete from the list to display its current settings, and click **Delete**.

A confirmation dialog displays.

**Step 4** Click **OK**.

**Related Topics**

- [Cisco IP Phone Configuration, page 42-1](#)
- [Finding a Phone, page 42-26](#)
- [Adding a Phone, page 42-4](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

# Phone Configuration Settings

[Table 42-1](#) describes the available settings on the Phone Configuration pane.



## Note

The Product-Specific Configuration section contains model-specific fields defined by the phone manufacturer. Cisco CallManager dynamically populates the fields with default values.

To view field descriptions and help for product-specific configuration items, click the “i” information icon to the right of the Product Specific Configuration heading to display help in a popup window.

If you need more information, refer to the documentation for the specific phone that you are configuring or contact the manufacturer.

**Table 42-1 Phone Configuration Settings**

Field	Description
MAC Address	Enter the Media Access Control (MAC) address that identifies Cisco IP phones (hardware phones only). The value must be 12 hexadecimal characters.  Refer to the <a href="#">“Displaying the MAC Address of a Phone” section on page 42-3</a> for information on how to access the MAC address.
Device Name	Enter a name to identify software-based telephones. The value can include 1 to 15 characters, including alphanumeric, dot, dash, and underscores. Cisco CallManager makes this field available only for H.323 clients and CTI ports.
Description	Identify the purpose of the device. You can enter the user name (such as John Smith) or the phone location (such as Lobby) in this field.

**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Device Pool	<p>Choose the device pool to which you want this phone assigned. The device pool defines sets of common characteristics for devices, such as region, date/time group, and Cisco CallManager group for auto-registration.</p> <p>The value you choose overrides the default value for this type of device. Refer to the <a href="#">“Device Defaults Configuration”</a> section on page 6-1.</p>
Media Resource Group List	<p>Choose the appropriate Media Resource Group List. A Media Resource Group List comprises a prioritized grouping of media resource groups. An application selects the required media resource, such as a Music On Hold server, among the available media resources according to the priority order defined in a Media Resource Group List.</p> <p>If you select &lt;none&gt;, Cisco CallManager uses the Media Resource Group defined in the device pool.</p> <p>For more information, refer to the <a href="#">“Media Resource Management”</a> section in the <i>Cisco CallManager System Guide</i>.</p>
Calling Search Space	<p>Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched to determine how a dialed number should be routed.</p>

Table 42-1 Phone Configuration Settings (continued)

Field	Description
User Hold Audio Source	<p>To specify the audio source played when a user initiates a hold action, click the drop-down arrow and choose an audio source from the list that displays.</p> <p>If you do not choose an audio source, Cisco CallManager uses the audio source defined in the device pool or the system default if the device pool does not specify an audio source ID.</p> <p><b>Note</b> You define audio sources in the Music On Hold Audio Source Configuration pane. For access, choose <b>Service &gt; Music On Hold</b>.</p>
Network Hold Audio Source	<p>To specify the audio source played when the network initiates a hold action, click the drop-down arrow and choose an audio source from the list that displays.</p> <p>If you do not choose an audio source, Cisco CallManager uses the audio source defined in the device pool or the system default if the device pool does not specify an audio source ID.</p> <p><b>Note</b> You define audio sources in the Music On Hold Audio Source Configuration pane. For access, choose <b>Service &gt; Music On Hold</b>.</p>
Location	<p>Choose the appropriate location for this Cisco IP phone. The location specifies the total bandwidth available for calls to and from this location. A location setting of <i>None</i> means that the locations feature does not keep track of the bandwidth consumed by this Cisco IP phone.</p>

**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Phone Button Template	<p>Choose the appropriate phone button template. The phone button template determines the configuration of buttons on a phone and identifies which feature (line, speed dial, and so on) is used for each button.</p> <p>The value you enter overrides the default value for this type of device. Refer to the <a href="#">“Device Defaults Configuration”</a> section on page 6-1.</p> <p>Cisco CallManager does not make this field available for H.323 clients or CTI ports.</p>
Expansion Module 1	Choose the appropriate template, if your phone is connected to a Cisco IP Phone 7914 Expansion Module.
Expansion Module 2	Choose the appropriate template, if your phone is connected to a second Cisco IP Phone 7914 Expansion Module.
Phone Load Name	<p>Enter the custom software for the Cisco IP Phone.</p> <p>The value you enter overrides the default value for the current model. For more information, see the <a href="#">“Device Defaults Configuration”</a> section on page 6-1.</p> <p>This field is not available for H.323 clients or CTI ports.</p>
Module 1 Load Name	<p>Enter the custom software for the Cisco IP Phone 7914 Expansion Module, if applicable.</p> <p>The value you enter overrides the default value for the current model.</p>
Module 2 Load Name	<p>Enter the custom software for the second Cisco IP Phone 7914 Expansion Module, if applicable.</p> <p>The value you enter overrides the default value for the current model.</p>

**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Outgoing Caller ID Pattern	<p>Enter the number to send as Caller ID for outgoing calls.</p> <p>For example, in North America:</p> <ul style="list-style-type: none"> <li>• NNNXXXX = Variable Caller ID, where XXXX is equal to an extension number or directory number (X is a number from 0 to 9), and NNN is the office code. The Central Office (CO) appends the number with the area code if you do not specify it.</li> <li>• 5555000 = Fixed Caller ID. Use when you want the Corporate number to be sent instead of the exact extension from which the call is placed. The CO appends the number with the area code if you do not specify it.</li> </ul>
Calling Party Selection	<p>From the following list, choose which value displays if a call to this device is forwarded or transferred:</p> <ul style="list-style-type: none"> <li>• Originator—Send the directory number of the calling device.</li> <li>• First Redirect Number—Send the directory number of the redirecting device.</li> <li>• Last Redirect Number—Send the directory number of the last device to redirect the call.</li> </ul>
Caller ID Presentation	<p>Choose whether the central office transmits or blocks caller ID.</p> <p>Choose Allowed if you want the central office to send caller ID.</p> <p>Choose Restricted if you do not want the central office to send caller ID.</p>
Display IE Delivery	<p>To enable delivery of the display incoming exclusion (IE) in SETUP and CONNECT messages for the calling and called party name delivery service, check the Display IE Delivery check box.</p> <p>By default, the Display IE Delivery check box is unchecked.</p>



**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Media Termination Point Required	<p>If a media termination point is used to implement features that H.323 does not support (such as hold and transfer), check the Media Termination Point Required check box. If a media termination point is not used to implement features that H.323 does not support, uncheck the check box.</p> <p>Use this check box for H.323 devices that do not support the H.245 Empty Capabilities Set message.</p>
Information	<p>Enter the location (URL) of the help text for the information (<i>i</i>) button. Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>
Directory	<p>Enter the server from which the phone obtains directory information. Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>
Messages	<p>Enter the location (URL) from which the phone obtains messaging information. Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>
Services	<p>Enter the location (URL) for Cisco IP Phone Services. Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>

**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Idle	<p>Enter the URL to display on the Cisco IP Phone 7960 and Cisco IP Phone 7940 LCD when the phone has not been used for the time specified in Idle Timer field. For example, you can display a logo on the LCD when the phone has not been used for 5 minutes.</p> <p>Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>
Idle Timer (seconds)	<p>Enter the amount of time (in seconds) that you want to elapse before the URL specified in the Idle field displays.</p> <p>Leave this field blank to accept the default setting.</p> <p>Cisco CallManager only displays this field for Cisco IP Phone 7960 and 7940 models.</p>
Authentication Server	<p>Enter the URL the phone uses to validate requests made to the phone web server. If you do not provide an authentication URL, the advanced features on the 7960 and 7940 that require authentication will not function.</p> <p>By default, this URL accesses a Cisco IP Phone User Options pane configured during installation.</p> <p>Leave this field blank to accept the default setting.</p>

**Table 42-1 Phone Configuration Settings (continued)**

Field	Description
Proxy Server	<p>Enter the host and port (for example, proxy.cisco.com:80) used to proxy HTTP requests for access to non-local host addresses from the phone HTTP client.</p> <p>If the phone receives a URL such as www.cisco.com in a service and the phone is not configured in the cisco.com domain, the phone uses the proxy server to access the URL. If the phone is configured in cisco.com domain, the phone accesses the URL without using the proxy because it is in the same domain as the URL.</p> <p>If you do not configure this URL, the phone attempts to connect directly to the URL.</p> <p>Leave this field blank to accept the default setting.</p>
Enable Extension Mobility Feature	<p>Check this check box to enable Extension Mobility.</p> <p><b>Note</b> The items under the Extension Mobility (Device Profile) Information heading show current device information regarding the login status of the device.</p> <p>You must enable this feature on a device-by-device basis.</p>
Log Out Profile	<p>Choose the device profile you want to be the default logout device profile of the device. Choosing &lt;Use Current Device Settings&gt; creates an autogenerated device profile as the default device profile.</p> <p>If you choose &lt;Select a User Device Profile&gt;, you can then assign a user device profile that has already been defined; this user device profile becomes the default device profile for this device.</p> <p>If a user device profile is chosen as the default device profile, that user device profile is loaded onto the device when the device is logged out (when no user is logged in).</p>

*Table 42-1 Phone Configuration Settings (continued)*

Field	Description
Log In User ID	Cisco CallManager populates this field with the user ID of the user who is currently logged into this device. If no user is logged into the device, <None> displays.
Log In Time	Cisco CallManager populates this field with the maximum duration specified for the login to be in effect. Once the time is reached, the system automatically logs out the device.
Log Out Time	Cisco CallManager populates this field with the time specified for the logout to be in effect.

## Configuring Speed Dial Buttons

You can configure speed-dial buttons for phones in the Cisco CallManager Administration if you want to provide speed dial buttons for users or if you are configuring phones that do not have a specific user assigned to them. Users can change the speed-dial buttons on their phones using the Cisco IP Phone User Options panes.

### Procedure

- Step 1** From the Phone Configuration pane, click the Update Speed Dial buttons link at the top of the pane.



**Note** To display the Phone Configuration pane, choose **Device > Phone**. Enter your search criteria and click **Find**. Choose the phone for which you want to configure speed-dial buttons.

- Step 2** Enter the appropriate settings as described in [Table 42-2](#).
- Step 3** Click **Update** to apply the changes or click **Update and Close** to apply the changes and close the dialog.

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Resetting a Phone, page 42-7](#)
- [Adding a Directory Number, page 42-28](#)
- [Updating a Directory Number, page 42-29](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Features, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Speed Dial Configuration Settings

Table 42-2 describes the speed-dial button configuration settings.

**Table 42-2 Speed Dial Configuration Settings**

Field	Description
Speed Dial	This field identifies the speed-dial button on the phone or on the Cisco IP Phone 7914 Expansion Module.
Number	Enter the number you want dialed when the user presses the speed-dial button.
Label	Enter the text you want to appear for the speed dial button.  This field is not available for the Cisco IP Phone 7910.

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Adding a Directory Number, page 42-28](#)
- [Updating a Directory Number, page 42-29](#)
- [Configuring Speed Dial Buttons, page 42-20](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Features, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Configuring Cisco IP Phone Services

From a Cisco IP Phone 7960/7940, users can access information services, such as weather, stock quotes, or other services available to their company. Using the Cisco CallManager Administration, you can set up the available services for phones. Users can modify the services using the Cisco IP Phone User Options panes. For information about the Cisco IP Phone User Options panes, refer to the *Cisco IP Phone 7960/7940 User Guide*. For more information on maintaining services in Cisco CallManager Administration, see the “[Cisco IP Phone Services Configuration](#)” section on page 35-1.

## Subscribing to a Service

Perform the following steps to subscribe to new services for a phone.

### Before You Begin

Add the services to Cisco CallManager. For more information, see the [“Adding a Cisco IP Phone Service”](#) section on page 35-2.

### Procedure

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- Step 1** Choose **Device > Phone**.
- The Find and List Phones pane displays.
- Step 2** Enter search criteria to locate a specific phone and click **Find**.
- A list of phones that match the search criteria appears.
- Step 3** Choose the phone to which you want to add a service.
- The Phone Configuration pane displays.
- Step 4** On the upper, right side of the pane, click the Update Services link.
- Step 5** From the Select a Service drop-down list box, choose the service you want to add to the phone.
- Step 6** Click **Continue**.
- The pane displays with the service you chose. If you want to choose a different service, click **Back** and repeat [Step 5](#).
- Step 7** Click **Subscribe**.
- The service appears in the Your Subscribed Services list.
- 

### Related Topics

- [Resetting a Phone, page 42-7](#)
- [Updating Services, page 42-24](#)
- [Unsubscribing from a Service, page 42-25](#)
- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Updating Services

Perform the following steps to update a service. You can update the service name and service parameter values, if necessary.

### Procedure

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- Step 1** Choose **Device > Phone**.
- The Find and List Phones pane displays.
- Step 2** Enter search criteria to locate a specific phone and click **Find**.
- A list of phones that match the search criteria appears.
- Step 3** Choose the phone for which you want to update a service.
- The Phone Configuration pane displays.
- Step 4** On the upper, right side of the pane, click the Update Services link.
- Step 5** From the Your Subscribed Services list, choose a service.
- Step 6** Update the appropriate parameter and click **Update**.
- 

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Resetting a Phone, page 42-7](#)
- [Unsubscribing from a Service, page 42-25](#)
- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)



## Unsubscribing from a Service

Perform the following steps to unsubscribe from a service.

### Procedure

---

- Step 1** Choose **Device > Phone**.  
The Find and List Phones pane displays.
- Step 2** Enter search criteria to locate a specific phone and click **Find**.  
A list of phones that match the search criteria appears.
- Step 3** Choose the phone from which you want to delete a service.  
The Phone Configuration pane displays.
- Step 4** On the upper, right side of the pane, click the Update Services link.
- Step 5** From the Your Subscribed Services list, choose a service.
- Step 6** Click **Unsubscribe**.  
A warning message verifies that you want to unsubscribe from the service.
- Step 7** Click **OK** to unsubscribe or click **Cancel** to restore your previous settings.
- 

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Resetting a Phone, page 42-7](#)
- [Subscribing to a Service, page 42-23](#)
- [Adding a Cisco IP Phone Service, page 35-2](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

# Finding a Phone

Because you might have thousands of Cisco IP phones in your network, Cisco CallManager lets you search for phones based on specified criteria. Follow these steps to search for a specific Cisco IP phone in the Cisco CallManager database.



## Tips

---

For methods to limit your search, refer to the [“Phone Search”](#) section in the *Cisco CallManager System Guide*.

---

This list does not include analog phones and fax machines connected to gateways (such as a Cisco VG200). The list only includes phones configured in Cisco CallManager Administration.

## Procedure

---

**Step 1** Choose **Device > Phone**.

The Find and List Phones pane displays.

**Step 2** Choose the field you want to use to locate a phone.




---

**Note** To find all phones registered in the database, choose Device Name from the list of fields, and choose “is not empty” from the list of patterns; then, click **Find**.

---

**Step 3** Choose the appropriate search pattern for your text search. If you do not want to perform a text search, choose “is empty.”

**Step 4** Enter your search text in the Find field, if any.

**Step 5** If you choose calling search space or device pool in [Step 2](#), the options available in the database display. From the drop-down list box below the **Find** button, you can choose one of these options.

**Step 6** Click **Find**.

A list of devices matching the criteria appears. The field you selected in [Step 2](#) determines how the devices in the list are sorted.

This pane also lists the total number of devices and panes on this pane.

Step 7 To view the next set of discovered devices, click **Next**.

**Note**

You can delete or reset multiple phones from the Find and List Phones pane by checking the check boxes next to the appropriate phones and clicking **Delete Selected** to delete the phones or clicking **Reset Selected** to reset the phones. You can choose all of the phones on the pane by checking the check box in the matching records title bar.

**Related Topics**

- [Configuring Cisco IP Phones, page 42-2](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Configuring Directory Numbers

Using Cisco CallManager, you can configure and modify directory numbers assigned to specific phones. These sections provide instructions for working with directory numbers.

Use this area of Cisco CallManager Administration to perform tasks such as adding or removing directory numbers, configuring call forward, call pickup, and call waiting, setting the display text that appears on the called party phone when a call is placed from a line, and disabling ring on a line.

**Related Topics**

- [Adding a Directory Number, page 42-28](#)
- [Deleting a Directory Number, page 42-30](#)
- [Updating a Directory Number, page 42-29](#)
- [Directory Number Configuration Settings, page 42-32](#)

## Adding a Directory Number

Follow these instructions to add a directory number to a specific phone. You can configure the call waiting, call forward, and call pickup phone features while adding the directory number.

### Before You Begin

You must add a Cisco IP phone to Cisco CallManager before adding a directory number. See the [“Adding a Phone” section on page 42-4](#) for details.

### Procedure

---

- Step 1** Choose **Device > Phone**.  
The Find and List Phones pane displays.
- Step 2** Enter search criteria to locate a specific phone and click **Find**.  
A list of phones that match the search criteria displays.
- Step 3** Click the device name to which you want to add a directory number.  
The Phone Configuration pane displays.
- Step 4** In the Directory Numbers list, click an unassigned line, such as Line 1 or Line 2.  
The Configure a Directory Number pane displays.
- Step 5** Enter the appropriate settings as described in [Table 42-3](#).
- Step 6** Click **Insert**.  
A message displays stating that the directory number has been added to the database.
- Step 7** Click **OK** to display the Phone Configuration pane. Click **Cancel** to return to the Directory Number Configuration pane.



---

**Note** You must restart the device before your changes take affect.

---

### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Finding a Phone, page 42-26](#)
- [Adding a Phone, page 42-4](#)
- [Deleting a Directory Number, page 42-30](#)
- [Updating a Directory Number, page 42-29](#)
- [Directory Number Configuration Settings, page 42-32](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Features, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Updating a Directory Number

Follow these instructions to update a directory number assigned to a specific phone.

### Procedure

- 
- Step 1** Choose **Device > Phone**.
- The Find and List Phones pane displays.
- Step 2** Enter search criteria to locate a specific phone.
- A list of phones that match the search criteria displays.
- Step 3** Click the name of the phone to update.
- The Phone Configuration pane displays.
- Step 4** From the Directory Numbers list, click the line you want to update.
- The Directory Number Configuration pane displays.



---

**Note** If your phone uses a Cisco IP Phone 7914 Expansion Module, the Directory Numbers list displays the lines for the phone and for the Cisco IP Phone 7914 Expansion Module.

---

- Step 5** Update the appropriate settings as described in [Table 42-3](#).
- Step 6** Click **Update**.
- Step 7** Click **Restart Devices**.
- 

#### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Finding a Phone, page 42-26](#)
- [Adding a Phone, page 42-4](#)
- [Adding a Directory Number, page 42-28](#)
- [Deleting a Directory Number, page 42-30](#)
- [Directory Number Configuration Settings, page 42-32](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Features, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

## Deleting a Directory Number

Perform the following procedure to delete a directory number from a specific phone.

#### Procedure

---

- Step 1** Choose **Device > Phone**.
- The Find and List Phones pane displays.
- Step 2** Enter the search criteria to locate a specific phone and click **Find**.
- A list of phones that match the search criteria displays.
- Step 3** Choose the device name that contains the directory number you want to delete.
- The Phone Configuration pane displays.

- Step 4** From the Directory Numbers list, choose the line you want to delete.  
The Directory Number configuration pane displays.
- Step 5** Click **Delete**.  
A message appears verifying that you want to delete the line.
- Step 6** Click **OK**.  
The Phone Configuration pane displays with the line deleted.
- Step 7** Click **Reset Phone** to reset or restart the phone and apply the new settings.  
Restarting the phone re-registers the phones with Cisco CallManager without shutting the phone down. Resetting the phone shuts down the phone and brings it back up (performs a complete shut-down and re-initialization of the phones).
- 

#### Related Topics

- [Cisco IP Phone Configuration, page 42-1](#)
- [Finding a Phone, page 42-26](#)
- [Adding a Directory Number, page 42-28](#)
- [Updating a Directory Number, page 42-29](#)
- [Resetting a Phone, page 42-7](#)
- [Cisco IP Phones, \*Cisco CallManager System Guide\*](#)
- [Phone Configuration Checklist, \*Cisco CallManager System Guide\*](#)

## Directory Number Configuration Settings

Table 42-3 describes the fields available on the Directory Number Configuration Settings pane.

**Table 42-3 Directory Number Configuration Settings**

Field	Description
Directory Number	<p>Enter a dialable phone number. Values can include numeric characters and route pattern wildcards and special characters except for (.) and (@). The directory number you enter can appear in more than one partition.</p> <p>If the words Shared Line appear in red next to the directory number, the directory number appears on more than one device in the same partition. Refer to the <a href="#">“Directory Numbers”</a> section in the <i>Cisco CallManager System Guide</i> for more information.</p>
Partition	<p>Choose the partition to which the directory number belongs. Make sure the directory number you enter in the Directory Number field is unique within the partition you choose.</p>
Voice Message Box	<p>Enter the voice mailbox you want to associate with this line. When a call is forwarded to voice mail, the Cisco CallManager sends the number you enter here to your voice-mail application. The voice-mail system then leaves voice-mail messages in the configured mailbox.</p> <p>By default, the Cisco CallManager Administration enters the directory number in this field.</p> <p>During auto-registration, Cisco CallManager applies the default mask value you entered in the the Voice Message Box Mask field on the Cisco CallManager Configuration pane to this field.</p> <p>For example, if you enter 97281XXXXX in the Voice Message Box Mask field and you enter 30000 in the Voice Message Box field, Cisco CallManager identifies the voice message box for this directory number as 9728130000.</p>



**Table 42-3 Directory Number Configuration Settings (continued)**

Field	Description
Calling Search Space	<p>Choose the appropriate calling search space. A calling search space comprises a collection of partitions that are searched for numbers called from this directory number. The value you choose applies to all devices using this directory number.</p> <p>Changes cause update of the numbers listed in the Call Pickup Group field.</p>
Call Waiting	<p>Choose the appropriate call-waiting settings. This field determines whether this directory number uses call waiting when a line is busy (On), responds with a busy signal (Off), or uses the system-wide default setting (Default).</p> <p>The value you choose applies to all devices using this directory number.</p>
Active Auto Answer for this Directory Number	<p>Check the check box to enable the user to answer calls automatically when the user enables the headset button on the Cisco IP Phone 7960/7940.</p> <p>You cannot activate auto answer for a directory number with a shared line appearance. The Cisco CallManager automatically unchecks and disables this check box if you are configuring a directory number with a shared line appearance.</p>
Call Pickup Group	<p>Choose the number that can be dialed to answer calls to this directory number (in the specified partition).</p>
Forward All	<p>Enter the directory number to which all calls are forwarded. You can enter any dialable phone number, including an outside destination.</p> <p>The value you enter applies to all devices using this directory number.</p>

**Table 42-3** *Directory Number Configuration Settings (continued)*

Field	Description
Forward Busy	<p>Enter the directory number to which a call is forwarded when the line is in use. You can enter any dialable phone number, including an outside destination.</p> <p>The value you enter applies to all devices using this directory number.</p>
Forward No Answer	<p>Enter the directory number to which a call is forwarded when no one answers after four rings. You can enter any dialable phone number, including an outside destination.</p> <p>The value you enter applies to all devices using this directory number.</p>
Forward On Failure	<p>Enter the directory number to which a call is forwarded when a CTI application fails.</p>

**Table 42-3 Directory Number Configuration Settings (continued)**

Field	Description
Calling Search Space	<p>Choose the calling search space to use when forwarding to the specified destination.</p> <p>You can configure calling search space for Forward All, Forward Busy, Forward No Answer, and Forward on Failure directory numbers. The value you choose applies to all devices using this directory number.</p> <p>If you set the Forward All Calling Search Space field to &lt;none&gt;, Cisco CallManager uses the calling search spaces of the line and the phone when the user forwards calls using the Cisco IP Phone User Options panes or the CFwdAll softkey on the phone. If you want to restrict users from forwarding calls on their phones, you must choose a restrictive calling search space from the Forward All Calling Search Space field; for example:</p> <p>You have two calling search spaces: Building and PSTN. The Building calling search space only allows users to call within the building, while the PSTN calling search space allows users to call within and outside the building. You assign the phone to the PSTN calling search space and the line on your phone to the Building calling search space. If you set the Call Forward All calling search space to &lt;none&gt;, the Cisco CallManager can forward calls to any number within the PSTN or building calling search spaces. To prevent the user from forwarding calls to numbers outside the building, set the Call Forward All calling search space to Building.</p>
Display	<p>Enter the text that you want to appear on the called party phone when a call is placed from this line; typically, use the user name or the directory number. You can enter up to 30 alphanumeric characters.</p> <p>Leave this field blank to display the extension.</p> <p>The value you enter applies only to the current device.</p>

**Table 42-3** *Directory Number Configuration Settings (continued)*

Field	Description
Disable ring on this line	To stop the phone from ringing to indicate incoming calls, check the check box.  This setting only applies to the current device.
External Phone Number Mask	Enter the phone number (or mask) used to send Caller ID information when placing a call from this line.  You can enter a maximum of 30 number and “X” characters. The Xs represent the directory number and must appear at the end of the pattern. For example, if you specify a mask of 972813XXXX, an external call from extension 1234 displays a caller ID number of 9728131234.

**Related Topics**

- [Cisco IP Phone Configuration, page 42-1](#)
- [Resetting a Phone, page 42-7](#)
- [Adding a Directory Number, page 42-28](#)
- [Updating a Directory Number, page 42-29](#)
- [Cisco IP Phones, Cisco CallManager System Guide](#)
- [Phone Features, Cisco CallManager System Guide](#)
- [Phone Configuration Checklist, Cisco CallManager System Guide](#)

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