

# Adding Supplementary Services to Cisco 7910 with Feature Keys

Document ID: 10919

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## Introduction

This document explains how to configure feature keys such as Call Park, Call Pickup, and Transfer on the Cisco 7910 or other Cisco IP Phone.

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco 7900 Series IP Phones
- Cisco CallManager 3.x

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Step-by-Step Procedure

In order to add feature keys to the Cisco 7910 (or other IP Phone) you need to create a custom template based upon the default phone template. In this case a Cisco 7910.

1. From Cisco CallManager Administration, select **Device > Phone Button Template**.

**Note:** Cisco CallManager 4.x, the navigation is **Device > Device Setting > Phone Button Template**.

System Route Plan Service Feature Device User Application Help

**Cisco CallManager Administration**  
For Cisco IP Telephony Solutions



- Add a New Device
- CTI Route Point
- Cisco Voice Mail Port
- Cisco Voice Mail Port Wizard
- Device Profile
- Gatekeeper
- Gateway
- Phone
- Firmware Load Information
- Phone Button Template**

Cisco CallManager Administration

Details

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2. Choose **Default 7910** as the template from the drop-down menu and click **Copy**.

## Phone Button Template Configuration

**Phone Button Templates**

<Add a New Phone Button Template>

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion Module
- Default 30 SP+
- Default 30 VIP
- Default 7910
- Default 7960

**Phone Button Template: New**

Status: Ready

Select a phone button template below and click Copy to create a new button template based on the selected button template's layout:

Create a phone button template based on

5 line 7960

Copy

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion Module
- Default 30 SP+
- Default 30 VIP
- Default 7910**
- Default 7960

3. Provide a name for the new template. In this case, **Example 7910**. Once you have created the new template, you can choose the feature keys that meet your requirements and click **Insert**.

## Phone Button Template Configuration

**Phone Button Templates**

<Add a New Phone Button Template>

- 5 line 7960
- 6 line 7960
- 7940 1-Line
- Default 12 SP+
- Default 14-Button Expansion...
- Default 30 SP+
- Default 30 VIP
- Default 7910
- Default 7960

**Phone Button Template: Copy of Default 7910 (not in use by any phones)**

Status: Ready

**Button template for IP Phone 7910 (6 buttons)**

Button Template Name

Fixed Button(s):	Line	Hold	Transfer	Settings
<b>Button Arrangement:</b>	1	2	3	
	4	5	6	

Button	Feature	Label
1	<input type="text" value="Message Waiting"/>	<input type="text" value="Msg Waiting"/>
2	<input type="text" value="Conference"/>	<input type="text" value="Conference"/>
3	<input type="text" value="Forward All"/>	<input type="text" value="Forward All"/>
4	<input type="text" value="Call Park"/>	<input type="text" value="Call Park"/>
5	<input type="text" value="Speed Dial"/>	<input type="text" value="Speed Dial 2"/>
6	<input type="text" value="Redial"/>	<input type="text" value="Redial"/>

4. In the Phone Configuration page, select the new template you just created from the Phone Button Template\* drop-down menu. Click **Reset Phone** in order to have the phone use the new template.

## Phone Configuration

[Add a new phone](#)  
[Add/Update Speed Dials](#)  
[Back to Find/List Phones](#)

**Directory Numbers**

Line 1 - 3506 (no Partition)

**Phone: SEP000427E8C65C (3506)**

**Registration: Registered with Cisco CallManager 10.48.79.36**

**IP Address: 10.48.79.164**

Status: Ready

**Phone Configuration (Model = Cisco 7910)**

**Device Information**

MAC Address\*

Description

Device Pool\*  [\(View details\)](#)

Calling Search Space

Media Resource Group List

User Hold Audio Source

Network Hold Audio Source

Location

**Phone Button Template Information**

Phone Button Template\*  [\(View button list\)](#)

**Firmware Load Information**

Phone Load Name  [\(View details\)](#)

## Related Information

- [Voice Technology Support](#)
- [Voice and Unified Communications Product Support](#)
- [Troubleshooting Cisco IP Telephony](#)
- [Technical Support – Cisco Systems](#)

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