Adding Supplementary Services to Cisco 7910 with Feature Keys

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Contents

Introduction

Prerequisites

Requirements Components Used

Conventions

Step-by-Step Procedure

Related Information

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**.



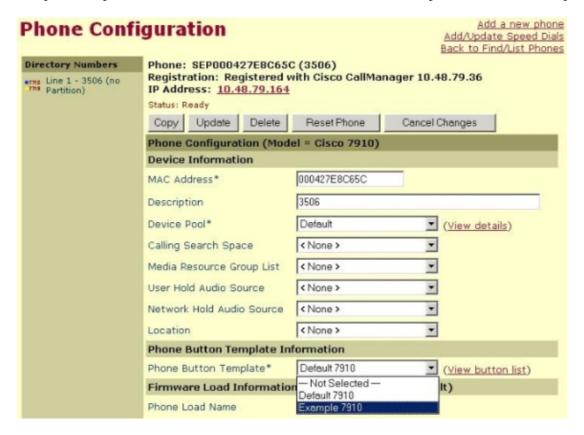
2. Choose **Default 7910** as the template from the drop–down menu and click **Copy**.



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**.



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.



Related Information

- Voice Technology Support
- Voice and Unified Communications Product Support
- Troubleshooting Cisco IP Telephony
- Technical Support Cisco Systems

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