

# 7914 IP Phone Button Template is Missing

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## **Introduction**

After an upgrade of Cisco Unified Communications Manager from 3.x to 4.x, users complain that the 7914 IP Phone Button Template is omitted from the list of Phone Button Templates. This document describes the workaround for this problem.

## **Prerequisites**

### **Requirements**

There are no specific requirements for this document.

### **Components Used**

The information in this document is based on the Cisco Unified Communications Manager 4.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**

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## **Problem**

After you upgrade to a Cisco Unified Communications Manager from 3.x to 4.x, , the 7914 IP Phone Button Template is not available when you try to add a 7914 Expansion Module to a 7960 IP phone, but the standard 7961 Template is available.

## **Solution**

The 7914 Phone Button Template in a Cisco Unified Communications Manager 4.x is integrated with other phone templates that support the 7914 Expansion Module. A separate 7914 Template is no longer needed.

The standard phone button template for the Cisco IP phone Model 7960, which supports the Cisco IP phone Model 7914 Expansion Module, includes buttons for both devices (up to 34 buttons). The template uses buttons one and two for lines and assigns buttons three through 34 as speed dials or lines, or for the privacy and service URL features.

If you upgrade from an earlier release of Cisco CallManager, and you have separate templates for the Cisco IP phone Expansion Module Model 7914 and Cisco IP phone Model 7960, Cisco CallManager automatically creates a consolidated phone button template.

You can create a phone button template for the Cisco IP Phone 7914 Expansion Module with the Standard Cisco IP phone Model 7960 phone button template as described in this procedure:

1. Go to the **CCM Administration** page.
2. Choose **Device > Device Settings > Phone Button Template**.
3. Click the **Find** button.
4. Click **Standard 7960**.
5. Click the **Copy** button and rename the new template as **7960 with 7914**.
6. From the Feature column, choose **Speed Dial** for the buttons that you want to configure as speed dial. On the Label column, enter the label to be displayed on the module for that button. (If you do not want a label, leave this blank.)
7. Go to **Device > Phone**, and search for the phone that has the 7914 installed.
8. Click it.
9. Under the **Phone Button Template Information** section, choose the **7960 with 7914** button template that was created in step 5.
10. Click the **Update** button, and **Reset** the phone
11. At the upper-right corner on the main phone configuration, you can add and update the speed dials.

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## Related Information

- **Phone Button Template Configuration**
- **Cisco Technical Support IP Phone FAQ**
- **Cannot Create Phone Button Template for 7941 IP Phone. Error: –2146828282 (0x800a0006):Overflow error**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**

- **Recommended Reading: Troubleshooting Cisco IP Telephony**
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