

# Managed IP phone templates

Phone templates are useful for new deployments and changes to existing implementations. This article describes what you can and cannot do with managed IP phone templates.

## *What can you do with a managed IP phone template?*

You can use managed IP phone templates to simplify the configuration of multiple phones by creating a template for each IP phone configuration. For example:

- Your Customer Interaction Center (CIC) system includes various Polycom phone models, SIP-based soft phones, and Interaction SIP Station phones.
- Your CIC system has IP phones in multiple locations.
- The audio stream on certain IP phones will be unencrypted using RTP, and encrypted using SRTP on others.

You can create a managed IP phone template for each of the various phone models, each location, or each audio stream setting. Templates allow you to change multiple phones without changing each phone individually.

## *What can you not do with a managed IP phone template?*

Although you can use managed IP phone templates to make several changes, there are certain changes you cannot make with templates. For example:

- You cannot modify managed IP phone appearances.
- You cannot modify specific properties, such as the MAC Address, contact address, and extensions.
- You cannot apply model-specific settings to a phone of a different model.

**Note:** If settings from one template do not match a template that you apply, then the new template's settings take precedence over the existing settings.

## *When should I apply a managed IP phone template?*

You can apply a template in one of these ways:

- When you create a managed IP phone or group of managed IP phones.

When you create a new managed IP phone, there is an option to select a template. Selecting a template disables the type, manufacturer, and model options since the template applies that information.

- After you create a phone or group of phones.

Select one or more phones, right-click, and then click **Set to Template**. Select the template to apply, and then reload the phones to apply the new settings.

Using managed IP phone templates allows you to create phones with the appropriate settings, or change settings for existing phones.