



CHAPTER 6

Using SIP Supplementary Services

SIP supplementary services are services that you can use to enhance your telephone service. These services include call forward, call return, call forwarding and conference calling.

Common Supplementary Services

The supplementary services described in this section, and their configuration and implementation, depend on the system of the country in which the service is activated. For information about your country's implementation of services, contact your local Cisco equipment provider.

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Attended Transfer

This feature allows a user to transfer an existing call to another phone number after first consulting with the dialed party before the user hangs up. Perform the following steps to complete an attended transfer:

Procedure

- Step 1** Press the flash button on the phone handset to put the existing party on hold and get a dial tone.
 - Step 2** Dial the phone number to which the existing party is being transferred.
 - Step 3** When the callee answers the phone, you may consult with the callee and then transfer the existing party by hanging up your phone handset.
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Call Pickup

Allows you to answer a call that is ringing on another phone within your call pickup group. Perform the following steps to use the call pickup feature:

Procedure

- Step 1** Pick up the phone handset.
 - Step 2** Press ****3**.
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Caller ID

When the phone rings, the ATA 187 sends a Caller ID signal to the phone between the first and second ring (with name, phone number, time, and date information, if these are available).

Call-Waiting Caller ID

The ATA 187 plays a call waiting tone, then sends an off-hook Caller ID signal to the phone immediately after the first tone burst.

The ATA 187 sends the name, phone number, time, and date information, if these are available.

Call Hold

This feature allows the user to place an active state in a held state.

Group Call Pickup

Allows you to answer a call on a phone that is outside your call pickup group by:

- Using a group pickup number
- Dialing the ringing phone's number

Perform the following steps to use the group call pickup feature:

Procedure

- Step 1** Pick up the phone handset.
- Step 2** Press ****4** > *group ID* > #.
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Meet–Me Conference

This feature allows a user to host a Meet–Me conference in which other participants call a predetermined number at a scheduled time. Perform the following steps to complete a meet–me conference:

Procedure

- Step 1** Pick up the phone handset.
- Step 2** Press ****5** > *room ID* > #.
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Privacy

This feature prevents users who share a line from adding themselves to a call and from viewing information on their phone screens about the call of the other user. Perform the following steps to enable or disable the privacy feature:

Procedure

- Step 1** Pick up the phone handset.
- Step 2** During an active call, press ****8** to enable the privacy feature.
- Step 3** During an active call, press ****9** to disable the privacy feature.
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Shared Line

This feature allows a user to have multiple phones that share the same phone number or allows a user to share a phone number with a coworker.

Perform the following steps to enable or disable a shared line:

Procedure

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|---------------|--|
| Step 1 | Pick up the phone handset. |
| Step 2 | Press **6 to enable the shared line feature. |
| Step 3 | Press **7 to disable the shared line feature. |
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Speed Dial

This feature allows users to speed dial a phone number by entering an assigned index code (*1 to *9) on the phone keypad.

Redial

Allows users to call the most recently dialed phone number by pressing the *# buttons.

Unattended Transfer

This feature allows a user to transfer an existing call to another phone number without waiting for the dialed party to answer before the user hangs up. Two methods exist for performing an unattended transfer:

- [Semi-unattended Transfer, page 6-4](#)
- [Fully Unattended Transfer, page 6-5](#)

Semi-unattended Transfer

Perform the following steps to complete a semi-unattended transfer:

Procedure

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|---------------|---|
| Step 1 | Press the flash button on the phone handset to put the other party on hold and get a dial tone. |
| Step 2 | Dial the phone number to which you would like to transfer the other party. |
| Step 3 | Wait for at least one ring and then hang up your phone to transfer the other party. |
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Fully Unattended Transfer

Perform the following steps to complete a fully unattended transfer:

Procedure

- Step 1** Press the flash button on the phone handset to put the other party on hold and get a dial tone.
 - Step 2** Press **#90** (the transfer service activation code) on your phone keypad, then enter the phone number to which you want to transfer the other party, then press **#**.
 - Step 3** Hang up your phone.
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Voice Mail Indication

This feature allows the ATA 187 to play an intermittent dial tone if there is a message in the user's voice mail box.

Voice-Messaging System

This feature enables callers to leave messages if calls are unanswered or access voice messages. Perform the following steps to access the voice-messaging system:

Procedure

- Step 1** Pick up the phone handset.
 - Step 2** Press ***0**.
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Making a Conference Call in the United States

Procedure

- Step 1** Dial the first number.
 - Step 2** When the person you called answers, press the flash or receiver button on the phone handset. This will put the first person you called on hold and you will receive a dial tone.
 - Step 3** Dial the second person and speak normally when that person answers.
 - Step 4** To conference with both callers at the same time, perform a hook flash.
 - Step 5** (Optional) To conference in additional callers, the last person called with an ATA 187 can call an additional person, that new person can then call someone else, and so on. This is known as *daisy-chaining*.
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Making a Conference Call in Sweden

Procedure

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- Step 1** Dial the first number.
 - Step 2** When the person you called answers, press the flash or receiver button on the phone handset. This will put the first person you called on hold and a dial tone will sound.
 - Step 3** Dial the second person and speak normally when that person answers.
 - Step 4** Perform a hook flash, then press **2** on your phone keypad to return to the first person. You can continue to switch back and forth between the two callers.
 - Step 5** To conference with both callers at the same time, perform a hook flash, then press **3** on the phone keypad. Once you conference all three callers, the only way to drop a caller is for that caller to hang up.
 - Step 6** (Optional) To conference in additional callers, the last person called with a ATA 187 can call an additional person, that new person can call someone else, and so on. This is known as “daisy-chaining.”
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Call Waiting in the United States

If someone calls you while you are speaking on the phone, you can answer by performing a hook flash. You cannot conference in all three callers, but the first person you called could call someone else and daisy-chain them into the conference.

Call Waiting in Sweden

If someone calls you while you are speaking on the phone, you can answer by performing a hook flash then pressing **2** on your phone keypad, or you can conference them with the person to whom you are already speaking by performing a hook flash then pressing **3**. You can also perform a hook flash then press **3** later during the call to create a conference call.

Performing a hook flash then pressing **1** hangs up the first caller and answers the second call. If there is no answer after one minute, the caller receives three beeps and a busy signal.

To enable call waiting for Sweden, go to ATA 187's configuration webpage and change the Call Sequence to **ETSI FSK for Sweden**.



Note

In ETSI mode, the user must pick up the call waiting rather than start the conference service. The user cannot trigger the call conference service directly, when there is a call waiting.

About Call Forwarding

In SIP, the ATA 187 can control call forwarding and call return. The type of call forwarding that is supported for the ATA 187 is Forward Unconditional—Forwards every call that comes in.

Call Forwarding in the United States

Forward Unconditional

Press **#72** on your phone keypad; enter the number you want to forward call to; then press **#** again.

Cancelling Call Forwarding

To cancel call forwarding, press **#73** on your phone keypad

Call Forwarding in Sweden

Forward Unconditional

Press ***21*** on your phone keypad; enter the number you want to forward calls to; then press **#**. To cancel, press **#21#**.

