



Feature Configuration Overview

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About the Feature Configuration Guide

This guide provides information about the tasks that you need to complete in order to configure features on the Cisco Unified Communications Manager system. Use this guide after you have configured the call control system, which includes "day 1" configurations such as inbound and outbound calling, dial plans, and network resources. For information about configuring the call control system, see the *Cisco Unified Communications Manager System Configuration Guide*.

Feature Quick Reference

The following table provides an alphabetical list of the features described in this document, and lists the sections in this guide where you can find full configuration information about each of them.

For information about how to determine which features are supported by your phones, see the Related Topics section below.

Feature Name	Description	Location in Document
Accessing Hunt Groups	Automatically log users into hunt groups, or allow users to log out of hunt groups. When users log out of hunt groups, calls that come into hunt group skip that user's phone and go directly to the next line in the hunt list or hunt group.	Receiving Calls
Ad Hoc Conferencing	Allow users to create an ad hoc conference, and to link multiple conferences.	Conferencing Features

Feature Name	Description	Location in Document
Agent Greeting	Automatically play a prerecorded announcement following a successful media connection to the agent device.	Call Center Features
Audible Message Waiting Indicator	Play a stutter dial tone on the Cisco Unified IP Phones to notify users of new voice messages.	Voice Messaging Features
Auto-Attendant	Allow callers to locate people in your organization by searching for and selecting the extension of the called party.	Call Center Features
Barge	Allow a user to enter a remotely active call that is on a shared line.	Presence and Privacy Features
BLF Presence	Allow a user to monitor the real-time status of another user.	Presence and Privacy Features
Call Back	Allow users to receive notification when a busy extension is available to receive calls.	Placing Calls
Call Display Restrictions	Restrict the display of the number and name information for both calling and connected users.	Presence and Privacy Features
Call Forwarding	Configure different types of forwarding for incoming calls on Cisco IP phones.	Receiving Calls
Call Park and Directed Call Park	Allow users to place a call on hold and retrieve it from another phone in the system.	Receiving Calls
Call Pickup	Allow users to answer calls that come in on a directory number other than their own.	Receiving Calls
Call Transfer	Configure different types of call transfer.	Receiving Calls
Cisco Unified Mobility	Users can answer incoming calls on the desk phone or mobile phone, and pick up in-progress calls on the desk phone or mobile phone without losing the connection.	Remote Worker Features
Client Matter Codes and Forced Authorization Codes	Manage call access and accounting. Client matter codes force the user to enter a code to assist with account and billing. Forced authorization codes regulate the type of calls that certain users can place.	Custom Features

Feature Name	Description	Location in Document
Custom Phone Rings	Create customized phone rings for Cisco Unified IP phones.	Custom Features
Device Mobility	Cisco Unified Communications Manager determines whether the device is at its home location or at a roaming location. Mobile users can roam from one site to another and acquire the site-specific settings.	Remote Worker Features
Do Not Disturb	Allow users to set their phones to reject incoming calls, while continuing to be notified of the call.	Presence and Privacy Features
Extend and Connect	Deploy Unified Communications (UC) Computer Telephony Integration (CTI) applications that interoperate with any endpoint.	Remote Worker Features
Extension Mobility	Allow users to temporarily access their deskphone settings, such as line appearances, services, and speed dials, from other Cisco Unified IP Phones.	Receiving Calls
Extension Mobility Cross Cluster	Allow users configured in one cluster to log into Cisco IP Phones in another cluster.	Receiving Calls
External Call Transfer Restrictions	Restrict the transfer of an external call to an external device to help prevent toll fraud.	Receiving Calls
Hold Reversion	Alert a phone users when a held call exceeds a specified time limit.	Receiving Calls
Hotline	Configure a phone to call only, receive only, or both call and receive. This feature is an extension of Private Line Automatic Ringdown (PLAR).	Placing Calls
Immediate Divert	Allow users to immediately divert a call to a voicemail system.	Voice Messaging Features
Intercom	Configure a one-way voice path between a caller and a predefined destination.	Placing Calls
Malicious Call Identification	Configure the Malicious Call Identification (MCID) feature to track troublesome or threatening calls.	Receiving Calls

Feature Name	Description	Location in Document
Manager Assist	Enable assistants to handle calls on behalf of a manager, intercept manager calls, and route them appropriately.	Call Center Features
Meet-Me Conferencing	Allow users to create and join advertised conferences.	Conferencing Features
Music On Hold	Place on-net and off-net users on hold with music from a streaming source.	Custom Features
Paging	Provide paging services to endpoints.	Placing Calls
Prime Line Support	Configure the system to always use the primary line for an incoming call.	Receiving Calls
Privacy	When phones share the same line (DN), configure whether users can view call status and barge into the call.	Presence and Privacy Features
Private Line Automatic Ringdown	Configure a phone so that when it is off-hook, it immediately dials a preconfigured number.	Presence and Privacy Features
Recording	Configure a recording server to archive agent conversations.	Monitoring and Recording
Remote Worker Emergency Calling	Provide reliable emergency calling support to remote workers by using remote Virtual Private Network (VPN) connections.	Remote Worker Features
Secure Tone	Configure a phone to play a secure indication tone when a call is encrypted.	Presence and Privacy Features
Self Care Portal	Configure user access to the Self Care Portal and which settings and features are available.	Custom Features
Silent Monitoring	Silent call monitoring allows a supervisor to eavesdrop on a phone conversation.	Monitoring and Recording
Speed Dial and Abbreviated Dial	Configure speed dial buttons and abbreviated dialing.	Placing Calls
VPN Client	Configure a secure VPN connection for employees who telecommute.	Remote Network Access
WebDialer	Allow Cisco Unified IP Phone users to make calls from web and desktop applications.	Placing Calls

Feature Name	Description	Location in Document
Wi-Fi Hotspot	Enable users to use their desk phones to provide a Wi-Fi Hotspot.	Remote Network Access
Wireless LAN	Configure WiFi profiles for users.	Remote Network Access

Related Topics

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Generate a Phone Feature List

Generate a phone feature list report to determine which devices support the feature that you want to configure.

Procedure

- Step 1** From Cisco Unified Reporting Administration, choose **System Reports**.
 - Step 2** From the list of reports, click **Unified CM Phone Feature List**.
 - Step 3** Perform one of the following steps:
 - Choose **Generate New Report** (the bar chart icon) to generate a new report.
 - Choose **Unified CM Phone Feature List** if a report already exists.
 - Step 4** From the **Product** drop-down list, choose **All**.
 - Step 5** Click the name of the feature that you want to configure.
 - Step 6** Click **Submit**.
The report is generated.
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