



## 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
<a href="#">Accessing Hunt Groups</a>	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
<a href="#">Ad Hoc Conferencing</a>	Allow users to create an ad hoc conference, and to link multiple conferences.	Conferencing Features
<a href="#">Agent Greeting</a>	Automatically play a prerecorded announcement following a successful media connection to the agent device.	Call Center Features

Feature Name	Description	Location in Document
<a href="#">Audible Message Waiting Indicator</a>	Play a stutter dial tone on the Cisco Unified IP Phones to notify users of new voice messages.	Voice Messaging Features
<a href="#">Auto-Attendant</a>	Allow callers to locate people in your organization by searching for and selecting the extension of the called party.	Call Center Features
<a href="#">Barge</a>	Allow a user to enter a remotely active call that is on a shared line.	Presence and Privacy Features
<a href="#">BLF Presence</a>	Allow a user to monitor the real-time status of another user.	Presence and Privacy Features
<a href="#">Call Back</a>	Allow users to receive notification when a busy extension is available to receive calls.	Placing Calls
<a href="#">Call Display Restrictions</a>	Restrict the display of the number and name information for both calling and connected users.	Presence and Privacy Features
<a href="#">Call Forwarding</a>	Configure different types of forwarding for incoming calls on Cisco IP phones.	Receiving Calls
<a href="#">Call Park and Directed Call Park</a>	Allow users to place a call on hold and retrieve it from another phone in the system.	Receiving Calls
<a href="#">Call Pickup</a>	Allow users to answer calls that come in on a directory number other than their own.	Receiving Calls
<a href="#">Call Transfer</a>	Configure different types of call transfer.	Receiving Calls
<a href="#">Cisco Unified Mobility</a>	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
<a href="#">Client Matter Codes and Forced Authorization Codes</a>	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
<a href="#">Conference Now</a>	The Conference Now feature allows both external and internal callers to join a conference by dialing an IVR.	Conferencing Features
<a href="#">Custom Phone Rings</a>	Create customized phone rings for Cisco Unified IP phones.	Custom Features

Feature Name	Description	Location in Document
<a href="#">Device Mobility</a>	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
<a href="#">Do Not Disturb</a>	Allow users to set their phones to reject incoming calls, while continuing to be notified of the call.	Presence and Privacy Features
<a href="#">Extend and Connect</a>	Deploy Unified Communications (UC) Computer Telephony Integration (CTI) applications that interoperate with any endpoint.	Remote Worker Features
<a href="#">Extension Mobility</a>	Allow users to temporarily access their deskphone settings, such as line appearances, services, and speed dials, from other Cisco Unified IP Phones.	Receiving Calls
<a href="#">Extension Mobility Cross Cluster</a>	Allow users configured in one cluster to log into Cisco IP Phones in another cluster.	Receiving Calls
<a href="#">External Call Transfer Restrictions</a>	Restrict the transfer of an external call to an external device to help prevent toll fraud.	Receiving Calls
<a href="#">Hold Reversion</a>	Alert a phone users when a held call exceeds a specified time limit.	Receiving Calls
<a href="#">Hotline</a>	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
<a href="#">Immediate Divert</a>	Allow users to immediately divert a call to a voicemail system.	Voice Messaging Features
<a href="#">Intercom</a>	Configure a one-way voice path between a caller and a predefined destination.	Placing Calls
<a href="#">Malicious Call Identification</a>	Configure the Malicious Call Identification (MCID) feature to track troublesome or threatening calls.	Receiving Calls
<a href="#">Manager Assist</a>	Enable assistants to handle calls on behalf of a manager, intercept manager calls, and route them appropriately.	Call Center Features
<a href="#">Meet-Me Conferencing</a>	Allow users to create and join advertised conferences.	Conferencing Features

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

### Related Topics

[Generate a Phone Feature List](#), on page 5

# Generate a Phone Feature List

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

## Procedure

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- 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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