



# APPENDIX **B**

## Feature Support by Protocol for Cisco Unified IP Phone

This appendix provides information about feature support for the Cisco Unified IP Phone using the SCCP or SIP protocol with Cisco Unified Communications Manager Release 7.0.

[Table B-1](#) provides a high-level overview of calling features and their support by protocol. This table focuses primarily on end-user calling features and is not intended to represent a comprehensive listing of all available phone features. For details about user interface differences and feature use, refer to the *Cisco Unified IP Phone Phone Guide for Cisco Unified Communications Manager 7.0*.

This guide is available at this URL:

[http://www.cisco.com/en/US/products/hw/phones/ps379/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/hw/phones/ps379/tsd_products_support_series_home.html)

The specific sections that describe the features in the phone guide are referenced in [Table B-1](#).

**Table B-1** Cisco Unified IP Phone Feature Support by Protocol

Features	Cisco Unified IP Phones 7960G, 7940G		For More Information
	SCCP	SIP	
<b>Calling Features</b>			
Abbreviated Dialing	Supported	Not supported	“Basic Call Handling—Placing a Call: Additional Options”
Auto Answer	Supported	Supported	“Using a Handset, Headset, and Speakerphone—Using Auto Answer”
Barge (and cBarge)	Supported	Not supported	“Advanced Call Handling—Using a Shared Line”
Busy Lamp Field (BLF) speed dial	Supported	Supported	“Advanced Call Handling—Using BLF to Determine a Line State”
Call Back	Supported	Not supported	“Basic Call Handling—Placing a Call: Additional Options”
Call Display Restrictions	Supported	Supported	“Basic Call Handling—Forwarding Calls to Another Number”
Call Forward All	Supported	Supported	“Basic Call Handling—Forwarding Calls to Another Number”
Call Forward Busy	Supported	Supported	“Basic Call Handling—Forwarding Calls to Another Number”

Table B-1 Cisco Unified IP Phone Feature Support by Protocol (continued)

Features	Cisco Unified IP Phones 7960G, 7940G		For More Information
	SCCP	SIP	
<b>Calling Features</b>			
Call Forward No Answer	Supported	Supported	“Basic Call Handling—Forwarding Calls to Another Number”
Call Park	Supported	Not supported	“Advanced Call Handling—Storing and Receiving Parked Calls”
Call Pickup	Supported	Not supported	“Advanced Call Handling—Picking Up a Redirected Call on Your Phone”
Call Waiting	Supported	Supported	“Basic Call Handling—Answering a Call”
Caller ID	Supported	Supported	“An Overview of Your Phone—Understanding Touch Screen Features” or “An Overview of Your Phone—Understanding Phone Screen Features”
Conference	Supported	Supported	“Basic Call Handling—Making Conference Calls”
Do Not Disturb (DND)	Supported	Not supported	“Basic Call Handling—Using Do Not Disturb”
Extension Mobility	Supported	Not supported	“Advanced Call Handling—Using Cisco Extension Mobility”
Fast Dial Service	Supported	Supported	“Advanced Call Handling—Speed Dialing”
Hold/Resume	Supported	Supported	“Basic Call Handling—Using Hold and Resume”
Immediate Divert	Supported	Not supported	“Basic Call Handling—Answering a Call”
Join/Select	Supported	Not supported	“Basic Call Handling—Making Conference Calls”
Malicious Call ID	Supported	Supported	“Advanced Call Handling—Tracing Suspicious Calls”
Meet-Me Conference	Supported	Supported	“Basic Call Handling—Making Conference Calls”
Message Waiting Indicator	Supported	Not supported	“Accessing Voice Messages”
Multilevel Precedence and Preemption (MLPP)	Supported	Not supported	“Advanced Call Handling—Prioritizing Critical Calls”
Multiple Calls per Line Appearance	200	50	“An Overview of Your Phone—Understanding Lines vs. Calls”
Music on Hold	Supported	Supported	“Basic Call Handling—Using Hold and Resume”
Mute	Supported	Supported	“Basic Call Handling—Using Mute”
On-hook call transfer	Supported	Supported	“Basic Call Handling—Placing a Call: Basic Options”
Privacy	Supported	Not supported	“Advanced Call Handling—Using a Shared Line”
Quality Reporting Tool (QRT)	Supported	Supported	“Troubleshooting—Using the Quality Reporting Tool”
Redial	Supported	Supported	“Basic Call Handling—Placing a Call: Basic Options”
Shared Line	Supported	Not supported	“Advanced Call Handling—Using a Shared Line”
Speed Dialing	Supported	Supported	“Advanced Call Handling—Speed Dialing”

Table B-1 Cisco Unified IP Phone Feature Support by Protocol (continued)

Features	Cisco Unified IP Phones 7960G, 7940G		For More Information
	SCCP	SIP	
<b>Calling Features</b>			
Transfer	Supported	Supported	“Basic Call Handling—Transferring Calls”
Video Support	Supported	Not supported	“Understanding Additional Configuration Options”
Voice Messaging System	Supported	Supported	“Accessing Voice Messages” section of the Phone Guide
<b>Settings</b>			
Call Statistics	Supported	Supported	“Troubleshooting Your Phone—Viewing Phone Administrative Data”
Voice Quality Metrics	Supported	Not supported	“Troubleshooting Your Phone—Viewing Phone Administrative Data”
<b>Services</b>			
SDK Compliance	Supported	Supported	<i>Cisco Unified IP Phone Service Application Development Notes for Release 4.1(3) or later</i>
<b>Directories</b>			
Call Logs	Supported	Supported	“Using Call Logs and Directories—Directory Dialing”
Corporate Directories	Supported	Supported	“Using Call Logs and Directories—Directory Dialing”
Personal Directory Enhancements	Supported	Supported	“Using Call Logs and Directories—Directory Dialing”
<b>Supplemental Features and Applications</b>			
Cisco Unified Communications Manager Assistant	Supported	Supported	<i>Cisco Unified Communications Manager Assistant User Guide</i>
Cisco Unified Communications Manager AutoAttendant	Supported	Supported	<i>Cisco Unified Communications Manager Features and Services Guide</i>
Cisco Unified Communications Manager Attendant Console	Supported	Supported	<i>Cisco Unified Communications Manager Attendant Console User Guide</i>

