



Feature Support by Protocol for Cisco Unified IP Phone 7960G and 7940G

This appendix provides information about feature support for the Cisco Unified IP Phone 7960G and 7940G using the SCCP or SIP protocol with Cisco Unified CallManager Release 5.0(1).

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 7960G and 7940G user guide:

- *Cisco Unified IP Phone 7960G and 7940G Guide for Cisco Unified CallManager 5.0 (SCCP)*
- *Cisco Unified IP Phone 7960G and 7940G Guide for Cisco Unified CallManager 5.0 (SIP)*

These guides are available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

The specific sections that describe the features in the phone user guide are referenced in **Table B-1**.

Table B-1 Cisco Unified IP Phone 7960G/7940G Feature Support by Protocol

| Features | Cisco Unified IP Phones 7960G and 7940G | | For More Information |
|----------------------------------|---|-----------|--|
| | SCCP | SIP | |
| Calling Features | | | |
| Abbreviated Dialing | Supported | — | “Basic Call Handling—Placing a Call: Additional Options” |
| Answer Release | Supported | Supported | “Basic Call Handling—Answering a Call” |
| Auto Answer | Supported | Supported | “Basic Call Handling—Answering a Call” |
| Auto Dial | — | — | |
| Barge (and cBarge) | Supported | — | “Advanced Call Handling—Using a Shared Line” |
| Busy Lamp Field (BLF) Call Lists | — | — | |
| Busy Lamp Field (BLF) Speed Dial | Supported | — | “Advanced Call Handling—Determining if Another Line is Busy” |
| Call Back | Supported | — | “Basic Call Handling—Placing a Call: Additional Options” |
| Call Forward All | Supported | Supported | “Basic Call Handling—Forwarding All Calls to Another Number” |
| Call Forward Busy | Supported | Supported | Users do not interact with this feature directly. It is configured on Cisco Unified CallManager. |
| Call Forward No Answer | Supported | Supported | Users do not interact with this feature directly. It is configured on Cisco Unified CallManager. |
| Call Park | Supported | — | “Advanced Call Handling—Storing and Retrieving Parked Calls” |
| Call Pickup/Group Call Pickup | Supported | — | “Advanced Call Handling—Picking Up Redirected Calls” |
| Call Waiting | Supported | Supported | “Basic Call Handling—Answering a Call” |
| Caller ID | Supported | Supported | |

Table B-1 Cisco Unified IP Phone 7960G/7940G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7960G and 7940G | | For More Information |
|---|---|-----------|--|
| | SCCP | SIP | |
| Calling Features | | | |
| Client Matter Codes (CMC) | Supported | — | “Basic Call Handling—Placing a Call: Additional Options” |
| Conference | Supported | Supported | “Basic Call Handling—Making Conference Calls” |
| Conference List | Supported | — | “Basic Call Handling—Making Conference Calls” |
| Computer Telephony Integration (CTI) Applications | Supported | — | Users do not interact with this feature directly. It is configured on Cisco Unified CallManager. |
| Direct Transfer | Supported | — | “Basic Call Handling—Transferring Calls” |
| Distinctive Ring | Supported | — | “Using Phone Settings—Customizing Rings and Message Indicators” |
| Do Not Disturb | — | Supported | “Basic Call Handling—Using Do Not Disturb” |
| Extension Mobility | Supported | — | “Advanced Call Handling—Using Extension Mobility” |
| Fast Dial Service | Supported | — | “Advanced Call Handling—Speed Dialing” |
| Forced Authorization Codes (FAC) | Supported | — | “Basic Call Handling—Placing a Call: Additional Options” |
| Help System | Supported | Supported | “An Overview of Your Phone—Understanding Feature Buttons and Menus” section of the Phone Guide |
| Hold/Resume | Supported | Supported | “Basic Call Handling—Using Hold and Resume” |
| Immediate Divert | Supported | — | “Basic Call Handling—Answering a Call” |
| Join/Select | Supported | — | “Basic Call Handling—Making Conference Calls” |

Table B-1 Cisco Unified IP Phone 7960G/7940G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7960G and 7940G | | For More Information |
|---|---|--|---|
| | SCCP | SIP | |
| Calling Features | | | |
| Malicious Call ID | Supported | — | “Advanced Call Handling—Tracing Suspicious Calls” |
| Meet-Me Conference | Supported | — | “Basic Call Handling—Making Conference Calls” |
| Multilevel Precedence and ambition (MLPP) | Supported | — | “Advanced Call Handling—Prioritizing Critical Calls” |
| Multiple Calls per Line Appearance | 6 | 2 per line 7960G: maximum of 6 calls per phone 7940G: maximum of 4 calls per phone | “An Overview of Your Phone—Understanding Lines vs. Calls” |
| Mute | Supported | Supported | “Basic Call Handling—Using Mute” |
| On-hook Dialing/Pre-dial | Supported | — | “Basic Call Handling—Placing a Call: Basic Options” |
| Privacy | Supported | — | “Advanced Call Handling—Using a Shared Line” |
| Quality Reporting Tool (QRT) | Supported | — | “Troubleshooting Your Phone—Using the Quality Reporting Tool” |
| Redial | Supported | Supported | “Basic Call Handling—Placing a Call: Basic Options” |
| Shared Line | Supported | Limited Support | “Advanced Call Handling—Using a Shared Line” |
| Speed Dialing | Supported | Supported | “Advanced Call Handling—Speed Dialing” |
| Transfer | Supported | Supported | “Basic Call Handling—Transferring Calls” |
| Transfer - Direct Transfer | — | — | “Basic Call Handling—Transferring Calls” |

Table B-1 Cisco Unified IP Phone 7960G/7940G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7960G and 7940G | | For More Information |
|-------------------------|---|-----------|---|
| | SCCP | SIP | |
| Calling Features | | | |
| URL Dialing | — | Supported | “Advanced Call Handling—URL Dialing” |
| Video Support | Supported | — | “Understanding Additional Configuration Options” |
| Voice Mail | Supported | Supported | “Accessing Voice Messaging” |
| WebDialer | Supported | — | “Customizing Your Phone on the Web—Configuring Features and Services on the Web” |
| Settings | | | |
| Call Statistics | Supported | — | “Troubleshooting Your Phone—Viewing Phone Administrative Data” |
| Voice Quality Metrics | Supported | — | “Troubleshooting Your Phone—Viewing Phone Administrative Data” |
| Services | | | |
| SDK Compliance | 4.0(1) | 3.0 | <i>Cisco Unified IP Phone Service Application Development Notes for Release 4.1(3)</i> <i>Cisco Unified IP Phone Services Application Development Notes with Cisco Unified CallManager 3.1</i> |
| Directories | | | |
| Call Logs | Supported | Supported | “Using Call Logs and Directories—Directory Dialing” |
| Corporate Directories | Supported | Supported | “Using Call Logs and Directories—Directory Dialing” |

Table B-1 Cisco Unified IP Phone 7960G/7940G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7960G and 7940G | | For More Information |
|---|---|--|---|
| | SCCP | SIP | |
| Calling Features | | | |
| Personal Directory Enhancements | Supported | Supports SIP-only Personal Directory. Does not support new enhancements. | “Using Call Logs and Directories” |
| Supplemental Features and Applications | | | |
| Cisco Unified IP Manager Assistant | Supported | — | <i>Cisco Unified IPMA User Guide</i> |
| Cisco Unified CallManager AutoAttendant | Supported | — | <i>Cisco Unified CallManager Features and Services Guide</i> |
| Cisco Unified CallManager Attendant Console | Supported | — | <i>Cisco Unified CallManager Attendant Console User Guide</i> |
| Cisco Unified IP Phone Expansion Module 7914 | Supported 7940G does not support | — | <i>Cisco Unified IP Phone Expansion Module 7914 Guide</i> |
| Cisco VT Advantage | Supported | — | <i>Cisco VT Advantage User Guide</i> |