Feature Support by Protocol for Cisco Unified IP Phone 7962G and 7942G

This appendix provides information about feature support for the Cisco Unified IP Phone 7962G and 7942G using the SCCP or SIP protocol with Cisco Unified Communications Manager Release 6.0.

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 7962G and 7942G Phone Guide for Cisco Unified Communications Manager 6.0.*

This guide is available at this URL:

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 7962G and 7942G Feature Support by Protocol

Features	Cisco Unified IP Phones 7962G, 7942G		For More Information
	SCCP	SIP	
Calling Features			
Abbreviated Dialing	Supported	Supported	"Basic Call Handling—Placing a Call: Additional Options"
Answer Release	Supported	Supported	
Audible Message Waiting Indicator	Supported	Supported	"Accessing Voice Messages"
Auto Answer	Supported	Supported	"Using a Handset, Headset, and Speakerphone—Using Auto Answer"
Auto Dial	Supported	Supported	"Basic Call Handling—Placing a Call: Basic Options"
Barge (and cBarge)	Supported	Supported	"Advanced Call Handling—Using a Shared Line"
Busy Lamp Field (BLF) Call Lists	Supported	Supported	"Advanced Call Handling—Determining if Another Line is Busy or Idle"

Table B-1   Cisco Unified IP Phone 7962G and 7942G Feature Support by Protocol (continued)

Features	Cisco Unified IP Phones 7962G, 7942G		For More Information
	SCCP	SIP	
Calling Features			
Busy Lamp Field (BLF) Speed Dial	Supported	Supported	"Advanced Call Handling—Determining if Another Line is Busy or Idle"
Call Back	Supported	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 Communications Manager
Call Forward No Answer	Supported	Supported	Users do not interact with this feature directly. It is configured on Cisco Communications Manager
Call Park	Supported	Supported	"Advanced Call Handling—Storing and Receiving Parked Calls"
Call Pickup/Group Call Pickup	Supported	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"
Client Matter Codes (CMC)	Supported	Not supported	"Basic Call Handling—Placing a Call: Additional Options"
Conference	Supported	Supported	"Basic Call Handling—Making Conference Calls"
Conference List	Supported	Supported	"Basic Call Handling—Making Conference Calls"
Computer Telephony Integration (CTI) Applications	Supported	Some support (such as Call Park, WMI)	Users do not interact with this feature directly. It is configured on Cisco Communications Manager
Directed Call Park	Supported	Supported	"Advanced Call Handling—Storing and Receiving Parked Calls"
Do Not Disturb (DND)	Supported	Supported	"Basic Call Handling—Using Do Not Disturb"
Distinctive Ring	Supported	Supported	"Using Phone Settings—Customizing Rings and Message Indicators"
Extension Mobility	Supported	Supported	"Advanced Call Handling—Using Cisco Extension Mobility"

Table B-1   Cisco Unified IP Phone 7962G and 7942G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7962G, 7942G | | For More Information |
	SCCP	SIP	
Calling Features			
Fast Dial Service	Supported	Supported	"Advanced Call Handling—Speed Dialing"
Forced Authorization Codes (FAC)	Supported	Not supported	"Basic Call Handling—Placing a Call: Additional Options"
Help System	Supported	Supported	"An Overview of Your Phone—Understanding Feature Buttons and Menus"
Hold/Resume	Supported	Supported	"Basic Call Handling—Using Hold and Resume"
Hold Reversion	Supported	Supported	"Basic Call Handling—Using Hold and Resume"
Immediate Divert	Supported	Supported	"Basic Call Handling—Answering a Call"
Immediate Divert—Enhanced	Supported	Supported	"Basic Call Handling—Sending a Call to a Voice Messaging System"
Intercom	Supported	Supported	"Basic Call Handling—Placing or Receiving Intercom Calls"
Join/Select	Supported	Not supported	"Basic Call Handling—Making Conference Calls"
Log Out of Hunt Groups	Supported	Supported	"Advanced Call Handling—Logging Out of Hunt Groups"
Malicious Call ID	Supported	Not supported	"Advanced Call Handling—Tracing Suspicious Calls"
Meet-Me Conference	Supported	Supported	"Basic Call Handling—Making Conference Calls"
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"
Mute	Supported	Supported	"Basic Call Handling—Using Mute"
On-hook Dialing/Pre-Dial	Supported	Supported	"Basic Call Handling—Placing a Call: Basic Options"
Privacy	Supported	Supported	"Advanced Call Handling—Using a Shared Line"
Programmable Line Keys	Supported	Not supported	Feature descriptions throughout phone guide
Quality Reporting Tool (QRT)	Supported	Supported	"Troubleshooting—Using the Quality Reporting Tool"

Table B-1   Cisco Unified IP Phone 7962G and 7942G Feature Support by Protocol (continued)

| Features | Cisco Unified IP Phones 7962G, 7942G | | For More Information |
	SCCP	SIP	
Calling Features			
Redial	Supported	Supported	"Basic Call Handling—Placing a Call: Basic Options"
Secure Conferencing	Supported	Supported	"Basic Call Handling—Making Conference Calls"
Shared Line	Supported	Supported	"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	Supported	Not supported	"Basic Call Handling—Transferring Calls"
URL Dialing	Not supported	Supported	"Using Call Logs and Directories—Using Call Logs"
Video Support	Supported	Not supported	"Understanding Additional Configuration Options"
Voice Mail	Supported	Supported	"Accessing Voice Messages" section of the Phone Guide
WebDialer	Supported	Supported	"Customizing Your Phone on the Web—Configuring Features and Services on the Web"
Settings			
Call Statistics	Supported	Supported	"Troubleshooting Your Phone—Viewing Phone Administrative Data"
Voice Quality Metrics	Supported	Supported	"Troubleshooting Your Phone—Viewing Phone Administrative Data"
Services			
SDK Compliance	4.0(1)	4.0(1)	*Cisco Unified IP Phone Service Application Development Notes for Release 4.1(3)* or later
Directories			
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"
Supplemental Features and Applications			

Table B-1   Cisco Unified IP Phone 7962G and 7942G Feature Support by Protocol (continued)

Features	Cisco Unified IP Phones 7962G, 7942G		For More Information
	SCCP	**SIP**	
Calling Features			
Cisco Unified Communications Manager Assistant	Supported	Supported	*Cisco Unified Communications Manager Assistant User Guide*
Cisco Communications Manager AutoAttendant	Supported	Not supported	*Cisco Unified Communications Manager Features and Services Guide*
Cisco Unified Communications Manager Attendant Console	Supported	Not supported	*Cisco Unified Communications Manager Attendant Console User Guide*
Cisco Unified IP Phone Expansion Module 7914	Supported 7962G only	Not supported	*Cisco Unified IP Phone Expansion Module 7914 Phone Guide*
Cisco VT Advantage	Supported	Not supported	*Cisco VT Advantage User Guide*