

CCM & CME Feature Descriptions Matrix EDCS-484313		Revision 2.2													This spreadsheet should be used as a companion to the CallManager Feature Descriptions Guide, EDCS-191168. This spreadsheet merely lists which version(s) of CCM and CME the feature is supported in and briefly notes any explicit restrictions, while the guide contains the detailed feature descriptions for each item.			
		CME 3.3	CME 3.4	CME 4.0	CME 4.1	CME 4.2	3.3(4)	3.3(5)	4.0(1)	4.0(2)	4.1(2)	4.1(3)	4.2(3)	5.0(1)	5.1(1)	6.0(1)	6.1(1)	
Communication Manager Feature Name																		Notes/ Restrictions
Abbreviated Dialing																		
Annunciator																		CME Support via TCL to play recording to mis-dialed calls
Answer/Release																		
Application Programmable Interfaces ▼																		
AXL SOAP Database API																		
AXL SOAP Servicability API																		
Call Detail Records (CDR) and Call Management Records (CMR) API																		
Computer Telephony Integration (CTI) API																		
Extension Mobility API																		
IP Phone Services API (XML Services)																		
JTAPI API																		
TAPI API																		
LDAP Directory Integration API																		
SIP Line Messaging																		
WebDialer SOAP/HTTP API																		
Application model																		Supported on CCM 5.0 with Linux running on MCS 78x5. Supported on all CME platforms
Audible and Visual Indication of Ringing Line ▼																		
Disable Audible/Visual Indication of Ringing Line																		
Distinctive Ring (Internal vs. External Call) ▼																		
External vs. Internal Trunk Designation																		Interacts with Distinctive Ring (Internal vs. External Call)
Distinctive Ring Per Line																		
User Configurable Ring Settings ▼																		
User Configurable Ring Settings via User Options Web Page																		
Audio and Video Codec Support ▼																		
G.711a																		
G.711u																		
G.722																		
G.722.1																		
G.723																		
G.728																		
G.729a																		
G.729b																		
G.729ab																		
Cisco Wideband Audio Codec (16-bit/16Khz)																		Supported only on 7910, 7940, 7960, 7970, 7971
Wideband Advanced Audio Codec (AAC)																		
H.261																		Supported only on H.323 and SCCP devices
H.263																		Supported only on H.323 and SCCP devices
H.264																		Supported only on SCCP devices
iLBC (internet Low Bandwidth Codec)																		Only supported on 7906, 7911, 7921, 7931
Cisco Wideband Video Codec (7Mbps)																		Supported only on Cisco VT Advantage endpoints
Authentication/Encryption ▼																		
Administration Web Page Authentication ▼																		CME Enabling HTTPS disables Phone Directory Features
Multi-Level Administration (MLA)																		CME ML Admin support available via Third Party
MLA Intrusion Detection and Notification																		CME ML Admin support available via Third Party
User Options Web Page Authentication																		
Web Page Encryption (HTTPS)																		
LDAP over SSL																		
Extension Mobility Username/ PIN Authentication																		

Cisco Communications Manager and Communications Manager Express Features

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Communication Manager Feature Name	Notes/ Restrictions																
JTAPI/TAPI/CTI application security																	
SQL Database Access Authentication ▼																	
Windows Integrated Authentication for SQL Database Access																	
TFTP Directory Access Restrictions																	
Phone File Authentication ▼																	
Signed Firmware Loads																	
Signed Configuration Files																	
Device Authentication/Encryption ▼																	
Signaling Authentication (phone)																	
Signaling Encryption (phone)																	
Signaling Encryption (gateway)																	
Media Encryption SRTP (phone)																	
Media Encryption SRTP (gateway)																	
Visual Indication of Device Authentication/ Encryption																	
SIP based Authentication																	
Auto-Answer ▼																	
Auto-Answer to Headset (with Zip Tone)																	
Auto-Answer to Speakerphone (hands-free Intercom)																	
Automated Change Notification/ Database Replication																	
Automated Installation and Recovery ▼																	
Cisco IP Telephony Applications Backup Utility																	
Cisco IP Telephony Backup and Restore System (BARS)																	
Automated System-Wide Software and Feature Upgrades																	
Automatic Alternate Routing (AAR) and Automatic Route Selection (ARS) for off-net calls ▼																	
AAR for on-net (site-to-site) calls																	
AAR support for Hunt Pilot																	
Automatic Attenuation/Gain Adjustment																	
Automatic Bandwidth Selection																	
Automatic Number Identification (ANI)																	
Auto-Registration																	
Barge ▼																	
Barge																	
Barge (Single Button or Single Button Join)																	
Broadcast Paging/ Group Paging																	
Busy Lamp Field (BLF)/Fast Transfer																	
Call Admission Control (CAC) ▼																	
Locations Based CAC																	
RSVP Admission CAC																	
Call Back ▼																	
Call Back over Q.SIG trunks (i.e. Call Completion)																	
Call Back on VG224																	
Call Coverage ▼																	
Using Call Forward Busy (CFA), Call Forward No Answer (CFNA)																	

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Communication Manager Feature Name																	Notes/ Restrictions					
Using TCD Hunt Groups																						
Using Native Hunt Groups	√	√	√	√	√																	
Per-User Enhanced Call Coverage Paths																						
Immediate divert mailbox selection																	Mailbox selection for forwarded using Immediate divert					
Call Forwarding ▼	√	√	√	√	√																	
Call Forward All (CFA)	√	√	√	√	√																	
Secondary calling search space to block CFA to specific numbers																						
Call Forward Busy (CFB) ▼	√	√	√	√	√																	
Per-Line Configurable Call Forward Busy Trigger	√	√	√	√	√																	
Call Forward No Answer (CFNA) ▼	√	√	√	√	√																	
Per-Line Configurable Ring No Answer Timeout	√	√	√	√	√																	
Call Forward Number Expansion to Voicemail	√	√	√	√	√																	
Call Forward Reason Codes to Voicemail	√	√	√	√	√																	
Call Forward on Failure (CFOF)	√	√	√	√	√																	
Call Forward on Unregistered																						
Call Forward on No bandwidth																	See also AAR					
Call Forward All Override																	Supported only on 7906, 7911, 7940, 7941, 7960, 7961, 7970 and 7971 IP Phone models					
Call Park ▼	√	√	√	√	√																	
Directed Call Park																						
Directed Call Park BLF/Speed Dial																						
Call Pickup (PickUp) and Group Call Pickup (GPickUp) ▼	√	√	√	√	√																	
Single button Call Pickup																						
Call Pickup Notification																						
Call Preservation	√	√	√	√	√																	
Call Recording																	Available only on Agent/Supervisor Desktop					
Call Monitoring																	Must use 3rd party app through SIP trunk to record					
Call Status per Line	√	√	√	√	√												Supported only on 7905, 7910, 7912, 7920, 7935, 7936, 7940, 7960, 7970 and 7971 IP Phone models					
Call Waiting/Call Retrieve per Line ▼	√	√	√	√	√																	
Consecutive Call Waiting/Alerting per Line																						
Calling Line Identification (CLID) ▼	√	√	√	√	√																	
Call-by-Call Calling Line ID Restriction (CLIR)	√	√	√	√	√												Supported only on MGCP PRI trunks in 3.3(2), supported on MGCP PRI, H.323 and SIP trunks in 4.0(1) and above					
Per-Phone Call Display Restrictions																						
Calling Name Identification (CNID) ▼	√	√	√	√	√																	
CNID over Q.931 Facility Information Element																						
Centralized System Administration, Monitoring and Reporting ▼	√	√	√	√	√												CME Centralized Provisioning/Monitoring available from Third Parties					
Cisco CallManager Serviceability Tools																						
Bulk Administration Tool (BAT) ▼																						
Bulk Device Export Utility																						
Bulk device update																						
Bulk device import																						
Bulk System Export Utility																						
Syslog Support for Debugging Output	√	√	√	√	√																	
Device Pools																						
Device Search Filtering Criteria																						
External Route Plan Wizard																						
Integrated HTTPD Server on IP Phones and Gateways																						
Performance Monitoring and Alarms																						

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		Communication Manager Feature Name																
Quality Reporting Tool (QRT)																		
Call Detail Records (CDR) and Call Management Records (CMR) ▼		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Single CDR Repository per CallManager Cluster or Radius for CME		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Administrative Reporting Tool (ART)																		
CDR Analysis and Reporting Tool (CAR)								√	√	√	√	√	√	√	√	√	√	ART was enhanced and renamed to CAR in release 3.2
System Event Reporting		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Zero Cost Automated Phone Moves		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Zero Cost Automated Phone Adds		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco ATA-186 2-Port Analog Gateway Support		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco Attendant Console/WebAttendant ▼								√	√	√	√	√	√	√	√	√	√	WebAttendant renamed to Cisco Attendant Console and compatible with CallManager release 3.1(2c) and above
Longest Idle Support								√	√	√	√	√	√	√	√	√	√	
Pop-to-Top on New Call								√	√	√	√	√	√	√	√	√	√	
Accessibility Enhancements													√	√	√	√	√	
Third party Attendant Console for CME/CM		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	Solution Plus ARC Console
Cisco Conference Connection (CCC) Support								√	√	√	√	√	√	√	√	√	√	
Cisco Discovery Protocol (CDP) Support		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco Emergency Responder (CER) Support								√	√	√	√	√	√	√	√	√	√	
Cisco IP Automated Attendant (IP AA) Support								√	√	√	√	√	√	√	√	√	√	
Cisco IP Integrated Contact Distribution (IP ICD) Support (IPCC Express)								√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 79xx Models ▼																		
Cisco IP Phone 3911					√	√												
Cisco IP Phone 3951					√	√												AsiaPAC phone only
Cisco IP Phone 7902		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7905		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7906				√	√	√			√	√						√	√	CCM requires 5.0(1), 4.1(3)SR1, 3.3(5)SR1 or 4.0(2)SR2b
Cisco IP Phone 7910 and 7910+SW		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7911					√	√			√	√						√	√	CCM requires 5.0(1), 4.1(3)SR1, 3.3(5)SR1 or 4.0(2)SR2b
Cisco IP Phone 7912		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7914 Expansion Module		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7920		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7921													√	√	√	√	√	
Cisco IP Phone 7931					√	√												
Cisco IP Phone 7940		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7941 or 7941-GE				√	√	√			√	√					√	√	√	CCM requires 5.0(1), 4.1(3)SR1, 3.3(5)SR1 or 4.0(2)SR2b
Cisco IP Phone 7942					√	√												
Cisco IP Phone 7945-GE					√	√												
Cisco IP Phone 7960		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7961 or 7961-GE					√	√			√	√					√	√	√	CCM requires 5.0(1), 4.1(3)SR1, 3.3(5)SR1 or 4.0(2)SR2b
Cisco IP Phone 7962					√	√												
Cisco IP Phone 7965-GE					√	√												
Cisco IP Phone 7970		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7971		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone 7975-GE					√	√												
Cisco IP Phone 7985 Videophone					√	√			√	√	√	√	√	√	√	√	√	
Cisco IP Conference Station 7935		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Conference Station 7936		√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Conference Station 7937																		
Cisco IP SoftPhone							√	√	√	√	√	√	√	√	√	√	√	

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Communication Manager Feature Name	Notes/ Restrictions																
Cisco IP Communicator				√	√	√	√	√	√	√	√	√	√	√	√	√	
Cisco IP Phone Productivity Applications (IPPA)							√	√	√	√	√	√	√	√	√	√	
Cisco Personal Address Book							√	√	√	√	√	√	√	√	√	√	
Cisco Personal Assistant (PA) Support							√	√	√	√	√	√	√	√	√	√	
Cisco Security Agent Support							√	√	√	√	√	√	√	√	√	√	
Cisco VG248 48-Port Analog Gateway Support ▼							√	√	√	√	√	√	√	√	√	√	
SMDI Voicemail Integration through VG248 analog ports							√	√	√	√	√	√	√	√	√	√	
Cisco VG 224 24-Port Analog Gateway Support (SCCP)	√	√	√	√	√												support for CCM 4.1(3) also
Click-to-Dial/ Click-to-Call ▼	√	√	√	√	√												
Cisco WebDialer Click-to-Dial Service							√	√	√	√	√	√	√	√	√	√	
Client Matter Codes (CMC)	√	√	√	√	√												CME account codes are non forced/verified
Closest-Match Routing	√	√	√	√	√												
Clustering ▼							√	√	√	√	√	√	√	√	√	√	
10,000 Devices Per Cluster							√	√	√	√	√	√	√	√	√	√	
30,000 Devices Per Cluster							√	√	√	√	√	√	√	√	√	√	
CoResidence ▼							√	√	√	√	√	√	√	√	√	√	
CallManager and Unity Connection																	No Clustering capable. Stand-alone unit
Computer Telephony Integration (CTI) Support ▼	√	√	√	√	√												
CTI Manager Redundancy for TAPI/JTAPI applications							√	√	√	√	√	√	√	√	√	√	
JTAPI Control of Analog (FXS) Gateway Ports							√	√									
Configuration via Console(serial) port	√	√	√	√	√										√	√	√
Configuration via Command Line Interface (CLI)	√	√	√	√	√										√	√	√
Context-Sensitive Help (GUI Admin)	√	√	√	√	√												
Context-Sensitive Help (IP Phone I Button)	√	√	√	√	√												
Contrast	√	√	√	√	√												
Data Migration Assistant(DMA)																	
Date/Time Zone Display Format Configurable per Phone	√	√	√	√	√												
Dial Plan Partitioning and Class of Restrictions	√	√	√	√	√												
Dialed Number Analyzer (DNA)							√	√	√	√	√	√	√	√	√	√	
Dialed Number Identification Service (DNIS) ▼	√	√	√	√	√												
Redirected Number Identification Service (RDNIS)	√	√	√	√	√												
Outbound RDNIS to H.323 Gateways	√	√	√	√	√												
Digit Analysis and Translation	√	√	√	√	√												
Digital Signal Processor (DSP) Resource Management ▼							√	√	√	√	√	√	√	√	√	√	
Distributed and Topologically-Aware Resource Sharing							√	√	√	√	√	√	√	√	√	√	
Direct Inward Dial (DID/DDI) Support	√	√	√	√	√												
Direct Outward Dial (DOD) Support	√	√	√	√	√												
Direct FXO Line Select	√	√	√	√	√												Allows for Key System Configuration
Directories ▼																	
Corporate Directory	√	√	√	√	√												
Personal Directory	√	√	√	√	√												
Missed Calls	√	√	√	√	√												
Placed Calls	√	√	√	√	√												
Received Calls	√	√	√	√	√												
Intercom History															√		8.3.3ES3 removes Intercom History on phones
Distinctive Ringing per Line (Admin configurable)	√	√	√	√	√												Admin control of ring type; Internal, external, call waiting
Distinctive Ring Tones per Line (User selectable)							√	√	√	√	√	√	√	√	√	√	User control of ring tone/type per line. CME offers ring tone per phone
Do not Disturb (DND)																	
Dual-Tone Multi-Frequency (DTMF) Support ▼																	

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SCCP Out of Band	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
MGCP Out of Band							√	√	√	√	√	√	√	√	√	√	
TAPI/JTAPI Out of Band							√	√	√	√	√	√	√	√	√	√	
H.323 H.245 Alpha-Numeric Out of Band	√	√	√	√	√				√	√	√	√	√	√	√	√	
SIP RFC2833 Inband	√	√	√	√	√					√	√	√	√	√	√	√	Requires a Media Termination Point (MTP) for every SIP call
Dynamic Host Configuration Protocol (DHCP) Support	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Emergency 911 (E911) Support	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
EndCall	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
eXtensible Markup Language (XML) Support ▼	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
XML Tag Enhancements	√	√	√	√	√				√	√	√	√	√	√	√	√	
Assigning an XML Service to a Line Button									√	√	√	√	√	√	√	√	
Extension Mobility ▼									√	√	√	√	√	√	√	√	
Native Extension Mobility									√	√	√	√	√	√	√	√	
Extension Mobility Support of 7905, 7912, 7970 and CIPC											√	√	√	√	√	√	
Extension Mobility Device equivocality											√	√	√	√	√	√	
Extension Assigner/CM TAPS				√	√				√	√	√	√	√	√	√	√	
FAX/Modem over IP Support ▼																	
Fax Pass-Through	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Cisco Fax-Relay	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
T.38 Fax-Relay	√	√	√	√	√						√	√	√	√	√	√	Supported only on H.323 gateways
Modem Pass-Through	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Cisco Modem-Relay	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
SIP T.38																√	
MGCP T.38																√	
Forced Authentication Codes (FAC)	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	Implemented on CME via TCL script
Foreign eXchange Office (FXO)/Foreign eXchange Station (FXS)	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
H.323 Support ▼	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
H.323 Gatekeeper Support	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Multiple Gatekeepers per CallManager Cluster									√	√	√	√	√	√	√	√	
1,000 H.323 Calls per Node											√	√	√	√	√	√	
H.323 Trunks and Scalability Improvements											√	√	√	√	√	√	
H.323 Videoconferencing Support											√	√	√	√	√	√	
H.323 FastStart Signaling Support ▼																	
Inbound FastStart	√	√	√	√	√				√	√	√	√	√	√	√	√	
Outbound FastStart	√	√	√	√	√						√	√	√	√	√	√	
H.450 Support	√	√	√	√	√												
Hands-Free Speakerphone (SPKR) Support	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Hold/Resume ▼	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Music on Hold	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	CME MoH external callers only
Tone on Hold	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	CME ToH Internal callers only
Hold Reversion/Notification																	
Hookflash/Hookflash Transfer ▼	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Inbound Hookflash/Hookflash Transfer on Analog Ports	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Outbound Hookflash/Hookflash Transfer on Analog Trunks	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	CCM Support only on MGCP-controlled FXO Trunks, CME on H.323 FXO Trunks
Inbound Hookflash Transfer on Digital Trunks											√	√	√	√	√	√	Supported only non-IOS MGCP-controlled T1-CAS Trunks (6608)
Inbound Hookflash Transfer on Digital Trunks															√	√	Supported on IOS MGCP-controlled T1-CAS Trunks
Hookflash from IP Phone to FXO Trunk to dial Centrex Features	√	√	√	√	√												
Hunt Groups ▼																	
Longest-Idle Hunting	√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	

CCM & CME Feature Descriptions Matrix EDCS-484313 Revision 2.2		CME 3.3	CME 3.4	CME 4.0	CME 4.1	CME 4.2	3.3(4)	3.3(5)	4.0(1)	4.0(2)	4.1(2)	4.1(3)	4.2(3)	5.0(1)	5.1(1)	6.0(1)	6.1(1)	Notes/ Restrictions
Communication Manager Feature Name																		
Broadcast Hunting			√							√	√	√	√	√	√	√	√	Broadcast hunt supported in CME 3.4 with SIP endpoints only
Queuing		√	√	√	√	√				√	√	√	√	√	√	√	√	CCM TCD Feature. CME B-ACD Call Handling.
Sequential		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Circular		√	√	√	√	√				√	√	√	√	√	√	√	√	
Native Hunt Groups (CCM TCD Server not Required)										√	√	√	√	√	√	√	√	
AAR support for Hunt Pilot														√	√	√	√	
Hung group logout					√	√	√								√	√	√	
Inline Power ▼		√	√	√	√	√								√	√	√	√	
IEEE 802.3af Power over Ethernet (PoE)		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	Support for 802.3af PoE on the phones does not depend on a particular release of CallManager
Intercom ▼																		
Intercom (w/ whisper)																	√	EM Profile Intercom supported added 6.1(1)
Internationalization/Localization ▼																		
Asian Language(double-byte unicode)					√	√	√									√	√	Supported on 7911G, 7941G, 7961G, 7970G with CCM 5.0 and CME 4.0
Arabic Language (right to left)																√	√	Supported on 7906, 7911, 7941, 7961, 7970, 7971
Hebrew Language																	√	
Globalization of Cisco IP Phone 79xx Series		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	The Globalization of the phones does not depend on a particular release of CallManager
Configurable User and Network Locales		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Downloadable User and Network Locales				√	√	√		√	√	√	√	√	√	√	√	√	√	
International Dial Plan								√	√	√	√	√	√	√	√	√	√	
IOS Command Line Configuration		√	√	√	√	√												
ISDN Basic Rate Interface (BRI) Support ▼																		
H.323-Controlled ISDN BRI		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
MGCP-Controlled ISDN BRI													√	√	√	√	√	
SIP-Controlled ISDN BRI		√	√	√	√	√				√	√	√	√	√	√	√	√	
Join (same line)										√	√	√	√	√	√	√	√	
Join Across Lines (JAL)																	√	
Least-Cost Routing (LCR)		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
License Compliance ▼																		
Application License																√	√	
Device License																√	√	
Cisco Unified Workplace Licensing (CUWL)																	√	
Light-Weight Directory Access Protocol (LDAP) Support ▼								√	√	√	√	√	√	√	√	√	√	
External LDAP Directory Integration Support								√	√	√	√	√	√	√	√	√	√	Schema Extension
External LDAP Directory Integration Support																	√	User loading/LDAP used as authentication point
Line		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Multiple Line Appearances per Phone		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Multiple Directory Numbers per line/button		√	√	√	√	√												
Multiple Calls per Line		√	√	√	√	√				√	√	√	√	√	√	√	√	CME Support is 2 calls per DN
Select Specified Line Appearance		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Shared/Bridged Line Appearances		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	
Multiple Calls per Shared Line		√	√	√	√	√				√	√	√	√	√	√	√	√	
Privacy		√	√	√	√	√				√	√	√	√	√	√	√	√	
Configurable Call Forward Busy Trigger per Line Appearance		√	√	√	√	√				√	√	√	√	√	√	√	√	
IPMA Support for Shared Line Appearances										√	√	√	√	√	√	√	√	
Unassigned Directory Numbers		√	√	√	√	√				√	√	√	√	√	√	√	√	
Manager-Assistant Services ▼								√	√	√	√	√	√	√	√	√	√	
IPMA Support on Cisco IP Phone 7940								√	√	√	√	√	√	√	√	√	√	
IPMA Support for Shared Line Appearances										√	√	√	√	√	√	√	√	

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Communication Manager Feature Name																	
Mappable Softkeys	√	√	√	√	√												
Media Gateway Control Protocol (MGCP) Support ▼								√	√	√	√	√	√	√	√	√	
MGCP Gateway Fallback to H.323								√	√	√	√	√	√	√	√	√	
MGCP ISDN T1/E1 PRI and T1-CAS with Q.931 Backhaul								√	√	√	√	√	√	√	√	√	
Network-Specific Facilities (NSF)								√	√	√	√	√	√	√	√	√	
Messages	√	√	√	√	√												
Message Waiting Indicator (MWI)	√	√	√	√	√												
Mobile Manager (SNR) ▼																	
CTI Based Integration										√	√	√	√	√	√	√	
Native to CM																√	√
Mobile Connect Voice Services										√	√	√	√	√	√	√	
Mid Call Features																√	√
Message Waiting Audible Indicator (AMWI)					√	√										√	√
Mobility														√		√	√
Multi-Level Precedence and Preemption (MLPP) ▼										√	√	√	√	√	√	√	√
Routine, Priority, Immediate, Flash and Flash Override										√	√	√	√	√	√	√	√
Executive Override													√	√	√	√	√
MLPP over MGCP-Controlled T1/E1 PRI and T1-CAS Trunks										√	√	√	√	√	√	√	√
MLPP over SCCP-Controlled ISDN BRI Ports													√	√	√	√	√
MLPP over H.323 Inter-Cluster Trunks													√	√	√	√	√
MLPP Based on Locations-Based Call Admission Control (CAC)													√	√	√	√	√
Multi-Party Conferencing ▼	√	√	√	√	√												
Ad Hoc Conferencing (up to 3 participants) ▼	√	√	√	√	√												
Ad Hoc Conferencing (up to 4 participants) ▼																	
Ad Hoc Conferencing (up to 8 participants) ▼																	
Drop Last Conference Party			√	√	√												
List All/Drop Any Conference Party				√	√												
Drop Conference When Initiator Leaves	√	√	√	√	√												
Drop Conference When No OnNet Parties Remain				√	√												
Release Conference Bridge When Only Two Parties Remain										√	√	√	√	√	√	√	√
Meet-Me Conferencing (up to 10 participants)																	
Secure Conferencing																	
Non-Conference controller add/drop party ability																	
Conference Chaining														√		√	√
Non-NANP Support	√	√	√	√	√												
New Call	√	√	√	√	√												
Night Service Bell	√	√	√	√	√												
North American Numbering Plan (NANP) (Auto Configure) ▼																	
Non-NANP Support	√	√	√	√	√												
Off-Premise Extension (OPX) Support	√	√	√	√	√												
On-Hook and Off-Hook Dialing ▼	√	√	√	√	√												
On-Hook Dialing	√	√	√	√	√												
Overlap Sending/Receiving (Q.SIG)																	
Overlap Sending/Receiving ISDN for Europe																	
Paging Internal	√	√	√	√	√												
Paging External Speakers	√	√	√	√	√												
Paperless Phone Labels	√	√	√	√	√												
Presence ▼																	
BLF Speeddial Button	√	√	√	√	√												

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Communication Manager Feature Name	CME 3.3	CME 3.4	CME 4.0	CME 4.1	CME 4.2	3.3(4)	3.3(5)	4.0(1)	4.0(2)	4.1(2)	4.1(3)	4.2(3)	5.0(1)	5.1(1)	6.0(1)	6.1(1)	Notes/ Restrictions	
BLF Call List (directories)					√	√								√	√	√	7961, 7941, 797x only	
Privacy ▼	√	√	√	√	√					√	√	√	√	√	√	√		
Privacy Button										√	√	√	√	√	√	√		
Private Line Auto RingDown (PLAR) Support	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Programmable Line Keys (PLK)															√	√	i.e. Hold/Conf/End Call on a line key (20 keys available)	
Q.SIG Support ▼				√	√	√		√	√	√	√	√	√	√	√	√		
Calling Line Identification Presentation (CLIP)				√	√	√		√	√	√	√	√	√	√	√	√		
Calling Name Identification Presentation (CNIP)				√	√	√		√	√	√	√	√	√	√	√	√		
Connected Name Identification Presentation (CONP)				√	√	√		√	√	√	√	√	√	√	√	√		
Calling/Connected Line Identification Restriction (CLIR)				√	√	√		√	√	√	√	√	√	√	√	√		
Calling/Connected Name Identification Restriction (CNIR)				√	√	√		√	√	√	√	√	√	√	√	√		
Alerting Name				√	√	√						√	√	√	√	√		
Message Waiting Indicator (MWI)				√	√	√			√	√	√	√	√	√	√	√		
Support for QSIG and Non-QSIG Devices in Route Lists								√	√	√	√	√	√	√	√	√		
Call Diversion (a.k.a. Call Forward)				√	√	√				√	√	√	√	√	√	√		
Call Diversion (a.k.a. Call Forward) by Reroute ▼				√	√	√						√	√	√	√	√		
Call Completion (a.k.a. Call Back)												√	√	√	√	√		
Path Replacement				√	√	√						√	√	√	√	√	Supported for call forward. Transfer by join only supported in CME 4.0	
Q.SIG over H.323 (Annex M.1)												√	√	√	√	√		
Quality of Service (QoS) ▼	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Differentiated Services (DiffServ) and IP Precedence (ToS)	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
802.1p Class of Service (CoS)								√	√	√	√	√	√	√	√	√		
QoS Statistics	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Voice Quality Statistics	√	√	√	√	√					√	√	√	√	√	√	√	Phone v8.2(1) and later	
Redial	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Redundancy/Fail Over for Call Processing Servers	√	√	√	√	√												CME Failover to second router supported]	
CTI Manager Redundancy for TAPI/JTAPI applications								√	√	√	√	√	√	√	√	√		
Settings	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Contrast/LCD Contrast	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Ring Type (on a per line basis)								√	√	√	√	√	√	√	√	√		
Network Configuration/Network Settings	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Status/Phone Info	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Simple Network Management Protocol (SNMP) Support ▼								√	√	√	√	√	√	√	√	√		
CISCO-CCM-MIB or CISCO-CCME-MIB SNMP MIB			√	√	√	√		√	√	√	√	√	√	√	√	√		
SIP Trunk Support with RFC2833 DTMF	√	√	√	√	√													
SIP Phone/Line Side Support (RFC3261 Features)															√	√	No TAC Support for non Cisco SIP Phones unless TDP Program approved	
Speed Dials ▼	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
System Speed Dials	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
User-Programmable Speed Dials from GUI	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
User-Programmable Speed Dials from Phone	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Supplementary Services	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
T1/E1 PRI Support	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
T1/E1-CAS Support	√	√	√	√	√			√	√	√	√	√	√	√	√	√	E1-CAS supported only on H.323 and SIP gateways	
Time of Day Routing	√	√	√	√	√					√	√	√	√	√	√	√		
Toll Restriction/Toll Fraud Support ▼	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Conferencing Enhancements (for Toll Fraud) ▼								√	√	√	√	√	√	√	√	√		
Drop Conference When Initiator Leaves	√	√	√	√	√			√	√	√	√	√	√	√	√	√		
Drop Conference When No OnNet Parties Remain					√	√						√	√	√	√	√		
External Transfer Restrictions (for Toll Fraud) ▼								√	√			√	√	√	√	√		

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Communication Manager Feature Name		Notes/ Restrictions																				
External vs. Internal Trunk Designation		√	√	√	√	√							√	√	√	√	√	√	√			
Toll Restriction Over-ride		√	√	√	√	√																CM Extension Mobility can be used for this
Transcoding and Media Termination Point (MTP) Support		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Transfer ▼		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Blind Transfer		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Consultative Transfer ▼		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Consultative Transfer Support in Cisco Attendant Console								√	√	√	√	√	√	√	√	√	√	√	√	√		
Direct Transfer		√	√	√	√	√				√	√	√	√	√	√	√	√	√	√	√		Direct transfer on CME supported on idle monitored lines
Complete Transfer on hangup														√	√	√	√	√	√	√		
Trivial File Transfer Protocol (TFTP) Support		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
User-Programmable Speed Dials, Call Forwarding and Services		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
User Facing Feature Database Independence ▼																						User features changeable when publisher is offline
Call Forward All																						
Message Waiting Indicator (MWI)																						
Privacy Enable/Disable																						
DND Enable/Disable																						
Extension Mobility																						Must use unique EM services on each CM or use load distributor to get EM resiliency
Hung Group Logout																						
Device Mobility																						
CTI CAPF Status for end users																						
Video Telephony Support ▼				√	√	√				√	√	√	√	√	√	√	√	√	√	√		
Cisco VT Advantage Support				√	√	√				√	√	√	√	√	√	√	√	√	√	√		
Tandberg SCCP Video Endpoints Support										√	√	√	√	√	√	√	√	√	√	√		
SCCP Support on Cisco IP/VC 3500 Series Multipoint Conference Units (MCUs)										√	√	√	√	√	√	√	√	√	√	√		
H.264 Video Codec Support on SCCP Endpoints													√	√	√	√	√	√	√	√		
Mid-Call Video														√	√	√	√	√	√	√		
User-Selectable Video Display Mode														√	√	√	√	√	√	√		
Participant Information in Multipoint Video Conferences														√	√	√	√	√	√	√		
Dynamic H.323 Client Addressing Support														√	√	√	√	√	√	√		
Virus Protection Certification										√	√	√	√	√	√	√	√	√	√	√		
Voice Activity Detection (VAD)/Silence Suppression Support ▼		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Comfort Noise Generation		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Voice Mail Support ▼																						
SCCP Voice Mail Integration with Cisco Unity		√	√	√	√	√				√	√	√	√	√	√	√	√	√	√	√		
SMDI Voicemail Integration										√	√	√	√	√	√	√	√	√	√	√		
Cisco Digital Port Adapter (DPA) 7600 Series Support										√	√	√	√	√	√	√	√	√	√	√		
Q.SIG Voice Mail Integration with MGCP-controlled PRI Trunks													√	√	√	√	√	√	√	√		
Q.SIG Voice Mail Integration with Annex M.1 H.323 Trunks				√	√	√								√	√	√	√	√	√	√		
H.323 Integration for Third Party Voice Mail		√	√	√	√	√																
SIP Trunking Support for Third Party Voice Mail or Cisco Unity		√	√	√	√	√																
Per-Line Configurable MWI				√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Voice Mail Profiles										√	√	√	√	√	√	√	√	√	√	√		
TLS Authentication														√	√	√	√	√	√	√		
Secure RTP support (SRTP)														√	√	√	√	√	√	√		
Volume Control		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		
Year 2000 Compliance		√	√	√	√	√		√	√	√	√	√	√	√	√	√	√	√	√	√		