

SCCP Analog Phone for Cisco Unified Communications Manager Quick Reference

Last Updated: February 16, 2010

This document lists the default feature codes for accessing SCCP features on analog phones connected to a voice gateway under the control of Cisco Unified Communications Manager. Not all features are supported by all versions of Cisco Unified Communications Manager. For feature information, see the [SCCP Supplementary Services Features on FXX Ports on Cisco IOS Voice Gateways Configuration Guide](#).

Feature	Default Access Code	How to Access Feature
Audible Message-Waiting Indication (AMWI) Notifies you of new voice mail.	—	No action required on phone. You hear the message waiting indication tone when you pick up the handset whenever a new voice message is waiting to be heard.
CallBack on Busy Initiate an audio alert on the phone to notify you when a busy party becomes available.	#1	After placing call to busy phone, dial callback activation key to activate SCCP-based CallBack on Busy feature.
Call Forward All (CFA) Forwards all calls to a target number.	**1	Dial the target phone number after hearing the beeps. You hear a confirmation tone when the handset is picked up to indicate all incoming calls are being forwarded. If you try to activate CFA after it is already activated, you hear a fast busy tone.
Call Forward All Cancel Cancels an active CFA condition.	**2	You hear a confirmation tone when the handset is picked up to indicate incoming calls are no longer being forwarded.
Call Forward Busy (CFB) Forwards calls to a target number when the called number is busy.	—	No action required on phone.
Call Forward No Answer (CFNA) Forwards calls to a target number when there is no answer at the called number.	—	No action required on phone.
Call Hold/Resume for Shared Lines for SCCP Analog Ports If you are on an analog SCCP phone that shares a line with an IP phone, you can hold and resume an active call by pressing hookflash.	—	During an active call, you can press hookflash to place an active call on hold. After you hear a dial tone, you can place a call, go on-hook, or press hookflash again to resume the call. The held call can be resumed by any phone on the shared line as follows. - Any analog phone on the shared line goes off-hook. - Any IP phone on the shared line goes off-hook and the user presses Resume.
Call Pickup Group Allows you to pickup incoming calls in a different pickup group from you.	**4	Dial the number of the pickup group after dialing the access code.
Call Pickup Local Allows you to pickup incoming calls in the same pickup group as you.	**3	—
Call Transfer Connects call to a third party that you dial.	—	During a call, press hookflash to receive a dial tone. Dial number for transfer and either stay online to announce or hang up. The call is transferred when you hang up.

Feature	Default Access Code	How to Access Feature
Call Waiting Announces a second call during an active call.	—	During a call, when you hear the tone, press hookflash to toggle between the active call and the incoming call. The call waiting tone plays only once.
Caller ID Displays calling number, caller name, and time of call.	—	No action required on phone.
Conference Call Initiates a three-party conference.	—	During a call, press hookflash for a dial tone, dial a third party, and then press hookflash again to connect all three parties.
DC Voltage Based VMWI Notifies you that there are waiting voice messages.	—	No action required on phone. You see the message waiting indication (MWI) lamp flashing on certain analog phones that support a DC-voltage-controlled MWI lamp whenever a new voice message is waiting to be heard.
Meet-Me Conference Initiate or join a meet-me conference call.	**5	Dial feature access code and following the confirmation tone, the meet-me conference number to initiate a meet-me conference. Participants can join the conference by dialing the meet-me conference number.
Redial Dials again the last number dialed from this phone.	*#	—
Speed Dial 1 Dials the telephone number associated with speed dial 1.	*1	—
Speed Dial 2 Dials the telephone number associated with speed dial 2.	*2	—
Speed Dial 3 Dials the telephone number associated with speed dial 3.	*3	—
Speed Dial 4 Dials the telephone number associated with speed dial 4.	*4	—
Speed Dial 5 Dials the telephone number associated with speed dial 5.	*5	—
Speed Dial 6 Dials the telephone number associated with speed dial 6.	*6	—
Speed Dial 7 Dials the telephone number associated with speed dial 7.	*7	—
Speed Dial 8 Dials the telephone number associated with speed dial 8.	*8	—

Feature	Default Access Code	How to Access Feature
Speed Dial 9 Dials the telephone number associated with speed dial 9.	*9	—
Speed Dial to Voice Mail Dials the voice-mail number using an abbreviated code.	*0	—
VMWI Notifies you that there are waiting voice messages.	—	No action required on phone. You see the message waiting indication (MWI) lamp flashing on certain analog phones that support an MWI lamp whenever a new voice message is waiting to be heard.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses used in this document are not intended to be actual addresses. Any examples, command display output, and figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses in illustrative content is unintentional and coincidental.

© 2005 - 2008 Cisco Systems, Inc. All rights reserved.

