



Q&A

## CISCO IP PHONE 7911G

### GENERAL QUESTIONS

**Q.** What is the Cisco® IP Phone 7911G?

**A.** The new Cisco IP Phone 7911G is the latest Cisco Systems® full-featured “basic set” IP phone providing enhanced functions for those needing additional capabilities. It shares the industrial design of the highly successful Cisco IP Phone 7912G. Like the Cisco IP Phone 7912G, it provides one line and four interactive soft keys that guide a user through call features and functions.

**Q.** What are the main differences between the Cisco IP Phone 7911G and the existing Cisco IP Phone 7912G?

**A.** Refer to the “Features and Functions” section for specifics of feature differences. In general, the Cisco IP Phone 7911G offers broader applications capabilities through its enhanced memory, more infrastructure integration options (such as support for IEEE 802.3af Power over Ethernet), advanced security, and an extended software roadmap to support advanced IP features. It also incorporates some of the advanced user interface features of the high-end Cisco IP Phone 7970 series models. User interface differences between the phone models will be documented and published.

**Q.** Who are the target customers for the Cisco IP Phone 7911G?

**A.** The Cisco IP Phone 7911G addresses the communication needs of a clerk or equivalent worker in a basic office cubicle environment with a low to moderate amount of phone traffic.

**Q.** Which phone should I order?

**A.** Refer to Table 1 for the primary comparison measures.

**Table 1.** Comparison of Cisco IP Phone 7912G and IP Phone 7911G

	Cisco IP Phone 7912G (Part Number CP-7912G-A)	Cisco IP Phone 7911G (Part Number CP-7911G)
IEEE 803.af Power Over Ethernet (PoE)	No	Yes
Enhanced Memory and Applications	No	Yes
Enhanced Security Features	No	Yes
LCD Resolution	192 x 64 pixels	192 x 64 pixels
Cisco Inline Power	Yes	Yes

**Q.** What should I do if a customer wants to upgrade from an existing phone to this new phone?

**A.** The regular Cisco Technology Migration Program (TMP) will be available within two weeks of first customer shipment (FCS). Use the Cisco TMP tool to verify the discount.

**Q.** If I trade in an older Cisco IP phone for a new one, do I have to purchase a new software user license?

**A.** New user license part numbers have been created (for example, SW-CCM-UL-7911). A user license must be selected when purchasing; however, a Cisco TMP exception has been created to provide a license credit of nearly 100 percent when a customer moves from one user license

to another of equal price (for example, upgrading from a user license for the Cisco IP Phone 7912G to a user license for the Cisco IP Phone 7911G). The exception will be in place within two weeks of FCS. Use the Cisco TMP tool to verify the discount.

**Q.** What Cisco CallManager release is required for the Cisco IP Phone 7911G?

**A.** Customers are required to use the most recent version of each Cisco CallManager train for full support: Version 3.3 (5)SR1, 4.0(2)SR2b, or 4.1(3)SR1.

**Q.** Does the new Cisco IP Phone 7911G identify itself differently to Cisco CallManager (or Cisco CallManager Express [CME]) than a Cisco IP Phone 7912G?

**A.** Yes, it is a new phone model.

**Q.** What phone firmware version is required?

**A.** A new phone firmware version is required for this new Cisco IP Phone 7911G. 7911 Skinny Client Control Protocol (SCCP) Firmware Version 7.2(1) will be posted to Cisco.com when the phone is orderable.

**Q.** What protocols will be supported?

**A.** The Cisco IP Phone 7911G will support only SCCP at FCS.

**Q.** Will Session Initiation Protocol (SIP) be supported in the future? When?

**A.** Support for SIP Version 2 will be available in the Cisco CallManager Version 5.0 release timeframe.

**Q.** What languages are supported on the Cisco IP Phone 7911G?

**A.** Language localization support varies by Cisco CallManager version:

- Cisco CallManager 3.3(5) SR1 supports the following languages: Danish, Dutch, French, Finnish, German, Greek, Hungarian, Italian, Japanese, Norwegian, Polish, Portuguese, Russian, Spanish, and Swedish.
- Cisco CallManager 4.0 supports all these languages, plus Brazilian Portuguese. Note: Localized language support will be offered with Cisco CallManager 4.0; however, the date of support is planned for the first half of 2006.
- Cisco CallManager 4.1(3) supports all the languages listed previously, plus Catalan and English (United Kingdom). Bulgarian, Croatian, Czech, Romanian, Serbian, Slovak, and Slovenian will follow approximately 3 months after FCS.
- Support for Hong Kong, Simplified and Traditional Chinese, and Korean will be added in a subsequent release.

For all three listed Cisco CallManager platforms, localized user interface language support for Cisco IP Phone 7911G will be released within 3 months of FCS (unless noted otherwise). Localized documentation will follow approximately 3 months later.

## FEATURES AND FUNCTIONS

**Q.** What new features are supported?

**A.** The following are some of the new features available with the Cisco IP Phone 7911G:

- High-resolution, pixel-based, monochrome display for improved text, graphics, and productivity-enhancing audio and text eXtensible Markup Language (XML) applications (including support of double-byte and unicode characters)
- IEEE 802.3af Power over Ethernet (Class 2) plus continued support for Cisco inline power
- Enhanced platform to support future capabilities (IPv6, advanced SIP, etc.)
- Factory-installed certificates for ease of security configuration
- Secure, encrypted communication streams (signaling and media)

**Q.** Is the Cisco IP Phone 7914 Expansion Module supported?

**A.** No. The Cisco IP Phone 7914 Expansion Module is supported only on the Cisco IP Phone 7960G and higher models.

**Q.** Is Cisco VT Advantage for desktop videoconferencing supported?

**A.** Cisco VT Advantage will be supported in SCCP in a follow-up software release.

**Q.** Is there speakerphone capability and headset connectivity?

**A.** No. Like the Cisco IP Phone 7912G, the Cisco IP Phone 7911G does not include hands-free speakerphone and headset connectivity. The Cisco IP Phone 7911G supports monitor (one-way audio through the chassis speaker) and will support a group listen feature (European-style speakerphone using the handset and the chassis speaker) in a follow-up software release.

**Q.** Does Cisco CallManager Express support the Cisco IP Phone 7911G?

**A.** Cisco CME will support the Cisco IP Phone 7911G starting with Version 4.0, which is planned for release during the second half of 2006.

**Q.** Is Survivable Remote Site Telephony (SRST) supported? What about Secure SRST?

**A.** Yes, both are supported on Cisco IOS® Software releases 12.3(14)T and 12.4 Mainline (recommended).

## **POWER**

**Q.** Does the phone support Cisco inline power or IEEE 802.3af Power over Ethernet (PoE)?

**A.** The Cisco IP Phone 7911G supports both Cisco inline power and IEEE PoE (Class 2).

**Q.** As a Class 2 IEEE device, does the Cisco IP Phone 7911G require a continuous draw of 6.49W (standard Class 2)?

**A.** No. When Cisco IP phones are connected to common switches such as the Cisco Catalyst® 3560 or Catalyst 3570, the switch can automatically detect the phone type and provide the exact amount of power that the phone needs. The use of Cisco Discovery Protocol provides this greater granularity to the power classification, allowing for more accurate reporting of power consumption. This means that Cisco phones can be more energy efficient than other IP phones in the same IEEE power class, allowing for more IEEE endpoints per switch or a lower overall power budget.

**Q.** Is there a recommended powering option?

**A.** No. Powering decisions depend on the customer's environment. Either of the inline power methods can be used, or the standard Cisco IP Phone external power adapter can be used for local power.

## **Availability and Ordering**

**Q.** When can I order the Cisco IP Phone 7911G?

**A.** It will be orderable by December 2005, and like all new products, will initially be on controlled release.

**Q.** Is a station user license required?

**A.** Yes. As with all Cisco phones, a station user license must be purchased with each phone. At FCS, customers will be able to select only a Cisco CallManager user license. When Cisco CME is supported, a Cisco CME license will be optional.

**Q.** What items are included in the Cisco IP Phone 7911G list price?

**A.** The Cisco IP Phone 7911G ships with the base unit (with attached foot stand), a handset, a handset cord, an Ethernet cord, a pictorial quick start guide, Regulatory Compliance and Safety Information (RSCI), a Cisco 1-year limited hardware warranty card, and an end-user software license agreement.

## **MISCELLANEOUS**

**Q.** Where can I find out more about the new Cisco IP Phone 7911G?

**A.** For more information about Cisco IP phones, visit <http://www.cisco.com/en/US/products/hw/phones/ps379/index.html>.

Information specific to the Cisco IP Phone 7911G will be posted when the phone can be ordered.

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