



Q & A

CISCO IP PHONE 7970G—NEW! CISCO IP PHONE 7905G AND 7912G—XML

GENERAL QUESTIONS

Q. What is the Cisco® IP Phone 7970G?

A. The Cisco IP Phone 7970G is our latest state-of-the-art IP phone, which includes a large color, touch-sensitive, pixel-base display screen for easy access to communication information, timesaving applications, and feature usage.

Q. Who are the target customers for the Cisco IP Phone 7970G?

A. The Cisco IP Phone 7970G not only addresses the needs of the titled executive or major decision-maker but also brings network data and graphics-intensive applications to PC-less users. The Cisco IP Phone 7970G is designed for companies who want to deliver high productivity and high impact user experiences, with quick network-based information access without the labor and cost required for PCs. By delivering more powerful applications and network data to the desktop, the Cisco IP Phone 7970G enables higher employee productivity and enhanced customer satisfaction. Applications displayed by Cisco IP Phones can access real time business data through the IP network, allowing employees to take the most informed actions for the enterprise.

Q. Will the Cisco IP Phone 7970G support XML services?

A. Yes! With an advanced user interaction model combining color display & touch screen, the Cisco IP Phone 7970G delivers more powerful applications and network data to the desktop. This impressive capability allows creation of more sophisticated applications to be available at any desktop, counter or location where the Cisco IP Phone 7970G is deployed.

Q. Is the color, touch-sensitive screen on the Cisco IP Phone 7970G larger than the screens on other Cisco IP Phones?

A. Yes. The Cisco IP Phone 7970G has a 5.6" diagonal color, touch-sensitive screen, versus a 5" diagonal monochrome screen on the Cisco IP Phones 7940G and 7960G, and the 3.5" diagonal monochrome screen on the Cisco IP Phones 7905G and 7912G.

Q. What is the resolution of the color display?

A. The resolution of the display is x 234 pixels, supporting a 12 bit color depth. The 12 bit color depth provides 4096 colors and is what many Pocket PC devices are capable of displaying.

Q. Are there additional line keys on the Cisco IP Phone 7970G?

A. Yes. There are 8 line keys. These can be programmed for extensions or speed dials. Two calls can be handled simultaneously during call waiting. In addition, you can place an active call on hold and dial another number to consult, transfer, or conference.

Q. Does the Cisco IP Phone 7970G provide backlighting of the screen?

A. Yes. The Cisco IP Phone 7970G has adjustable backlighting of the color, touch sensitive screen.

Q. Is there a new navigation key?

A. Yes. The Cisco IP Phone 7970G has a round navigation key that allows up, down, left and right movement within the color, touch-sensitive screen.

Q. What are you announcing about the Cisco IP Phones 7912G and 7905G?

A. We are announcing XML support for those phones. Their monochrome display will now support text-based applications.

Q. When will the enhanced versions of the Cisco IP Phones 7905G and 7912G be available?

A. XML support for the Cisco IP Phones 7905G and 7912G will be available on phones when customers have installed the latest release of Cisco CallManager Software, Release 3.3.(3). There is no need to change any physical attributes of the phones; the current firmware will automatically be pushed to the phone when the Cisco CallManager upgrade occurs. The Cisco CallManager upgrade to 3.3.(3) will be available this quarter.

Q. How does the Cisco IP Phone 7970G compare with the Cisco IP Phone portfolio?

A. Table 1 provides a comparison.

Table 1. Comparison of Cisco IP Phones 7902G, 7905G, 7912G, 7910G, 7910G+SW, 7940G, 7960G and 7970G

	Cisco IP Phone 7902G	Cisco IP Phones 7905G and 7912G	Cisco IP Phones 7910G and 7910G+SW	Cisco IP Phone 7940G	Cisco IP Phone 7960G	Cisco IP Phone 7970G
Display	No	Yes, pixel, small	Yes, character	Yes, pixel, large	Yes, pixel, large	Yes, pixel, larger
Dynamic Soft Keys	No	Yes—4	No	Yes—4	Yes—4	Yes—5
Lines (maximum calls)	1 (2)	1 (2)	1 (2)	2 (4)	6 (12+)	8 (16+)
Protocol Support	SCCP	SCCP SIP (H.323 also on 7905G)	SCCP	SCCP SIP MGCP	SCCP SIP MGCP	SCCP
Codec Support	G.711 G.729	G.711 G.729	G.711 G.729	G.711 G.729	G.711 G.729	G.711 G.729
Speaker Phone	No	Monitor only	Monitor only	Yes	Yes	Yes
Headset Jack	No	No	No	Yes	Yes	Yes
Ethernet Switch	No	7905G No, 7912G yes	7910G No, 7910G+SW Yes	Yes	Yes	Yes
Inline Power	Yes	Yes	Yes	Yes	Yes	Yes*
3rd Party XML	No	Yes	No	Yes	Yes	Yes
Cisco IP Phone Expansion Module 7914	No	No	No	No	Yes	Planned

* For the Cisco IP Phone 7970G to have full display brightness, the external power adapter is required. The Cisco IP Phone 7970G can receive power down the LAN from any of the Cisco inline power-capable blades and boxes; however, for full brightness of the display screen, it is not the recommended mode of operation.

Q. What Cisco CallManager release is required for the Cisco IP Phone 7970G?

A. The Cisco IP Phone 7970G requires Cisco CallManager Release 3.3(3), SR2.

Q. I am running a Cisco CallManager earlier than the 3.3(2) release; can it support the new Cisco IP Phone 7970G?

A. No. There are no plans to support the Cisco IP Phone 7970G in Cisco CallManager releases prior to 3.3(2).

CISCO IP PHONE 7970G FEATURES AND FUNCTIONALITY

Q. What new features are supported?

A. Here are just a few of the new features available with the Cisco IP Phone 7970G:

- High resolution color display
- Touchscreen access to features and applications
- Five soft keys for additional access to features
- Access to eight telephone lines (or combination of lines and/or direct access to telephony features)
- Backlit display with variable brightness control

Q. Is Survivable Remote Site Telephony (SRST) supported?

A. SRST is planned to be supported 1QCY04.

Q. Is inline power supported?

A. Yes. The Cisco IP Phone 7970G supports Cisco inline power.

Q. What is the recommended powering option, local power or inline power?

A. Local Power is recommended. For the Cisco IP Phone 7970G to have full display brightness, the external power adapter is required. For this reason, local power is the recommended powering option. The phone will also function if power is provided via Cisco inline power.

Q. What protocols will be supported?

A. The Cisco IP Phone 7970G will support Cisco CallManager Station Call Control Protocol (SCCP) at initial shipment.

AVAILABILITY

Q. When will the Cisco IP Phone 7970G be available?

A. Planned availability for the Cisco IP Phone 7970G is first quarter of 2004.

Q. What items are included in the Cisco IP Phone 7970G list prices?

A. The Cisco IP Phone 7970G box ships with the base unit, a handset, a handset cord, a stand, an Ethernet cord, a quick-start guide, Regulatory Compliance and Safety Information (RSCI), and a Cisco One-Year Limited Hardware Warranty card.

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MISCELLANEOUS

Q. Where can I find out more about the new Cisco IP Phone 7970G?

A. More information about Cisco IP phones can be found at:

<http://www.cisco.com/en/US/products/hw/phones/ps379/index.html>

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