



Cisco IP Phone 7912G

General Questions

Q. What is the Cisco® IP Phone 7912G and who are the target customers?

A. The Cisco IP Phone 7912G provides core business features and addresses the communication needs of a cubicle worker who conducts low to medium telephone traffic.

Q. How is the Cisco IP Phone 7912G different from the Cisco IP Phone 7902G, 7905G, 7910G, and 7910G+SW?

A. Table 1 indicates the differences.

Table 1 Differences Among Cisco IP Phones 7902G, 7905G, 7912G, 7910G, 7910G+SW, 7940G, and 7960G

	Cisco IP Phone 7902G	Cisco IP Phone 7905G	Cisco IP Phone 7912G	Cisco IP Phones 7910G and 7910G+SW	Cisco IP Phone 7940G	Cisco IP Phone 7960G
Display	No	Yes, pixel, small	Yes, pixel, small	Yes, character	Yes, pixel, large	Yes, pixel, large
Dynamic soft keys	No	Yes	Yes	No	Yes	Yes
Lines (maximum calls)	1 (2)	1 (2)	1 (2)	1 (2)	2 (4)	6 (12+)
Protocol support	SCCP	SCCP H.323	SCCP	SCCP	SCCP SIP MGCP	SCCP SIP MGCP
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	Monitor only	Yes	Yes
Headset jack	No	No	No	No	Yes	Yes
Ethernet switch	No	No	Yes	10G 10G+SW	No Yes	Yes
Inline power	Yes	Yes	Yes	Yes	Yes	Yes

Q. What Cisco CallManager release is required for the Cisco IP Phone 7912G?

A. The Cisco IP Phone 7912G requires Cisco CallManager Release 3.3(2). An executable will be provided on Cisco.com that inserts the Cisco IP Phone 7912 device ID into Cisco CallManager and copies the firmware image to the Trivial File Transfer Protocol (TFTP) server.



Q. I am running a Cisco CallManager earlier than the 3.3(2) release; can it support the new Cisco IP Phone 7912G?

A. No. There are no plans to support the Cisco IP Phone 7912G in Cisco CallManager releases prior to 3.3(2).

Q. What is happening to the Cisco IP phones 7910G and 7910G+SW?

A. The Cisco IP phones 7910G and 7910G+SW will continue to be supported.

Availability, Pricing, and Ordering

Q. When can I order the Cisco IP Phone 7912G?

A. Now.

Q. How do I order a Cisco IP Phone 7912G?

A. Order through <http://www.cisco.com>.

Q. What items are included in the Cisco IP Phone 7912G list price?

A. The Cisco IP Phone 7912G 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.

Features and Functionality

Q. What features are supported?

A. The following list highlights some of the features supported in a Cisco CallManager environment. New features will be introduced on an ongoing basis via phone software updates.

- Calling name and number display
- Call waiting
- Call forward
- Call transfer
- Three-way calling (conference)
- Redial
- Call hold
- Call park, pick up, group pick up
- Remove last caller in conference
- Auto-answer
- Meet-me conferencing
- On-hook dialing, predialing, and off-hook dialing
- Call monitor (speaker only, no microphone)
- “Message” soft key that allows access to voice-mail messages
- Four speed dials configurable at the Cisco CallManager



Q. Are there any software feature differences between the Cisco IP Phone 7905G and the Cisco IP Phone 7912G?

A. Currently there are no software feature differences between the Cisco IP Phone 7905G and the Cisco IP Phone 7912G. Any new features described in this document are available on the Cisco IP Phone 7905G as a software update.

Q. What features are not supported?

A. The following features are not supported:

- Cisco Personal Assistant, including Productivity Services (Calendar View, Mail View, Contact Sync, Rule Set Activator etc.)
- Find/Follow me and call routing rules
- Speech recognition
- IP Manager Assistant
- IP Phone GUI interface to Cisco Conference Connection
- Barge function (due to limited use on single-line phone)

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

A. SRST is supported for basic calls as of Cisco IOS[®] Software Release 12.2(15)T. Full feature support is planned for mid-2003 as part of SRST 3.0.

Q. Is Cisco IOS Telephony Services (ITS) supported?

A. It is not supported at FCS for the Cisco IP Phone 7912G. Support for the Cisco IP Phone 7912G is planned for mid-2003 as part of ITS 3.0.

Q. How many lines or telephone numbers are supported?

A. The Cisco IP Phone 7912G supports a single line or single directory number. However, 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. What hard keys are available?

A. The set has two hard keys: a “Hold” key to place an active call on hold, and a “Menu” key. The Menu key allows phone configuration via an interactive voice response (IVR), and should be accessed only under the guidance of a system administrator.

Q. Can the speaker be accessed?

A. The Cisco IP Phone 7912G supports “monitor” capability, which allows a user to monitor a call hands free while the handset is on hook. This capability can also be used for on-hook dialing. In addition, the “auto-answer” function is supported and is controlled by the Cisco CallManager. This allows audio to be broadcast from the speaker, without the user picking up the handset.

Q. Does the switch support 10/100BASE-T?

A. Yes. Although the Cisco IP Phone 7902G and the Cisco IP Phone 7905G support only 10BASE-T, the Cisco IP Phone 7912G supports 10/100BASE-T for both switch and uplink. The switch port on the Cisco IP Phone 7912G auto-negotiates and auto-senses the speed dynamically.



Q. Will the phone prioritize voice over data packets?

A. Yes. To ensure quality of service, voice packets are always given priority over data packets.

Q. What inline power standard is supported?

A. Cisco Inline power is supported.

Q. What local power option is available for the Cisco IP Phone 7912G?

A. The local power option is provided through a 48-VDC Cisco IP Phone power supply, order code "CP-PWR-CUBE". With the power supply, one of the following country-specific power cords must be ordered:

- CP-PWR-CORD-NA (North America)
- CP-PWR-CORD-CE (Central Europe)
- CP-PWR-CORD-UK (United Kingdom)
- CP-PWR-CORD-AU (Australia)
- CP-PWR-CORD-JP (Japan)
- CP-PWR-CORD-AP (Asia Pacific)

Q. Does the Cisco IP Phone 7912G have a stand?

A. Yes. The Cisco IP Phone 7912G comes equipped with a single-position stand that snaps into the back of the phone.

Q. Can the Cisco IP Phone 7912G be mounted to a wall?

A. Yes. For wall mounting, the stand can be removed. Two holes with fixed spacing are located on the back of the phone for mounting purposes. Mounting plate spacing and clearances vary widely, so be sure to check if the phone will physically fit before assuming it can be used on a specific mounting plates. In addition, the handset hanger is reversible, enabling a more securely attached handset when the phone is mounted in the upright position. A mounting kit is planned, but not yet available.

Miscellaneous

Q. What documentation will be available for the Cisco IP Phone 7912G?

A. Cisco IP Phone 7912G Data Sheet, Cisco IP Phone 7912G Q&A, Cisco IP Phone 7912G At-a-Glance, Regulatory Compliance and Safety Information for the Cisco IP Phone 7912G, and Cisco IP Phone 7912G Administrator documentation will be available.



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(0303R) 203057/ETMG_04/03