



Q&A

## Cisco Unified IP Phone 7931G

### GENERAL QUESTIONS

- Q. What is the Cisco® Unified IP Phone 7931G?**
- A.** The new Cisco Unified IP Phone 7931G is the latest Cisco Systems® full-featured IP phone providing functions that are commonly needed in the commercial and retail environments. It shares many industrial design features of the highly successful Cisco Unified IP Phones 7900 Series, but it has a distinct industrial design to suit specific needs. The Cisco Unified IP Phone 7931G provides 24 lighted line keys and 4 interactive soft keys that guide the user through call features and functions. In addition, the Cisco Unified IP Phone 7931G provides dedicated hold, redial, and transfer keys to facilitate simple and rapid call handling.
- Q. What are the main differences between the Cisco Unified IP Phone 7931G and the existing Cisco Unified IP Phone 7961G with a Cisco Unified IP Phone Expansion Module 7914 ?**
- A.** Refer to the “Features and Functions” section of this Q&A for details about feature differences. In general, the Cisco Unified IP Phone 7931G offers a more focused feature set, with a higher number of line keys in a more compact industrial design. The Cisco Unified IP Phone 7931G contains a smaller LCD display than the Cisco Unified IP Phone 7961G to complement the system line key handling, but the display is backlit to provide high visibility when the phone is viewed from a distance. The Cisco Unified IP Phone 7931G provides a paper label for easy customization of the line key labels, avoiding the need for an expansion unit.
- Q. Who are the target customers for the Cisco Unified IP Phone 7931G?**
- A.** The Cisco Unified IP Phone 7931G addresses the communication needs of a retail or commercial office worker who needs the line key system functions and the capability to handle a large number of lines.
- Q. Which phone should I order?**
- A.** Refer to Table 1 for the primary comparison measures.

**Table 1.** Comparison of the Cisco Unified IP Phone 7931G and the Cisco Unified IP Phone 7961G with the Cisco Unified IP Phone Expansion Module 7914

	Cisco Unified IP Phone 7931G	Cisco Unified IP Phone 7961G with Cisco Unified IP Phone Expansion Module 7914
IEEE 802.3af Power over Ethernet (PoE)	Yes	No (requires CP-PWR-CUBE-3)
Maximum number of line keys	24	20
Enhanced security features	Yes	Yes
LCD resolution	192 x 64 pixels	320 x 222 Grayscale
Display backlight	Yes	No
Cisco Inline Power	No	No (requires CP-PWR-CUBE-3)

- Q. What should I do if a customer wants to upgrade from an existing phone to the Cisco Unified IP Phone 7931G?**
- A.** The regular Cisco Technology Migration Program (TMP) will be available within two weeks of the first customer shipment (FCS). Use the Cisco TMP tool to verify the discount.

**Q. If I trade in an older Cisco Unified IP Phone for the Cisco Unified IP Phone 7931G, do I have to purchase a new software user license?**

**A.** New user license part numbers have been created (for example, SW-CCME-UL-7931). 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 Unified IP Phone 7961G to a user license for the Cisco Unified IP Phone 7931G). The exception will be in place within two weeks of FCS. Use the Cisco TMP tool to verify the discount.

**Q. What Cisco Unified CallManager Express release is required for the Cisco Unified IP Phone 7931G?**

**A.** The new Cisco Unified IP Phone 7931G is supported by Cisco Unified CallManager Express Version 4.0(2); it is not supported by Cisco Unified CallManager at this time. The Cisco Unified IP Phone 7931G will be supported in an upcoming release of Cisco Unified CallManager.

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

**A.** A new phone firmware version is required for the Cisco Unified IP Phone 7931G. The Cisco Unified IP Phone 7931G Skinny Client Control Protocol (SCCP) Firmware Version 8.1(1) will be posted to Cisco.com when the phone is available for order.

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

**A.** The Cisco Unified IP Phone 7931G 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 Unified CallManager Version 6.0 release timeframe.

**Q. What languages are supported on the Cisco Unified IP Phone 7931G?**

**A.** At FCS, only U.S. English will be supported. Support for additional languages will be available when the Cisco Unified IP Phone 7931G is supported with Cisco Unified CallManager 6.0.

**Q. Why does this new Cisco Unified IP Phone 7931G look similar to the Linksys One Business Phone?**

**A.** The Cisco Unified IP Phone 7931G and Linksys One Business Phone shared some common components and industrial design during initial concept. As the Cisco Unified IP Phone 7931G was developed, significant changes were made to the mechanical, electrical, acoustic, and visual characteristics. These enhancements were carried out in order to bring the Cisco Unified IP Phone 7931G into line with the regulatory and compliance standards required of a Cisco Unified IP Phone 7900 Series. The Cisco Unified IP Phone 7931G supports the SCCP call control protocol, which delivers many more features than available with the Linksys One today.

## **FEATURES AND FUNCTIONS**

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

**A.** The following are some of the new features available with the Cisco Unified IP Phone 7931G:

- High-resolution, pixel-based, monochrome display with white backlight for improved visibility
- Twenty-four lighted line keys for use as lines, busy lamp field (BLF) indicators, or feature access
- High-quality full-duplex speaker phone
- Dedicated hold, redial, and transfer keys
- Four-way rocker key for screen navigation
- IEEE 802.3af PoE (Class 3) 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 Unified IP Phone Expansion Module 7914 supported?**

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

**Q. Is Cisco Unified Video Advantage for desktop video conferencing supported?**

**A.** Yes Cisco Unified Video Advantage is supported with Cisco Unified CallManager Express Version 4.0(2).

**Q. Does the Cisco Unified IP Phone 7931G offer speakerphone capability and headset connectivity?**

**A.** Yes. The Cisco Unified IP Phone 7931G includes a hands-free speakerphone and headset connectivity. The headset is activated through the line keys, and the hands-free speakerphone is activated through a dedicated lighted key on the front of the Cisco Unified IP Phone 7931G.

## POWER

**Q. Does the Cisco Unified IP Phone 7931G phone support Cisco inline power or IEEE 802.3af PoE?**

**A.** The Cisco Unified IP Phone 7931G supports only IEEE 802.3af PoE (Class 3).

**Q. As a Class 3 IEEE device, does the Cisco Unified IP Phone 7931G require a continuous draw of 15.4W (standard Class 3)?**

**A.** No. When Cisco Unified IP Phones are connected to common switches such as the Cisco Catalyst® 3560 Series Switches or Cisco Catalyst 3570 Switches, 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 more accurate reporting of power consumption. The Cisco Unified IP Phone 7931G will typically draw around 7W of power, which places it beyond the limits of Class 2, but well below the default value of Class 3.

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

**A.** No. Powering decisions depend on the customer's environment. Either the IEEE 802.3af inline power method can be used, or the standard Cisco Unified IP Phone external power adapter can be used for local power.

## AVAILABILITY AND ORDERING

**Q. When can I order the Cisco Unified IP Phone 7931G?**

**A.** This phone will be available for order in August 2006 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 Unified CallManager Express user license. When Cisco Unified CallManager is supported, a Cisco Unified CallManager license will be optional.

**Q. What items are included in the Cisco Unified IP Phone 7931G list price?**

**A.** The Cisco Unified IP Phone 7931G ships with the base unit (with attached foot stand), a handset, a handset cord, an Ethernet cord, a pictorial quick-start guide, spare paper line labels, Regulatory Compliance and Safety Information (RSCI), a Cisco one-year limited hardware warranty card, and an end-user software license agreement.

## MISCELLANEOUS

**Q. Where can I find out more about the new Cisco Unified IP Phone 7931G?**

**A.** For more information about Cisco Unified IP Phones, visit <http://www.cisco.com/en/US/products/hw/phones/ps379/index.html>. For specific information about the Cisco Unified IP Phone 7931G visit <http://www.cisco.com/en/US/products/ps7062/index.html>.



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