

Cisco Unified IP Phone 7970G

The Cisco® Unified Communications system of voice and IP Communications products and applications helps organizations communicate more effectively—by helping them streamline business processes, reach the right resource the first time, and enhance profitability. The Cisco Unified Communications portfolio is an integral part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes that also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.



Cisco Unified IP phones provide unmatched levels of integrated business capabilities and converged communications features beyond today's conventional voice systems, surpassing competitive offerings. As the market leader in IP telephony, Cisco Systems® continues to deliver unparalleled end-to-end data and true voice-over-IP (VoIP) solutions, offering the most complete, stylish, fully featured IP phone portfolio to enterprise and small- and midsized-business customers.

The Cisco Unified IP Phone 7970G demonstrates the latest technology and advancements in VoIP telephony. It addresses not only the needs of the executive or major decision maker but also brings network data and applications to users without PCs. This state-of-the-art IP phone includes a backlit, high-resolution color touch-screen display for easy access to communication information, timesaving applications, and feature usage. It also helps enable customers and developers to deliver more innovative and productivity-enhancing Extensible Markup Language (XML) applications to the display. Access to eight telephone lines (or combination of lines and direct access to telephony features), a high-quality hands-free speakerphone, a built-in headset connection, and both Cisco Prestandard Power over Ethernet (PoE) and IEEE 802.3af PoE are supported.

CISCO UNIFIED IP PHONE 7970G FEATURES

The Cisco Unified IP Phone 7970G is dynamic and designed to grow with system capabilities. Features will keep pace with new changes through software updates to the phone flash memory. The phone provides many accessibility methods according to user preference.

The Cisco Unified IP Phone 7970G does not require hands-on moves or changes. Users can simply pick up the phone and move to a new location anywhere on their network—without the help of a system administrator.

With both a color display and touch screen, the Cisco Unified IP Phone 7970G delivers more powerful applications and network data to the desktop.

Table 1. Cisco Unified IP Phone 7970G Features

Feature	Description
Messages 	The message key provides direct access to voicemail.
Directories 	The Cisco Unified IP Phone 7970G identifies incoming messages and categorizes them on the screen, allowing users to quickly and effectively return calls using direct dial-back capability. The corporate directory integrates with the Lightweight Directory Access Protocol Version 3 (LDAPv3) standard directory.
Settings 	The settings key allows the user to adjust display contrast and select from a large number of ringer sounds and volume settings for all audio components such as ringer, handset, headset, and speaker. Network configuration preferences can also be set up (usually by the system administrator). Configuration can be either automatic or manually set up for Dynamic Host Control Protocol (DHCP), Trivial File Transfer Protocol (TFTP), Cisco Unified CallManager software, and backup Cisco Unified CallManager software.
Services 	The Cisco Unified IP Phone 7970G allows users to quickly access diverse information such as weather, stocks, quote of the day, or any Web-based information. The phone uses XML to provide a portal to an ever-growing world of features and information.
Help 	The online help feature gives users information about the phone keys, buttons, and features. The pixel display allows for greater viewing flexibility and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory. For example, the Directory button can show local and server-based directory information.
Volume Control, Microphone Mute Button, and Speaker On/Off Button 	The Cisco Unified IP Phone 7970G features high-quality speakerphone technology. It also includes an easy-to-use speaker on/off button and microphone mute buttons. These buttons are lit when active. The convenient volume control button provides for easy decibel-level adjustments for the speakerphone, handset, headset, and ringer.
Stereo Jack Sockets 	Located on the side of the Cisco Unified IP Phone 7970G is a 3.5-mm stereo jack socket for connection to auxiliary speakers or headphones, and a second 3.5-mm stereo jack socket for connection to a stereo microphone. Note: Auxiliary speakers, headphones, or microphones can be used only with external power adapters.
Display Key 	The display key provides easy access to previous “pages” or applications still open on the liquid crystal display (LCD).

ADDITIONAL FEATURES

- The internal Cisco 2-port Ethernet switch allows for direct connections to a 10/100BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. The system administrator can designate separate VLANs (802.1Q) for the PC and Cisco Unified IP phones, providing improved information security and voice and data reliability.
- A dedicated headset port eliminates the need for a separate amplifier when using a headset, allowing the headset to remain in its cradle—thereby simplifying headset use.
- The handset is hearing aid-compatible (HAC) and meets Federal Communications Commission (FCC) loudness requirements for the Americans with Disabilities Act (ADA). Section 508 loudness requirements can be achieved using industry-standard inline handset amplifiers such as Walker Equipment W-10 or CE-100 amplifiers.
- The dial pad is also ADA-compliant.
- The foot-stand of the Cisco Unified IP Phone 7970G is adjustable from flat to 60 degrees to provide optimum display viewing and comfortable use of all buttons and keys. The foot-stand is keyed to match standard wall-jack configurations for wall mounting. Two optional wall-mount brackets are also offered.

- The external power adapter for the Cisco Unified IP Phone 7970G must be ordered to have full display brightness. The phone can receive power down the LAN from any of the Cisco Inline Power-capable blades and boxes; however, the display screen is “half bright” and therefore is not the recommended mode of operation.
- In addition, the Cisco Unified IP Phone 7970G supports both the Cisco Prestandard PoE and IEEE 802.3af PoE.
- For added information security, the audible dual tone multifrequency (DTMF) tones are masked when the speakerphone mode is used.
- Other Cisco Unified IP Phone 7970G features include:
 - 24+ user-adjustable ring tones
 - G.711 and G.729a audio compression
 - An IP address assignment—DHCP client or statically configured
 - Comfort-noise generation and voice-activity-detection (VAD) programming on a system basis

SETTINGS AND SPECIFICATIONS

The Cisco Unified IP Phone 7970G includes the following settings:

- Display contrast
- Ring type
- Network configuration
- Call status

The phone specifications are as follows:

- **Phone dimensions (H x W x D):** 9.1 x 10.5 x 6 in. (23.1 x 26.67 x 15.24 cm)
- **Screen dimensions (H x W):** 3.38 x 4.5 in. (8.6 x 11.4 cm)
- **Phone weight:** 3.6 lb (1.8 kg)
- **Display resolution:** 320 x 234, supporting a 12-bit color depth

NETWORK FEATURES

Network features for the Cisco Unified IP Phone 7970G include the following:

- Cisco Discovery Protocol
- Automatic IEEE 802.1q (VLAN) configuration
- G.711a, G.711u, and G.729ab audio compression codecs
- Integrated Ethernet switch
- 10/100BASE-T Ethernet connection through an RJ-45 interface for LAN connectivity
- Software upgrade supported using a TFTP server
- Provisioning of network parameters through DHCP
- VAD, silence suppression, comfort-noise generation, and error concealment

PROTOCOLS SUPPORTED

The Cisco Unified IP Phone 7970G is compatible with Cisco CallManager Version 3.3(3) and later, using the Skinny Client Control Protocol (SCCP).

POWER SUPPLY

When ordering, note that local power is required, using the new Cisco Unified IP Phone 7970G AC-to-48-VDC power adapter (part number CP-PWR-CUBE-3=); additionally, one of the following regional-specific cords is also required:

- 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)
- CP-PWR-CORD-AR (Argentina)
- CP-PWR-CORD-SW (Switzerland)

TEMPERATURE

The operating temperature should be 32 to 104°F (0 to 40°C).

The relative humidity is 10 to 95 percent (noncondensing).

Storage temperature is 14 to 140°F (–10 to 60°C)

CERTIFICATION

The Cisco Unified IP Phone 7970G meets the following regulatory compliances:

- CE Marking
- Safety
 - Underwriters Laboratories (UL) 60950
 - Canadian Standards Association (CSA) C22.2 No. 60950
 - Electromagnetic Compatibility (EMC)
 - Federal Communications Commission (FCC) Part 15 (CFR 47) Class B
 - ICES-003 Class B
 - EN55022 Class B
 - CISPR22 Class B
 - AS/NZ 3548 Class B
 - VCCI Class B
 - EN55024
 - EN 50082-1
 - EN 61000-3-2
 - EN 61000-3-3
- Telecommunications
 - FCC Part 68 (CFR47) hearing aid-compatible (HAC)
 - IC CS-03

CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP Communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

ORDERING INFORMATION

Table 1 lists part numbers for the Cisco Unified IP Phone 7970G and Cisco Unified CallManager.

Table 2. Cisco Unified IP Phone 7970G and Cisco Unified CallManager Part Numbers

Part Numbers	Description
CP-7970G	Cisco Unified IP Phone 7970G hardware
SW-CCM-UL-7970	Station User License for Cisco Unified CallManager
CP-PWR-CUBE-3	Cisco Unified IP Phone 7970G power adapter
CP-PWR-CORD-xx	Regional-specific power cord
CP-LCKNG-WALLMOUNT=	Universal wall mount—locking
CP-WALLMOUNTKIT=	Universal wall mount—nonlocking

Cisco offers a standard 1-year warranty. An optional Cisco SMARTnet[®] service agreement is also available.

FOR MORE INFORMATION

For more information about Cisco products, visit <http://www.cisco.com> or call:

- **United States and Canada:** (toll-free) 800 553-NETS (6387)
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