Cisco Unified IP Phone 7965G

Product Overview

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, delivering a media-rich collaboration experience across business, government agency, and institutional workspaces. These applications use the network as the platform to enhance comparative advantage by accelerating decision time and reducing transaction time. The security, resilience, and scalability of the network enable users in any workspace to easily connect anywhere, anytime, and anyplace, using any media, device or operating system. Cisco Unified Communications is part of a comprehensive solution that includes network infrastructure, security, wireless, management applications, lifecycle services, flexible deployment and outsourced management options, and third-party applications.

The Cisco Unified IP Phone 7965G (Figure 1) demonstrates the latest advances in VoIP telephony, including wideband audio support, backlit color display, and an integrated Gigabit Ethernet port. It addresses the needs of the executive or major decision maker, administrative assistants, and those working with bandwidth-intensive applications on colocated PCs. This IP phone includes a large, backlit, easy-to-read color display (Figure 2) for easy access to communication information, timesaving applications, and features such as date and time, calling party name, calling party number, digits dialed, and presence information. It also accommodates Extensible Markup Language (XML) applications that take advantage of the display. The phone provides direct access to six telephone lines (or combination of lines, speed dials, and direct access to telephony features), four interactive soft keys that guide you through call features and functions, and an intuitive four-way (plus Select key) navigation cluster. A hands-free speakerphone and handset designed for high-fidelity wideband audio are standard, as is a built-in headset connection.

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Figure 1. Cisco Unified IP Phone 7965G



Figure 2. Close-Up of Display and Lighted Line Keys



Features and Benefits

The Cisco Unified IP Phone 7965G is designed to grow with your organization and enhancements to your system capabilities. The dynamic feature set allows the phone to keep pace with your requirements through regular software updates. Firmware changes can be downloaded from Cisco.com. No hands-on moves and changes are required with the phone—you can simply pick up the phone and move to a new location anywhere on your network. The Cisco Unified IP Phone 7965G also provides many accessibility features. Table 1 lists the phone's features.

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Table 1. Cisco Unified IP Phone 7965G Features

Feature	Description/Benefit
Display	5-inch (12.5 cm) graphical TFT color display, 16-bit color depth, 320 x 240 effective pixel resolution, with backlight. Allows for greater flexibility of features and applications, and significantly expands the information viewed when using features such as Services, Information, Messages, and Directory. Display also supports localization requiring double-byte Unicode encoding for fonts.
Wideband Audio	Support for wideband (G.722 codec, adherence to TIA 920), including handset, headset, and speakerphone (see Q&A for details).
Codec Support	G.711a, G.711µ, G.729a, G.729ab, G.722, and iLBC audio compression codecs are supported (see Q&A for details).
Speakerphone	Full-duplex speakerphone with acoustic echo cancellation.
Messages Key	Provides direct access to voicemail.
Directories Key	Ready access to missed, received or placed calls (plus intercom history and directories). Incoming messages are identified and categorized on the display, allowing users to quickly and effectively return calls using direct dial-back capability. Corporate directory integrates with the Lightweight Directory Access Protocol Version 3 (LDAP3) standard directory.
Settings Key	Allows user to adjust display brightness, select background images (if available), and select ringer sounds through the User Preference menu. Network Configuration preferences also can be set up (usually by the system administrator). Configuration can be set up either automatically or manually for Dynamic Host Control Protocol (DHCP), Trivial File Transfer Protocol (TFTP), Cisco Unified Communications Manager, and backup Cisco Unified Communications Manager instances. Other available Settings submenus include Device Configuration, Security Configuration, and Model Information.
Services Key	Allows users to quickly access diverse information such as weather, stocks, quote of the day, or any Web-based information using XML.
Help Button	Online Help gives users information about the phone keys, buttons, and features.
Speakerphone, Mute, and Headset Buttons	Speakerphone includes Speaker On/Off, Microphone Mute, and Headset buttons that are lit when active. For added security, the audible dual tone multifrequency (DTMF) tones are masked when the speakerphone mode is used.
Navigation Cluster with 'Select' Button	Four-way navigation cluster allows users to scroll vertically and horizontally. At the center of the cluster is a 'Select' button that can be used for selection of an in-focus item (for example, to open an underlying menu)
Display Button	Indicates when phone is in power-saving sleep/inactivity mode (button is lit), and can be used to awaken the display. Inactivity period is configured by the system administrator.
Ethernet Switch	Internal 2-port Cisco Ethernet switch allows for a direct connection to a 10/100/1000 BASE-T Ethernet network through an RJ-45 interface with single LAN connectivity for both the phone and a co-located PC. System administrator can designate separate VLANs (802.1Q) for the PC and phone, providing improved security and reliability of voice and data traffic.
Headset Port	Dedicated headset port eliminates the need for a separate headset amplifier and allows the handset to remain in its cradle, making headset use simpler. Both wideband (G.722) and narrowband headsets are supported.
Volume Control	Provides easy decibel-level adjustments for the speakerphone, handset, headset, and ringer. The handset is hearing aid-compatible (HAC). Additional volume control gain can be achieved using an inline handset amplifier.
Adjustable Foot-Stand	Stand 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. Optional wall-mount brackets are also offered.
Expansion Module Support	An optional add-on module, the Cisco Unified IP Phone Expansion Module 7914, provides 14 additional buttons for programming directory numbers or speed dials. Up to two expansion modules may be used.
Multiple Ring Tones	More than 24 defined user-selectable ring tones are available. Ring tones may also be personalized through use of the Cisco Unified Phone Application Suite.
Americans with Disabilities Act (ADA) Features	Handset is hearing aid-compatible 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. Dial pad is also ADA-compliant.
Quality of Service (QoS) Options	Supports differentiated services code point (DSCP) and 802.1Q/p standards.
Security	Positive device identity through X.509v3 Certificates, digitally signed images, cryptographically secure provisioning, and secure signaling and secure media with AES-128. Cryptography is not enabled by default and may only be enabled through a cryptographically enabled CUCM. The phone also contains an 802.1X supplicant and supports EAPOL pass-through.

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Language Support	Built-in support for more than 30 languages (dependent on Cisco Unified Communications Manager version).
Configuration Options	IP address assignment can be statically configured or configured through the DHCP client.

Table 2. Cisco Unified IP Phone 7965G Product Specifications

Specification	Description
Dimensions (H x W x D)	8.2 x 10.5 x 6 in. (20.32 x 26.67 x 15.24 cm)
Weight	3.5 lb (1.6 kg)
Phone-Casing Composition	Acrylonitrile butadiene styrene (ABS) plastic in textured dark gray color with silver bezel
Power	Supports IEEE 802.3af PoE (Class 3). 48VDC is required; it can be supplied locally at the desktop using an optional AC-to-DC power supply (part number CP-PWR-CUBE-3=) or power injector (CP-PWR-INJ=). Local power options require a corresponding AC country cord (see Table 6).
Phone Software Requirements	Supported in 8.3(2) and greater
Call Control compatibility	Supported in Cisco Unified Communications Manager Versions 4.1(3)sr5b, 4.2(3)sr2b, 4.3(1), 5.1.1(b), 5.1(2), 6.0(1) and greater Supported in Cisco Unified Communications Express and SRST Version 4.1
Signaling Protocols	Skinny Client Control Protocol (SCCP) and Session Initiation Protocol (SIP) with Cisco call control

Table 3. Temperature Ratings

Temperature Variable	Description
Operating Temperature	32 to 104°F (0 to 40°C)
Relative Humidity	10 to 95% (noncondensing)
Storage Temperature	14 to 140°F (–10 to 60°C)

Certifications—Compliance and Safety

Refer to the following link:
http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/english/ipp7960/iphrcsi3.htm.

Ordering Information

To place an order, visit the Cisco Ordering Home Page. To download software, visit the Cisco Software Center.

Table 4. Ordering Information—Phone/license

Part Number	Description
CP-7965G	Cisco Unified IP Phone 7965G
CP-7965G=	Cisco Unified IP Phone 7965G, spare
CP-7965G-CH1	Cisco Unified IP Phone 7965G, for Channels, with one station user license
CP-7965G-CCME	Cisco Unified IP Phone 7965G, for Channels, with one Cisco Unified Communications Manager Express station user license

Note: All Cisco Unified IP phones require the purchase of a phone technology license, regardless of call protocol being used.

Table 5. Ordering Information—Accessories

Part Number	Description
CP-7914=	14-button expansion module. Up to two modules may be used.
CP-LCKNGWALLMOUNT=	Locking wall-mounting kit, flat (recommended version)
CP-WALLMOUNTKIT=	Nonlocking wall-mounting kit, slanted
CP-LCKNGWALLMNT2=	Locking wall-mounting kit, slanted

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CP-PWR-CUBE-3=	Local power adapter for sites where PoE is not available; refer to Tale 6 to select the correct regional power cord. CP-PWR-CUBE-3= is compatible with and can replace CP-PWR-CUBE-2=.
CP-PWR-INJ=	Single-port midspan power injector with integrated power supply, specifically designed and tested for use with all Cisco Unified IP Phones. May be used as an alternative to the existing Cisco phone local power adapter (CP-PWR-CUBE-3=), and can support a maximum distance of 100 meters between an unpowered switch and a Cisco Unified IP Phone.

Table 6. Ordering Information—AC Country Power Cords

Part Number	Description
CP-PWR-CORD-AP=	Asia Pacific
CP-PWR-CORD-AR=	Argentina
CP-PWR-CORD-AU=	Australia
CP-PWR-CORD-CE=	European Community
CP-PWR-CORD-CN=	China
CP-PWR-CORD-JP=	Japan
CP-PWR-CORD-NA=	North America
CP-PWR-CORD-SW=	Switzerland
CP-PWR-CORD-UK=	United Kingdom

Cisco Unified Communications Services

Cisco and our certified partners can help you deploy a secure, resilient Cisco Unified Communications solution, meeting aggressive deployment schedules and accelerating business advantage. Our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks.

Our unique lifecycle approach to services defines the requisite activities at each phase of the solution lifecycle. Customized planning and design services focus on creating a solution that meets your business needs. Award-winning technical support increases operational efficiency. Remote management services simplify day-to-day operations, and optimization services enhance solution performance as your business needs change.

For More Information

For more information about the Cisco Unified IP Phone 7965G, visit http://www.cisco.com/en/US/products/hw/phones/ps379/index.html or contact your local account representative.

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