



Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE Enhancements

The purpose of this document is to provide a summary of some of the feature behavior enhancements on the new Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE, and how they differ from the Cisco IP Phone 7960G/7940G.

Complete information for end-users about using the Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE is provided in the *Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE Phone Guide*.

Complete information for system administrators about installing, configuring, troubleshooting, and maintaining the Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE is provided in the *Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE Administration Guide*.

These guides are available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm

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Display and Hardware Enhancements

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE include these display and hardware enhancements:

- backlit phone line buttons (amber, green, red) to indicate line state
- higher resolution grayscale display
- additional fonts that support unicode and double-byte characters
- more intuitive icons

User Preferences

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE provide all the user settings in a single menu called User Preferences. The User Preferences settings are described in the following table.

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Ring tones	Settings > Ring Type	Settings > User Preferences > Rings The ring type can be changed while an incoming call is ringing.
Contrast	Settings > Contrast Can be adjusted using the volume control button, in addition to the Up and Down softkeys.	Settings > User Preferences > Contrast Can be adjusted using the volume control button, in addition to the Up and Down softkeys.
Background images	Not available	Settings > User Preferences > Background Images Can be changed if configured on the phone.
Default softkey	Default softkey is available from the Settings menu. Resets ring type, display contrast, handset volume, headset volume, speaker volume, and ringer volume to their default values.	Default softkey available from the Settings > User Preferences > Rings menu. Resets the ring tone to the default for the selected line.
Save softkey	Save softkey is available at the top level of the Settings menu and the top level of all sub-menus.	Save softkey is available in each of the menus available from Settings > User Preferences (and in several menus from Settings > Network Configuration).

Directory Features

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE provide some enhanced directory features, which are described in the following table.

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Maximum supported entries	32 each for Missed Calls, Received Calls, and Placed Calls lists.	100 each for Missed Calls, Received Calls, and Placed Calls lists.
Call history retention	Not supported. The call history is cleared when the phone is power cycled or when the Clear softkey is pressed.	Supported. The call history is stored in flash memory on the phone and is retained when the phone is power cycled. You can clear the call history logs using the Clear softkey.
Call history differences for Meet-Me	The call history displays “To Number.”	The call history displays the “To conference” number.
Predial from Placed Calls log (with Auto dial or Navigation button)	Not available	When using predial, the phone displays a list of matching phone numbers from the Placed Calls log. When the phone is idle and you press the Navigation button, a list of phone numbers from the Placed Calls log is displayed.
Call history details for multi-party calls	For multi-party calls (transfer, shared line, conference, and so on), only one record can be displayed in the call history record. Example: Phone A calls Phone B. Phone B answers and transfers the call to Phone C. Phone C has a ringing call. Phone B presses the Transf softkey to transfer the call from Phone A to Phone C. Phone C does not answer and the call is logged in the Missed Calls directory. The Call History shows a missed call from Phone A.	For multi-party calls (transfer, shared line, conference, and so on), only one record can be displayed in the call history record. Example: Phone A calls Phone B. Phone B answers and transfers the call to Phone C. Phone C has a ringing call. Phone B presses the Transf softkey to transfer the call from Phone A to Phone C. Phone C does not answer and the call is logged in the Missed Calls directory. The Call History shows a missed call from Phone B.
Dialing from a call history log while on an active call	Example: You are on an active call and try to dial a number from the call history logs. The phone prompts you to choose how to handle the active call by displaying this message: “Handle Current Call...” and waits for you to press a softkey (Hold, EndCall, Transf, more). If you do not respond, this message displays after about 10 seconds: “Auto Dial Cancelled”.	Example: You are on an active call and try to dial a number from the call history logs. A menu displays in the call activity area showing that the line is in use and presents these options: Hold, Transfer, Conference, End Call. You select one of the options to handle the active call. (There is no timeout message display.)

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Audio path behavior	<p>Example: You are on an active call using the handset and you view a record in one of the call history logs. You press the Speaker button to switch to speakerphone mode on the active call.</p> <p>The phone responds as if you are trying to make a new call. It prompts you to choose how to handle the active call by displaying this message: “Handle Current Call...” and waits for you to press a softkey (Hold, EndCall, Transf, more). If you do not respond, this message displays after about 10 seconds: “Auto Dial Cancelled”.</p> <p> Note This behavior is unique to when you are in a Directories screen. In any other context, the phone switches the audio path.</p>	<p>Example: You are on an active call using the handset and you view a record in one of the call history logs. You press the Speaker button to switch to speakerphone mode on the active call.</p> <p>The phone switches the active call to speakerphone mode.</p> <p>The phone will always attach the audio path and media buttons to the active call, regardless of user context.</p> <p>In this scenario, you can still choose to make a new call using the Dial softkey, or by pressing one of the line buttons. At that point, a menu displays in the call activity area showing that the line is in use and presents these options: Hold, Transfer, Conference, End Call. You select one of the options to handle the active call.</p>
EditDial cursor	When you press the EditDial softkey, the cursor appears directly underneath the first digit in the number. (For example: <u>6</u> 000)	When you press the EditDial softkey, the cursor appears in an empty space before the first digit in the number. (For example: _6000). This makes it easier for you to see which digit will be removed when using the << (backspace) softkey.

Call Interaction

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE provide some new call interaction enhancements, which are described in the following table.

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Predial	<ul style="list-style-type: none"> Supported in any line state. The number you enter appears in the Prompt field near the bottom of the phone screen. The Dial softkey is in the <i>second</i> position. ([<<] [Dial]) 	<ul style="list-style-type: none"> Supported only when idle. The number you enter appears in the Line View near the top of the phone screen. The Dial softkey is in the <i>first</i> position. ([Dial] [<<])
Predial with Auto dial	Not available	When you use predial, a list of matching phone numbers from the Placed Calls log is displayed on the phone screen.
Predial with Navigation button	Not available	When the phone is idle and you press the Navigation button, a list of phone numbers from the Placed Calls log is displayed on the phone screen.
Ringout	When you place a call, the ringout icon displays in the call activity area on the phone screen.	When you place a call, the off-hook icon  displays in the call activity area on the phone screen.
Shared line call timer	<p>The call timer for shared line calls displays only for active and held local calls.</p> <p>If a remote call on a shared line becomes locally active, the timer restarts.</p>	<p>The call timer for shared line calls displays for:</p> <ul style="list-style-type: none"> active local calls held local calls held remote calls <p>If a remote call on a shared line becomes locally active, the timer continues.</p>
Hold indication	On the phone screen, the hold icon is not animated, but the caller ID text blinks. If the phone has an attached Cisco IP Phone 7914 Expansion Module, the line button blinks on the Expansion Module.	The line button blinks and the hold icon is animated, but the caller ID text does not blink.

Feature Menu Display (Settings, Directories, Services, Help)

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE provide feature menu tabs on the phone screen display for each feature menu that is opened. Multiple feature menus can be open at the same time and remain open on the phone. This lets you make and answer calls, and review voice messages, without exiting a feature menu. You can easily toggle among the open feature menus by pressing the corresponding feature buttons on the phone. Feature menu display is described in the following table.

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Feature Menu Display (Settings, Directories, Services, Help)	When you press a feature button (Settings, Directories, Services, Help), the screen from the previous menu is cleared to show the new selected menu. You close a feature screen by pressing the feature button again, or by pressing the Exit softkey to back out one screen at a time.	<p>When you press a feature button (Settings, Directories, Services, Help), the phone displays a tab for the open feature menu on the task bar at the top of the phone screen. The menu tab remains on the task bar until you perform one of the following actions:</p> <ul style="list-style-type: none"> • press the feature button of the menu being viewed • press the Exit softkey to back out of a menu one screen at a time <p>When you open a different feature menu, a new tab is displayed for that open menu but the tab for any other open menu remains on the task bar. You can easily toggle between the open feature menus by pressing the corresponding feature button (Settings, Directories, Services, Help). When four tabs are displayed on the task bar, the date and time display alternates with the directory number display.</p>

Enhanced ? Button Help

The Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE provides a help system on the phone with more sophisticated features that are described in the following table.

Feature	Cisco IP Phone 7960G and 7940G	Cisco IP Phone 7961G/7961G-GE and 7941G/7941G-GE
Context-sensitive help	Supported	Supported
Main Help menu	Not available	Supported
Hierarchical help topics	Not available	Supported
Linking among related topics	Not available	Supported
Support for graphics and icon menus	Not available	Supported

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