

Cisco Unified SIP Phone 3911

General Questions

Q. What is the Cisco® Unified SIP Phone 3911?

A. The Cisco Unified SIP Phone 3911 is a cost-effective, entry-level phone that addresses the needs of a lobby, laboratory, manufacturing floor, and hallway. This phone has enough features to be used for cubicle, retail, classroom, or manufacturing workers or for anyone who conducts low to moderate amounts of telephone traffic. This entry-level phone provides a single line with a half-duplex speakerphone. It has fixed feature keys that provide one-touch access to redial, transfer, conference, line button, hold or resume, mute, speakerphone, and voicemail access features.

Q. What are the main differences between the Cisco Unified SIP Phone 3911 and the other entry-level Cisco phones?

A. Refer to Table 1 for feature differences. In general, the Cisco Unified SIP Phone 3911 provides a low-cost, fully featured phone. However, some of the primary differences between the Cisco Unified IP Phone 7906G and the Cisco Unified SIP Phone 3911 follow:

- The Cisco Unified IP Phone 7906G offers support for Extensible Markup Language (XML) applications.
- The Cisco Unified IP Phone 7906G offers enhanced security such as certificates, Secure Real-Time Transport Protocol (SRTP), and Transport Layer Security (TLS).
- The Cisco Unified IP Phone 7906G supports extended features such as Call Park, Extension Mobility, etc.
- The Cisco Unified IP Phone 7906G incorporates some of the advanced user-interface features of the high-end Cisco Unified IP Phone 7970 models, whereas the Cisco Unified SIP Phone 3911 uses hard feature keys.
- The Cisco Unified IP Phone 7906G provides a 1-year warranty, whereas the Cisco Unified SIP Phone 3911 provides a 90-day warranty.

Table 1. Comparison of Cisco Unified IP Phone Models 7902G and 7906G and Cisco Unified SIP Phone 3911

Feature	Cisco Unified IP Phone 7902 (Note: This product has reached end-of-sale status.)	Cisco Unified SIP Phone 3911	Cisco Unified IP Phone 7906G
Power	Cisco Inline Power	802.3af	Both
XML application support	No	No	Yes
LCD resolution	No LCD	144 x 32 pixels	192 x 64 pixels
Security capabilities	None	Configuration changes through the phone are password protected	<ul style="list-style-type: none"> • Certificate support • SRTP • 802.1x supplicant • TLS • Configuration files encrypted and authenticated • Image authentication

Feature	Cisco Unified IP Phone 7902 (Note: This product has reached end-of-sale status.)	Cisco Unified SIP Phone 3911	Cisco Unified IP Phone 7906G
Warranty	1 year	90 days	1 year
Lines	1	1	1
Soft keys	No	No	Yes
Two-way rocker switch	No	Yes	Yes
Hold or resume	Yes	Yes	Yes
Transfer (blind and consultative)	Yes	Yes	Yes
Conference	Yes (Uses conference bridge and thus supports conferencing with more than 3 parties)	Yes Supports internal 3-way calling without using a conference bridge, limiting the conference call to a maximum of 3 parties	Yes Uses conference bridge, thus supports conferences with more than 3 parties
Call forward (unconditional, busy, and no answer)	Yes	Yes	Yes
Redial	Yes	Yes	Yes
Enhanced feature set	No	No Supports transfer, redial, conference, hold or resume, voicemail, mute, and speakerphone	Yes Supports join, cBarge, iDivert, call park, bridged or shared line appearance, etc.
Multi-Level Precedence and Preemption (MLPP)	No	No	Yes
Extension mobility	No	No	Yes
Calling name and number	No	Yes	Yes
K-factor voice quality metric measurement and reporting	No	No	Yes
Maximum number of calls on phone	2	2	6
Speakerphone	No	Half duplex	Yes (listen only)
Audio codec support	G.711	G.711, G.729, and G.729a	G.711, G.729, and G.729a

Q. Who are the target customers for the Cisco Unified SIP Phone 3911?

A. The Cisco Unified SIP Phone 3911 addresses the communication needs for a lobby, laboratory, manufacturing floor, or hallway. This phone has enough features that it can be used for cubicle, retail, classroom, or manufacturing workers or for anyone who conducts low to moderate amounts of telephone traffic.

Q. What should I do if I want to upgrade from an older phone to this new phone?

A. The Cisco Technology Migration Program (TMP) will be available within two weeks of 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 a new one, do I have to purchase a new software user license?

A. Yes.

Q. If I obtain a Cisco Unified SIP Phone 3911 (CP-3911) to replace my Cisco Unified IP Phone 7902G (CP-7902G), can I carry the 1-year warranty forward on the Cisco Unified SIP Phone 3911?

A. No.

Q. What Cisco Unified Communications Manager release is required for the Cisco Unified SIP Phone 3911?

A. Because the Cisco Unified SIP Phone 3911 is a SIP phone, it is supported only on Cisco Unified Communications Manager 5.1(1) or later.

Q. What protocols are supported?

A. The Cisco Unified SIP Phone 3911 supports Session Initiation Protocol (SIP) at FCS. There are no plans to support Skinny Client Control Protocol (SCCP).

Q. What languages are supported on the Cisco Unified SIP Phone 3911?

A. English is supported at FCS. Later releases will support all languages currently supported by Cisco Unified Communications Manager.

Q. Is the Cisco Unified IP Phone Expansion Module 7914 supported?

A. No.

Q. Is Cisco Unified Video Advantage for desktop videoconferencing supported?

A. No.

Q. What codecs does the Cisco Unified SIP Phone 3911 support?

A. G.711, G.729, and G.729a audio-compression codecs are supported.

Q. Is there speakerphone capability?

A. Yes, a hands-free half-duplex speakerphone with a built-in microphone is supported.

Q. Is there headset connectivity?

A. No

Q. Does Cisco Unified Communications Manager Express support the Cisco Unified SIP Phone 3911?

A. Cisco Unified Communications Manager Express will support the Cisco Unified SIP Phone 3911 starting with Version 4.1.

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

A. Yes, SRST Version 4.1 is supported.

Power

Q. Does the phone support Cisco Inline Power or IEEE 802.3af Power over Ethernet (PoE)?

A. The Cisco Unified SIP Phone 3911 supports only IEEE 802.3af PoE (Class 2).

Q. What are the power requirements for the Cisco Unified SIP Phone 3911?

A. The maximum power that the Cisco Unified SIP Phone 3911 requires is 6.3 watts.

Q. Is there a recommended powering option?

A. No. Powering decisions depend on the customer's environment. You can use IEEE 802.3af PoE or the Cisco Unified IP Phone Power Injector, or use the standard Cisco Unified IP Phone external power adapter for local power.

Availability And Ordering

Q. When can I order the Cisco Unified SIP Phone 3911?

A. The Cisco Unified SIP Phone 3911 will be orderable worldwide in early September 2007 and, like all Cisco products, it will be on controlled release for a short period of time.

Q. Is a station user license required?

- A.** Yes, the Cisco Unified SIP Phone 3911 requires two (2) Unified Communications Manager Device License Units.
- Q.** What items are included in the Cisco Unified SIP Phone 3911 list price?
- A.** The Cisco Unified SIP Phone 3911 ships with the base unit (with attached foot stand), a handset, a handset cord, an Ethernet cord, and documentation.



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