

CISCO IP PHONE EXPANSION MODULE 7914



Call coverage is a critical capability for administrative assistants and others who must monitor, manage, and cover the various status of calls. This requires the ability to instantly determine the status of a number of lines beyond the six-line capability of the Cisco IP Phone 7960.

The Cisco IP Phone Expansion Module 7914 extends the capabilities of the Cisco IP Phone 7960 with additional buttons and an LCD display. With this expansion module, you add 14 buttons to the existing six buttons of the Cisco IP Phone 7960, increasing the total number of buttons to 20 with one module or 34 when you add two Cisco 7914 Expansion Modules. You can use up to two Cisco 7914 Expansion Modules with a Cisco IP Phone 7960 (Figure 1).

The large LCD display of the Cisco IP Phone Expansion Module allows for quick and easy identification of associated buttons. Using the Settings menu of the Cisco IP Phone 7960, you can adjust the contrast of the individual LCDs for the Cisco 7960 phone and Cisco 7914 Expansion Module according to your preference. The 14 buttons on each Cisco IP Phone Expansion Module 7914 can be programmed as a directory number (DN), line key, or speed-dial key, much like the Cisco IP Phone 7960. When used as a DN key, buttons are illuminated, allowing easy identification of call state.

Table 1. Illuminated Buttons

Button	Line Status
Off/dark	Line available
Green, steady	Line in use by you; you may also transfer the call
Red, steady	Line in use by someone else
Amber, flashing	Line ringing
Green, flashing	You have the call on hold
Red, flashing	Someone else has the call on hold

These capabilities provide features that are similar to typical Direct Station Selection/Busy Lamp Field (DSS/BLF) modules but are not intended to be directly equal to legacy DSS/BLF modules. The Cisco 7914 is not an operator or attendant console. The primary function of the Cisco 7914 Expansion Module is to provide the Cisco 7960 with additional keys for speed-dial or directory numbers. The illuminated buttons provide ease of line status making the Cisco 7914 an ideal call coverage tool.

Figure 1. Cisco IP Phone 7960 with Two Cisco 7914 Expansion Modules



Typical Scenario: You receive a call for your director at extension 12345. You look at your Cisco 7914 Expansion Module and see that your director has a call in progress with another party and another call on hold. Looking at the Cisco 7914 Expansion Module LCD, you note that another manager in your group has just completed a call and might be able to assist the incoming caller. You consult briefly with the incoming caller and then transfer the call to the available manager.

FEATURES AND BENEFITS

Line Key: Using the Cisco CallManager Administration tool, the system administrator assigns one or more DN to buttons on the Cisco 7914 Expansion Module as desired. The line key will show the appropriate designation.

Speed Dial: Each button not used as a line (DN) key can be programmed as a speed-dial key in the same manner as the Cisco IP Phone 7960. You can use the Cisco IP Phone User Options Web page to program a speed-dial number and label the associated button with an appropriate name.

SYSTEM REQUIREMENTS

Cisco CallManager Version 3.1(2c) or later

HARDWARE REQUIREMENTS

- Cisco IP Phone 7960 (CP-7960)
- Cisco IP Phone Expansion Module 7914 (CP-7914=) (maximum of two modules) (Connecting cable supplied with each Cisco 7914)
- New footstand is required, single (CP-SINGLFOOTSTAND=) (Figure 2) or double (CP-DOUBLFOOTSTAND=) (Figure 3) as appropriate
- Power cube (CP-PWR-CUBE-2=) and cord (CP-PWR-CORD-xx=) to supply local power

Figure 2. Required Items for Single Cisco 7914 Expansion Module Installation



Figure 3. Required Items for a Double Cisco 7914 Expansion Module Installation



Table 2. Power Requirements

Number of Cisco 7914s	Cisco 7960 Power Source	Items to Order
1	In-line	One, Cisco 7914 Expansion Module One, single footstand One, power cube One, country cord
1	Local power (cube)*	One, Cisco 7914 Expansion Module One, single footstand
2	In-line or local**	Two, Cisco 7914 ExpansionModule One, double footstand One, power cube One, country cord

* A single Cisco 7914 can receive power from a locally-powered Cisco 7960.

** Local power must be connected to the first Cisco 7914. This supplies power to both Cisco 7914s.

FOOTSTAND

Replacement of the standard Cisco 7960 footstand is required. The standard footstand is replaced with a two-piece footstand specifically designed to support the Cisco 7914. Two footstands are available: a single footstand where one Cisco 7914 is used and a double footstand where two Cisco 7914 Expansion Modules are used on a single Cisco 7960.

The only tool required for installation of the Cisco 7914 is a flat blade screwdriver or other appropriate tool to unlatch the pins securing the footstand to the Cisco 7960.

Table 3. Technical Specifications

Dimensions:	8.0 in. x 4.75 in. x 2.0 in. (203 mm x 121 mm x 51 mm) (HxWxD)
Weight:	0.82 lb (366 g)
Power:	48 VDC, 40mA max
LCD Operating Temperature:	32 to 104 deg F (0 to 40 deg C)
Relative Humidity:	10% to 95% (noncondensing)
Storage Temperature:	12 to 140 deg F (-10 to 60 deg C)

Table 4. Ordering Information

CP-7914=	Cisco IP Phone Expansion Module 7914
CP-SINGLFOOTSTAND=	Single module footstand
CP-DOUBLFOOTSTAND=	Double module footstand
CP-PWR-CUBE-2=	Cisco IP Phone Power Cube
CP-PWR-CORD-xx=	Cisco IP Phone Power Cube Country Cord

Always order at least one footstand with a Cisco 7914.

For example:

1 CP-7914=

1 CP-SINGLFOOTSTAND=

Another example, if you are adding two Cisco 7914s to a Cisco IP Phone 7960 (North America) order:

2 CP-7914=

1 CP-DOUBLFOOTSTAND=

1 CP-PWR-CUBE-2=

1 CP-PWR-CUBE-NA=

SERVICE AND SUPPORT SOLUTIONS

Cisco AVVID (Architecture for Voice, Video and Integrated Data) support solutions are delivered by a team of design and technical experts trained and certified in this highly specialized field. Cisco and its Specialized Channel Partners offer implementation services based on tested and verified designs and best practices. Delivered through Cisco and its partners, end-to-end services enable businesses to configure and optimize each converged solution. Cisco service and support solutions enhance the value of your investments in network infrastructure, resulting in an overall reduction in the cost of doing business.

- Advanced Services enable you to plan, design, build, implement, and optimize your solution for rapid deployment and increased stability and availability.
- Technical Support Services provide the maintenance and troubleshooting you need to keep your solution operational.

Delivered directly or through an ecosystem of best-of-breed service partners, Cisco provides strategic and consultative support that maps to each stage of the solution lifecycle: planning, design, implementation, operation, and optimization (PDIOO).



Corporate Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International
BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on **the Cisco Website at www.cisco.com/go/offices.**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland
Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland
Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright © 2005 Cisco Systems, Inc. All rights reserved. CCIP, CCSP, the Cisco *Powered* Network mark, Cisco Unity, Follow Me Browsing, FormShare, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, the Cisco IOS logo, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, GigaStack, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, MICA, the Networkers logo, Networking Academy, Network Registrar, *Packet*, PIX, Post-Routing, Pre-Routing, RateMUX, Registrar, ScriptShare, SlideCast, SMARTnet, StrataView Plus, Stratum, SwitchProbe, TeleRouter, The Fastest Way to Increase Your Internet Quotient, TransPath, and VCO are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0501R)
204179.p_ETMG_SK_1.05