

**HUAWEI IP Phone 7960
V600R019C10**

Product Description

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Preface

Purpose

This document provides the positioning, highlights, features, and technical specifications of HUAWEI IP Phone 7960.






Intended Audience

This document is intended for:

- End users
- Agent engineers

Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.
	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results. NOTICE is used to address practices not related to personal injury.
	Calls attention to important information, best practices and tips. NOTE is used to address information not related to personal injury, equipment damage, and environment deterioration.

Change History

Changes between document issues are cumulative. The latest document issue contains all the changes made in earlier issues.

Issue 02 (2019-06-03)

This issue is the first official release.

Issue 01 (2019-04-02)

This issue is the first office application (FOA) release.

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1 Product Positioning and Highlights

HUAWEI IP Phone 7960 is a full-featured IP phone with excellent user experience. It provides a user-friendly UI on a large, true color liquid crystal display (LCD) screen, supports a broad range of peripherals, and delivers high-quality call services, making it an icon of new-generation business IP phones.

HUAWEI IP Phone 7960 has the following features:

- Ten lines
- 5-inch true color Liquid Crystal Display (LCD) screen, 800 x 480 high-resolution
- Two GE Ports; support for Power over Ethernet (PoE)
- One embedded Bluetooth module
- One Universal Serial Bus (USB) port for connecting to standard USB devices, such as a USB2.0 headset or USB flash drive
- Multiple expansion modules

Figure 1-1 shows the appearance of HUAWEI IP Phone 7960.

Figure 1-1 HUAWEI IP Phone 7960



2 Features and Functions

2.1 Multiple Services

HUAWEI IP Phone 7960 can work in different network environments, Enterprise Communications (EC6.X), including Unified Communications (UC2.X), Contact Center (CC), IP Multimedia Subsystem (IMS), BroadWorks, and other third-party networks. In such network environments, HUAWEI IP Phone 7960 provides basic call services and various supplementary services, helping users improve their work efficiency. This chapter describes the basic call services, features, service support in different network environments, and customized services of HUAWEI IP Phone 7960.

NOTE

This article describes all the following phone features in EC6.X and UC2.X network environments. For information about service support of HUAWEI IP Phone 7960 in CC, IMS, and BroadWorks network environments, see the *Specification List* of HUAWEI IP Phone 7960.

2.1.1 Audio Call

Working with SIP servers, HUAWEI IP Phone 7960 can communicate with intra-office analog phones, SIP-based IP phones, Public Switched Telephone Network (PSTN) phones, and mobile phones.

2.1.2 Phone Features

Multiple Lines

- HUAWEI IP Phone 7960 supports a maximum of six accounts to register at the same time.
- HUAWEI IP Phone 7960 provides ten lines. Each account can be assigned multiple lines concurrently.
- HUAWEI IP Phone 7960 displays the line usage details of each account, including the bound account, whether the bound account is registered and call status.
- HUAWEI IP Phone 7960 supports line switch with a line button.

Mute

HUAWEI IP Phone 7960 allows a user to mute an ongoing call. After muting the call, the user can still hear the peer party, but the peer party cannot hear the user. The mute icon is displayed on the status bar of the user's phone screen.

Caller ID

HUAWEI IP Phone 7960 displays the number of an incoming call.

Call History

HUAWEI IP Phone 7960 records the call history of all answered, missed, and dialed calls, allowing users to:

- View the call history on the home screen, even during a call.
- Add contacts from the call history to the local address book.
- Delete one or more contacts from the call history, or clear the call history.
- Call or edit a contact from the call history.

Phone Lock

HUAWEI IP Phone 7960 supports automatic and manual phone lock. A password is required to unlock HUAWEI IP Phone 7960.

Expansion Module

HUAWEI IP Phone 7960 provides more programmable buttons through the expansion module.

- Powered by HUAWEI IP Phone 7960: only one expansion module
- Powered by an external power supply: up to three expansion modules

PoE

HUAWEI IP Phone 7960 supports PoE.

Languages

HUAWEI IP Phone 7960 allows users to switch between languages.

- Display: Arabic, Chinese (simplified and traditional), English, French, Portuguese (Brazil), Russian, Spanish (European), Spanish (Latin American), Turkish, German, Polski, Hungarian, Thai, and Italian
- Input: Chinese simplified, English, French, Portuguese, Spanish, Russian, Polski, and Hungarian

Local Conference

HUAWEI IP Phone 7960 allows a user to hold an ongoing call with another party and set up a call with a third party for a local conference after the two calls have local audio mixing. After the local conference is set up, the user can add more participants (a maximum of six

participants including the conference initiator), mute participants, remove participants, or end the conference.

Hotline

The hotline service allows HUAWEI IP Phone 7960 to automatically connect to a preset number (hotline number) when a user does not press any key within the preset hotline delay time after picking up the phone. The hotline number and hotline delay time must be set on HUAWEI IP Phone 7960 beforehand.

Speed Dial

HUAWEI IP Phone 7960 allows users to program the numbers that they dial most often on line buttons and programmable buttons on the expansion module. Once a user presses a speed dial button, a call is made to the preset number.

Emergency Call

Accounts registered on HUAWEI IP Phone 7960 can make emergency calls even if HUAWEI IP Phone 7960 is locked or unregistered.

Contacts

- HUAWEI IP Phone 7960 stores a maximum of 1000 contacts, recording detailed contact information, such as the profile picture, name, department, and phone number. Contacts can also be grouped.
- Users can add, modify, or delete contacts.
- Users can add, modify, or delete contact groups.
- Users can call or edit a contact from the contact list.
- Users can import or export contact files in .csv or .vcf format through the USB port or web page. (The IP phone does not support export of the contact file in .vcf format through the USB port.)

LDAP Directory

HUAWEI IP Phone 7960 can be connected to third-party directory servers through the Lightweight Directory Access Protocol (LDAP) interface, allowing access to enterprise employees' information (such as name, department, and phone number). HUAWEI IP Phone 7960 supports directory servers such as Microsoft Active Directory (AD).

- HUAWEI IP Phone 7960 displays information searched out from the LDAP directory in real time.
- HUAWEI IP Phone 7960 allows users to perform other operations on the search result, for example, viewing contact details, saving the contact information, and directly placing a call.

Dialing Rule

HUAWEI IP Phone 7960 allows users to set dialing rules. If the number a user dials matches a preset dialing rule, HUAWEI IP Phone 7960 automatically converts the number (prefixing the number or replacing the number) according to that rule and calls the converted number when the preset delay time expires.

2.1.3 Features Available for Specific Network Environments

Call Hold

HUAWEI IP Phone 7960 supports call hold. If a user wants to place a new call during an ongoing call, the user can tap the hold button to hold the ongoing call or press the line button to switch to a new line and hold the ongoing call.

Call Waiting

HUAWEI IP Phone 7960 allows users to enable or disable call waiting. When call waiting is enabled and the current line is being occupied, a user will be notified of any incoming call that comes from another idle line. The user can then press an appropriate softkey to answer the new call.

Call Transfer

HUAWEI IP Phone 7960 allows a user to transfer an ongoing call to a specified user. The other party of the call can then talk with the specified user. HUAWEI IP Phone 7960 supports two types of call transfer modes: blind, semi-consult (available only in EC6.X and UC2.X), and consult.

Call Forward

HUAWEI IP Phone 7960 is able to forward calls to the preset phone number or voice mailbox. HUAWEI IP Phone 7960 supports four types of call forward modes: Call Forward All (CFA), Call Forward Busy (CFB), Call Forward No Answer (CFNA), and Call Forward Offline (CFO). These four modes can be enabled concurrently.

Call Deflection

HUAWEI IP Phone 7960 allows a user to transfer an incoming call to a specified user, with no need for the user to set up a call with this specified user. The other party of the call can then talk with the specified user.

Pickup

HUAWEI IP Phone 7960 allows a user to answer the call for a specified user.

Group Pickup

HUAWEI IP Phone 7960 allows a user to answer the calls for other members in the same pickup group. If multiple phones in the pickup group ring, the phone that rings first will be picked up.

Distinctive Ring

HUAWEI IP Phone 7960 supports different ringtones for intra-office and outer-office calls.

ACB

In the Automatic Callback (ACB) service, if the number a user dials is busy or has no response, the user can press the ACB softkey and hang up. The server, when detecting that the

called party is reachable, automatically calls the calling party. When the calling party picks up the phone, the server calls the called party to set up a call between them.

Call Park

The call park service allows a user to park a call on the current phone but retrieve the parked call on another phone.

BLF (Available only in EC6.X and UC2.X)

The BLF allows users to set the accounts to be monitored on line buttons and programmable buttons on the expansion module. The status of such accounts can be monitored according to the colors of the LEDs for the buttons.

DND

When Do Not Disturb (DND) is enabled, no calls will be received.

Advanced Secretary Service

The advanced secretary service allows both a manager and a secretary to share a same phone number. When there is an incoming call, the manager's and secretary's phones ring simultaneously. After answering the call, the secretary can call the manager through the private line. The manager then can press the line button to answer the call.

Voicemail

The voicemail service allows users to never miss a call by saving all unanswered calls to the user's preset voice mailbox.

Visual Voicemail (Available only in EC6.X)

NOTE

The visual voicemail is supported only when the Movius UMS is used.

HUAWEI IP Phone 7960 supports visual voicemail, which allows users to view related information when retrieving a message. The information includes the calling number, time when a voice message was left, and number of messages.

When listening to a message, users can perform the following operations: pause, resume, fast forward, rewind, forward, listen to the previous/next message, call back, and delete.

Linkage

Users can use a linked eSpace Desktop, on behalf of HUAWEI IP Phone 7960, to make, answer, and hang up a call. In addition, status information is synchronized between HUAWEI IP Phone 7960 and the linked eSpace Desktop.

UC Directory

HUAWEI IP Phone 7960 allows users to query enterprise employees' information including the profile picture, name, department, and phone number. HUAWEI IP Phone 7960 displays the search result returned from the server after a user enters the search criteria on the directory

screen. Users can further perform operations on the search result, for example, querying details of a searched contact, saving a searched contact to the local address book, and directly calling a searched contact.

Instant Conference

HUAWEI IP Phone 7960 allows a user to initiate a voice conference by pressing the conference button. The conference moderator (initiator) can perform operations such as adding, removing, or muting participants.

Group Conference

HUAWEI IP Phone 7960 allows a user to initiate a voice conference with all contacts in a contact group. A conference invitation will be sent to all these contacts. The conference moderator (initiator) can perform operations such as adding, removing, or muting participants.

One-Key Switch

HUAWEI IP Phone 7960 supports one-key switch, allowing users to switch calls back and forth between HUAWEI IP Phone 7960 and any other bound IP phone or mobile phone.

Name and Department Display

HUAWEI IP Phone 7960 displays the peer party's name and department for incoming or outgoing calls.

Profile Picture Display

HUAWEI IP Phone 7960 displays the peer party's profile picture for incoming and outgoing calls.

Call Recording (Available only in EC6.X and UC2.X)

HUAWEI IP Phone 7960 allows a user to start or stop the recording of an ongoing call. The recorded call is saved on the server.

Extension Mobility

HUAWEI IP Phone 7960 supports extension mobility. After a user logs in to an IP phone and modifies user configurations, extension mobility automatically synchronizes the modified user configurations to the corresponding file on the server. When the user successfully logs in to another IP phone using the same account, this IP phone automatically obtains the latest user configurations from the server. The user configurations include the contacts, call history, programmable buttons, server addresses, and services to which the user has subscribed.

Hunt Group (Available only in EC6.X and UC2.X)

HUAWEI IP Phone 7960 supports hunt group. In an enterprise, employees in the same field can be added to a hunt group, with the group access code configured. After a user dials the access code of this hunt group, the system calls members in the hunt group, and the phones in the hunt group ring in the specified ringing mode (simultaneous ringing, sequential ringing, or cyclic ringing). If no one in the hunt group answers the call, the call is transferred to the voicemail or a specific number.

Paging (Available only in UC2.X)

HUAWEI IP Phone 7960 supports paging. In an enterprise, multiple numbers that have the same broadcast subject are added to a paging group, and members in this group are either initiators or recipients. An initiator can dial the access code of their own paging group to implement voice broadcast to all recipients. The recipients' phones automatically go off-hook to receive the broadcast.

Abbreviated Dialing

Abbreviated dialing allows a user to dial an abbreviated number instead of a complete called number to connect to the called party.

OCB (Available only in EC6.X and UC2.X)

After outgoing call barring (OCB) is enabled, the phone's national and international toll call rights are password-controlled. Users can password-control national toll calls, international toll calls, or both on the phone.

Intercom

The intercom function enables users within an enterprise to easily communicate with each other.

Anonymous Call

With the anonymous call function enabled on a user's phone, the user's information will not be displayed on the phone of any called party.

2.1.4 Customized Services

Ringtone Setting

HUAWEI IP Phone 7960 allows users to customize ringtones for each contact or contact group. Users can also import ringtones.

HUAWEI IP Phone 7960 supports .wav ringtones using PCM coding.

Wallpaper Setting

HUAWEI IP Phone 7960 allows users to import and customize wallpapers.

HUAWEI IP Phone 7960 supports wallpapers in .png, .bmp, or .jpg, format.

XML Application

HUAWEI IP Phone 7960 supports XML applications, allowing users to access a third-party server. The information obtained from the third-party server will be displayed on the LCD screen of HUAWEI IP Phone 7960.

2.2 High-Fidelity Voice Quality

In terms of the digital signal processing (DSP) algorithm, HUAWEI IP Phone 7960 employs various technologies including VAD, AGC, CNG, and PLC, and supports international audio

codec protocols, including G.722, G.711a, G.711 μ , G.729AB, and iLBC. It also supports automatic protocol adaptation, choosing a suitable codec protocol for the peer device. These features can therefore ensure a high quality of voice.

As for the integral components of HUAWEI IP Phone 7960, the speaker, handset, and headset all provide high-fidelity voice quality.

2.3 Superb Network Adaptability

2.3.1 Multiple Methods for Obtaining IP Addresses

HUAWEI IP Phone 7960 applies to various networking environments. A user can manually set a static IP address or obtain a dynamic IP address through the Dynamic Host Configuration Protocol (DHCP).

2.3.2 QoS

HUAWEI IP Phone 7960 supports Layer 2 (802.1Q or 802.1p) and Layer 3 (ToS or DSCP) configurations, providing optimal voice quality over an IP network.

2.4 Quick and Easy Operation

2.4.1 Easy Installation

Users can use HUAWEI IP Phone 7960 by simply connecting it to the Internet and configuring it on the LCD screen or web management page. This shows the user-centered design.

HUAWEI IP Phone 7960 also provides the automatic deployment function. Administrators prepare configuration files on the file server. When powered on, HUAWEI IP Phone 7960 automatically obtains network parameters from the DHCP server and loads the desired configuration files on the file server. This ensures the plug-and-play convenience.

2.4.2 Diversified and Easy-to-Use Function Buttons

HUAWEI IP Phone 7960 provides several types of keys and buttons, including number keys, softkeys, navigation buttons, fixed function buttons, and line buttons. Their functions are as follows:

- **Softkeys:** The LCD screen shows context-sensitive softkeys depending on the operation that is being performed, greatly simplifying the difficulty in using services.
- **Fixed function buttons:** Frequently-used functions correspond to several buttons. These buttons are arranged in different areas by functions. Users can use related functions by simply pressing the buttons instead of operating menus, which makes HUAWEI IP Phone 7960 easier to use.

2.5 Multiple Auxiliary Ports

2.5.1 Headset Port

HUAWEI IP Phone 7960 provides a headset port (RJ-9/USB/3.5mm), allowing users to use a headset to free up their hands.

2.5.2 USB Port

HUAWEI IP Phone 7960 provides a USB2.0 port for connecting to a standard USB device. The devices supported are:

- A USB headset.
- A USB flash drive, through which ringtones, wallpapers, and contacts can be imported.

2.5.3 Bluetooth Port

HUAWEI IP Phone 7960 provides an embedded Bluetooth module for connecting to a Bluetooth headset.

2.5.4 External PC Port

HUAWEI IP Phone 7960 provides a 10/100/1000 Mbps port for connecting to a PC. Additional cabling is unnecessary when HUAWEI IP Phone 7960 is deployed with a PC, which reduces cabling costs.

2.6 Enhanced Maintainability

HUAWEI IP Phone 7960 allows users to quickly locate and rectify faults on the advanced setting screen, or through diagnostics or eSight.

2.6.1 Status Query

HUAWEI IP Phone 7960 allows users to query its version information and network connection status. It displays registration or network connection faults directly on the screen.

2.6.2 Phone Diagnosis

HUAWEI IP Phone 7960 provides various diagnosis functions, including screen, backlight, indicator, microphone, and system diagnosis.

2.6.3 Diagnostics

HUAWEI IP Phone 7960 reports key maintenance information including registration success, registration failure, network disconnection, and phone fault information to a log server. Maintenance engineers can use the diagnostics to locate and rectify faults in a timely manner.

2.6.4 Local Upgrade

HUAWEI IP Phone 7960 supports local upgrade. In this upgrade mode, a user can select the local upgrade file on the web configuration page for HUAWEI IP Phone 7960 system upgrade.

2.6.5 Automatic Upgrade

HUAWEI IP Phone 7960 supports automatic upgrade. It can search for available upgrade software and complete the system upgrade automatically. This ensures that the current software is the latest and most stable version, and significantly reduces maintenance workload.

2.6.6 Terminal Management

HUAWEI IP Phone 7960 can be remotely managed by eSight/TMS. eSight/TMS supports various operations on HUAWEI IP Phone 7960, including reboot, centralized configuration, general upgrade, configuration obtaining and system diagnostics export.

2.7 Reliability

2.7.1 Multi-Registration

HUAWEI IP Phone 7960 supports sequential registration:

HUAWEI IP Phone 7960 sends registration messages to a SIP server at intervals of half of the registration interval. If the active SIP server fails, the IP phone registers with the standby SIP server. If the standby SIP server also fails, the IP phone registers with the local SIP server. Services are interrupted during the SIP server switching. After the IP phone registers with a SIP server successfully, its services become available again.

2.7.2 eSight Redundancy

HUAWEI IP Phone 7960 supports eSight redundancy. The domain name configured on the DNS server is mapped to two eSight IP addresses, one active and one standby. When HUAWEI IP Phone 7960 receives the IP addresses resolved by the DNS server, HUAWEI IP Phone 7960 first initiates a connection request to the active eSight. If the active eSight fails to respond, HUAWEI IP Phone 7960 connects to the standby eSight.

2.7.3 Authentication Server Redundancy (Only in EC6.X)

In the EC6.X network environment, HUAWEI IP Phone 7960 supports uPortal server redundancy. During HUAWEI IP Phone 7960 login authentication, if the active uPortal server fails, HUAWEI IP Phone 7960 automatically switches to the standby uPortal server to ensure functional services.

2.7.4 Directory Server Redundancy (Only in EC6.X)

HUAWEI IP Phone 7960 supports directory server redundancy. During directory query, if the active directory server fails, HUAWEI IP Phone 7960 automatically switches to the standby directory server for a query.

2.7.5 NTP Server Redundancy

HUAWEI IP Phone 7960 supports NTP server redundancy. During time update, if the active NTP server fails, HUAWEI IP Phone 7960 automatically switches to the standby NTP server for time synchronization.

2.8 Security

To ensure the security of user information, HUAWEI IP Phone 7960 provides the following security protection measures:

- Different permissions for administrators and common users. Users can perform advance settings only when they provide the correct administrator password.
- Encryption of media streams by using 128-bit key size Advanced Encryption Standard (AES), preventing any unauthorized eavesdropping during a conversation.
- Encryption of SIP signaling based on Transport Layer Security (TLS).
- Web-based service configuration using HTTPS, ensuring secure access.
- 802.1x authentication by account and password, allowing secure access to Ethernet switches.
- Certificate-based 802.1x authentication.
- Import of multiple certificates for identity authentication.
- Encrypted data transmission using LDAPs.
- Secure system access using 802.1x Logoff-Proxy, protecting the enterprise network against unauthorized intrusion.
- Built-in Kensington Security Slot, protecting the IP phone against theft.

3 Technical Specifications

Hardware Specifications

Table 3-1 lists the hardware specifications of HUAWEI IP Phone 7960.

Table 3-1 Hardware specifications

Feature/ Module	Specification
Screen	5-inch, 800 x 480 pixels
LEDs	Line button, Message Waiting Indicator (MWI), Mute, Speaker, Call History, and Headset LEDs
Foot stand	One foot stand
Buttons	<ul style="list-style-type: none"> ● Ten line buttons ● Five navigation buttons: Up/Down/Left/Right/OK ● Four softkeys ● Four fixed function buttons with LEDs: Speaker, Headset, Mute, and Call History ● Five fixed function buttons without LEDs: Return, Message, Volume, Contact, Hold, Conference, and Transfer
External ports	Two GE ports: 10/100/1000 Mbps adaptive and support for VLAN configuration
	One handset port: RJ-9
	Two headset port: RJ-9, 3.5mm
USB2.0	One USB port for connecting to USB devices, such as a USB headset or USB flash drive (Ringtones, wallpapers, and contacts can be imported through the USB flash drive.)
Expansion module	HUAWEI IP Phone 7960KEM
Bluetooth	Embedded Bluetooth 4.1

Feature/ Module	Specification
PoE energy consumption class	Class 3 (when the IP phone connects to one expansion module or a USB flash drive)
Power adapter	Input: 100 to 240 V AC Output: 12 V DC, 1 A Support for China, Europe, America, Britain and Australia standards
Dimensions	220mm x 237mm x 65mm
Operating temperature	0°C to 40°C
Storage temperature	-25°C to +70°C
Operating humidity	10% to 95%
Storage humidity	10% to 95%
Power consumption	6.5 W
Weight (approx.)	0.9 kg
Certification	CE/FCC/RoHS/WEEE/REACH/UL/IC/RCM/HAC/TIA920

Technical Specifications

Table 3-2 lists the technical specifications of HUAWEI IP Phone 7960.

Table 3-2 Technical specifications

Category	Feature	Specification
Protocols	Network protocols	TCP/IP, SIP, SDP, UDP, RTP, RTCP, DHCP, DNS, HTTP, HTTPS, SNTP, XCAP, IPv6, 802.1p, 802.1q, LLDP-MED, TLS, SRTP(AES 128), X.509, 802.1x(MD5) and 802.1x(EAP-TLS)
Phone features	Audio codec	G.711a/G.711μ/G.729AB/G.722/ iLBC/G.722.1/G.722.2/Opus

Category	Feature	Specification
	Audio features	<ul style="list-style-type: none"> ● Inband and RFC2833 ● Anti-clipping (ACLP) ● Acoustic Echo Cancellation (AEC) ● Automatic Gain Control (AGC) ● Adaptive Jitter Buffer (AJB) ● Automatic Noise Restraint (ANR) ● Comfort Noise Generation (CNG) ● Hearing Aid Compatibility (HAC) ● Packet Loss Concealment (PLC) ● Voice Activity Detection (VAD) ● Side Tone Cancellation ● Voice Quality Monitor (VQM) ● Buzz cancelation
	Call history	<p>Up to 100 records each for dialed, received, and missed calls</p> <p>Missed call notification</p>
	Contacts	<ul style="list-style-type: none"> ● Up to 1000 contacts ● Contact import or export through the USB port or web page ● Contact file in .csv or .vcf format
	Languages	<ul style="list-style-type: none"> ● Display: Arabic, Chinese (simplified and traditional), English, French, Portuguese (Brazil), Russian, Spanish (European), Spanish (Latin American), Turkish, German, Polski, Hungarian, Thai, and Italian ● Input: Chinese simplified, English, French, Portuguese, Spanish, Russian, Polski, and Hungarian
	Ringtone Selection	Default ringtones (ten ringtones), group ringtones, and customized ringtones
	Ringtone import	<p>The total storage for ringtones and wallpapers is 10MB, including system ringtones and wallpapers</p> <p>Format: mono .wav (sampling rate: 8 kHz; precision: 16-bit)</p>
	Wallpaper import	<p>The total storage for ringtones and wallpapers is 10MB, including system ringtones and wallpapers</p> <p>Format: .png, .bmp, or .jpg, up to 20 wallpapers</p>
	Local conference	<ul style="list-style-type: none"> ● Six-party voice conference ● Operations including adding, muting, and removing participants