

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phones 7940G and 7960G

EOL6938

Cisco announces the end-of-sale and end-of life dates for the Cisco[®] Unified IP Phones 7940G and 7960G. The last day to order the affected product(s) is July 23, 2010. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) as shown in Table 1 of the EoL bulletin. Table 1 describes the end-of-life milestones, definitions, and dates for the affected product(s). Table 2 lists the product part numbers affected by this announcement. For customers with active and paid service and support contracts, support will be available until the termination date of the contract, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified IP Phones 7940G and 7960G

Milestone	Definition	Date
End-of-Life Announcement Date	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	January 22, 2010
End-of-Sale Date	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	July 23, 2010
Last Ship Date: HW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	October 21, 2010
End of SW Maintenance Releases Date: HW	The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.	July 23, 2011
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	July 23, 2011
End of New Service Attachment Date: HW	For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract.	July 23, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 18, 2014
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	July 22, 2015

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
CP-7940G	Cisco IP Phone 7940G, Global	CP-7942G	Cisco Unified IP Phone 7942
CP-7940G-1SPB=	Cisco Unified IP Phone 7940G With Lic - India promo only	There is currently no replacement product available for this product.	
CP-7940G-8SPB=	Cisco Unified IP Phone 7940G 8-Pk With Lic-India promo only	There is currently no replacement product available for this product.	
CP-7940G-APAC	Cisco Unified IP phone 7940G AsiaPac Bundle	There is currently no replacement product available for this product.	
CP-7940G-APACSP	Cisco Unified IP phone 7940G AsiaPac Bundle	There is currently no replacement product available for this product.	
CP-7940G-BZ1	Cisco IP Phone 7940G Bundle for Brazil	There is currently no replacement product available for this product.	

CP-7940G-CCME	7940 IP Phone With One CallManager Express Station User Lic	CP-7942G-CCME	Cisco Unified IP Phone 7942 with 1 CCME RTU License
CP-7940G-CCME=	7940 IP Phone With One CallManager Express Station User Lic	There is currently no replacement product available for this product.	
CP-7940G-CH1	7940 IP Phone with one Station User License	CP-7942G-CH1	Cisco Unified IP Phone 7942 with 1 RTU License
CP-7940G-PROMO	Cisco Unified IP Phone 7940G - Special Bundle only	There is currently no replacement product available for this product.	
CP-7940G-SPB	Cisco Unified IP Phone 7940G With Lic - India Promo only	There is currently no replacement product available for this product.	
CP-7940G1	Cisco IP Phone, 7940G1	There is currently no replacement product available for this product.	
CP-7940G1=	Cisco IP Phone, 7940G1	There is currently no replacement product available for this product.	
CP-7940G=	Cisco IP Phone 7940G, Global, Spare	CP-7942G=	Cisco Unified IP Phone 7942, spare
CP-7960G	Cisco IP Phone 7960G, Global	CP-7962G	Cisco Unified IP Phone 7962
CP-7960G-10BNDL=	Ten Cisco IP Phone 7960G Plus License	There is currently no replacement product available for this product.	
CP-7960G-BUN	Cisco IP Phone 7960G, Manager Set (w/User License)	There is currently no replacement product available for this product.	
CP-7960G-BZ1	Cisco IP Phone 7960G Bundle for Brazil	There is currently no replacement product available for this product.	
CP-7960G-CCME	7960 IP Phone With One CallManager Express Station User Lic	CP-7962G-CCME	Cisco IP Phone 7962 with 1 CCME RTU License
CP-7960G-CCME=	7960 IP Phone With One CallManager Express Station User Lic	There is currently no replacement product available for this product.	
CP-7960G-CH1	7960 IP Phone with one Station User License	CP-7962G-CH1	Cisco IP Phone 7962 with 1 RTU License
CP-7960G1	Cisco IP Phone, 7960G1	There is currently no replacement product available for this product.	
CP-7960G1=	Cisco IP Phone, 7960G1	There is currently no replacement product available for this product.	
CP-7960G=	Cisco IP Phone 7960G, Global, Spare	CP-7962G=	Cisco Unified IP Phone 7962, spare

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Phones 7942G and 7962G, respectively. Information about these products can be found at: <http://www.cisco.com/en/US/products/hw/phones/ps379/index.html>.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at <http://www.cisco.com/web/partners/pr11/incentive/tmp/index.html>.

Customers may be able to continue to purchase the Cisco Unified IP Phones 7940G and 7960G through the Cisco Certified Refurbished Equipment program. Refurbished units may be available in limited supply for sale in certain countries on a first-come, first-served basis until the Last Date of Support has been reached. For information about the Cisco Certified Refurbished Equipment program, go to: <http://www.cisco.com/go/eos>.

Service prices for Cisco products are subject to change after the product End of Sale date.

The Cisco Takeback and Recycle program helps businesses dispose properly of surplus products that have reached their end of useful life. The program is open to all business users of Cisco equipment and its associated brands and subsidiaries. For more information, go to:

http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco Unified IP Phones 7942G and 7962G, visit <http://www.cisco.com/en/US/products/hw/phones/ps379/index.html>, or contact your local account representative.

For more information about the Cisco End-of-Life Policy, go to: http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to: <http://www.cisco.com/cisco/support/notifications.html>.

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