

End-of-Sale and End-of-Life Announcement for the Cisco Unified Wireless IP Phone 7921G

EOL7423

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified Wireless IP Phone 7921G. The last day to order the affected product(s) is January 30, 2012. 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 Wireless IP Phone 7921G

| 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. | August 1, 2011 |
| 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. | January 30, 2012 |
| 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. | April 29, 2012 |
| End of Routine Failure Analysis Date: HW | The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect. | January 30, 2013 |
| 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. | November 30, 2013 |
| End of Service Contract Renewal Date: HW | The last date to extend or renew a service contract for the product. | November 30, 2013 |
| Last Date of Support: HW | The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. | November 30, 2014 |

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

The accessories for the Cisco Unified Wireless IP Phone 7921G such as the batteries, holsters, leather cases and power supplies, are not included in this End-of-Sale bulletin. The End-of-Sale for these accessories will be announced in a separate bulletin when it becomes appropriate to do so.

Table 2. Product Part Numbers Affected by This Announcement

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---------------------------------|---|------------------------|
| CP-7921G-A-K9 | Cisco 7921G FCC; CCM/CCME UL Req'd; Battery/PS Not Included | CP-7925G-A-K9 | Cisco 7925G FCC; CM/CME UL Req'd; Battery/PS Not Included | - |
| CP-7921G-A-K9= | Cisco 7921G FCC; Battery/Power Supply Not Included | CP-7925G-A-K9= | Cisco 7925G FCC; Battery/Power Supply Not Included | - |
| CP-7921G-AC-CH1-K9 | Cisco 7921G FCC; CCM UL; Battery/Power Supply Not Included | CP-7925G-AC-CH1-K9 | Cisco 7925G FCC; CM UL; Battery/PS Not Included | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---|--|------------------------|
| CP-7921G-AE-CH1-K9 | Cisco 7921G FCC; CCME UL; Battery/Power Supply Not Included | CP-7925G-AE-CH1-K9 | Cisco 7925G FCC; CME UL; Battery/PS Not Included | - |
| CP-7921G-E-K9 | Cisco 7921G ETSI; CCM/CCME UL Req'd; Battery/PS Not Included | CP-7925G-E-K9 | Cisco 7925G ETSI; CM/CME UL Req'd; Battery/PS Not Included | - |
| CP-7921G-E-K9= | Cisco 7921G ETSI; Battery/Power Supply Not Included | CP-7925G-E-K9= | Cisco 7925G ETSI; Battery/Power Supply Not Included | - |
| CP-7921G-EC-CH1-K9 | Cisco 7921G ETSI; CCM UL; Battery/Power Supply Not Included | CP-7925G-EC-CH1-K9 | Cisco 7925G ETSI; CM UL; Battery/PS Not Included | - |
| CP-7921G-EE-CH1-K9 | Cisco 7921G ETSI; CCME UL; Battery/Power Supply Not Included | CP-7925G-EE-CH1-K9 | Cisco 7925G ETSI; CME UL; Battery/PS Not Included | - |
| CP-7921G-P-K9 | Cisco 7921G Japan; CCM/CCME UL Req'd; Battery/PS Not Incl | CP-7925G-P-K9 | Cisco 7925G Japan; CM/CME UL Req'd; Battery/PS Not Included | - |
| CP-7921G-P-K9= | Cisco 7921G Japan; Battery/Power Supply Not Included | CP-7925G-P-K9= | Cisco 7925G Japan; Battery/Power Supply Not Included | - |
| CP-7921G-PC-CH1-K9 | Cisco 7921G Japan; CCM UL; Battery/Power Supply Not Incl | CP-7925G-PC-CH1-K9 | Cisco 7925G Japan; CM UL; Battery/PS Not Included | - |
| CP-7921G-W-K9 | Cisco 7921G Rest of World; CCM/CCME UL Req'd; Batt/PS Not Inc | CP-7925G-W-K9 | Cisco 7925G Rest of World; CM/CME UL Req'd; Batt/PS Not Incl | - |
| CP-7921G-W-K9= | Cisco 7921G Rest of World; Battery/Power Supply Not Included | CP-7925G-W-K9= | Cisco 7925G Rest of World; Battery/Power Supply Not Included | - |
| CP-7921G-WC-CH1-K9 | Cisco 7921G Rest of World; CCM UL; Battery/Pwr Sup Not Incl | CP-7925G-WC-CH1-K9 | Cisco 7925G Rest of World; CM UL; Battery/PS Not Included | - |
| CP-7921G-WE-CH1-K9 | Cisco 7921G Rest of World; CCME UL; Battery/Pwr Sup Not Incl | CP-7925G-WE-CH1-K9 | Cisco 7925G Rest of World; CME UL; Battery/PS Not Included | - |
| CP-CAB-USB-7921G= | Cisco 7921G USB Cable | There is currently no replacement product available for this product. | | |
| CP-DSKCH-7921G | Cisco 7921G Desk Top Charger | There is currently no replacement product available for this product. | | |
| CP-DSKCH-7921G-BUN | Cisco 7921G Desk Top Charger, Power Supply, AC Power Cord | There is currently no replacement product available for this product. | | |
| CP-DSKCH-7921G= | Cisco 7921G Desk Top Charger | There is currently no replacement product available for this product. | | |
| CP-MCHGR-7921G | Cisco 7921G Multi-Charger | CP-MCHGR-7925G | Cisco 7925G Multi-Charger | - |
| CP-MCHGR-7921G-BUN | Cisco 7921G Multi-Charger, Power Supply, AC Power Cord | CP-MCHGR-7925G-BUN | Cisco 7925G Multi-Charger, Power Supply, AC Power Cord | - |
| CP-MCHGR-7921G= | Cisco 7921G Multi-Charger | CP-MCHGR-7925G= | Cisco 7925G Multi-Charger | - |
| CP-PWR-MC7921G | Cisco 7921G Multi-Charger Power Supply | CP-PWR-MC7925G | Cisco 7925G Multi-Charger Power Supply | |
| CP-PWR-MC7921G= | Cisco 7921G Multi-Charger Power Supply | CP-PWR-MC7925G= | Cisco 7925G Multi-Charger Power Supply | - |

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified Wireless IP Phone 7925G. The Cisco Unified Wireless IP Phone 7925G offers a more durable enclosure, superior battery life, and other advanced features such as Bluetooth and Java MIDP application support. Information about the Cisco Unified Wireless IP Phone 7925G can be found at <http://www.cisco.com/en/US/products/ps9900/index.html>.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible 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/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified Wireless IP Phone 7921G 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 Wireless IP Phone 7925G, visit <http://www.cisco.com/en/US/products/ps9900/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/products_end-of-life_policy.html

For more information about the Cisco Product Warranties, go to: http://www.cisco.com/en/US/products/prod_warranties_listing.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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