



End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phones 7915, 7942, and 7962

EOL10462 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phones 7915, 7942, and 7962. The last day to order the affected product(s) is February 1, 2016. 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 under the terms and conditions of customers' service contract.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified IP Phones 7915, 7942, and 7962

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 3, 2015
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.	February 1, 2016
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.	May 1, 2016
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.	November 1, 2017
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 31, 2017
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.	January 31, 2017
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 28, 2020
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.	January 31, 2021

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	Additional Information
CP-7915=	7915 UC Phone Grayscale Expansion Module	CP-BEKEM=	Cisco IP Phone 8800 Key Expansion Module	-
CP-7942-APACPH-OPT	7942 Phone Option	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942-APACPH-OPT	7942 Phone Option	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G	Cisco UC Phone 7942	CP-7841-K9=	Cisco UC Phone 7841	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CP-7942G	Cisco UC Phone 7942	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G++=	Cisco UC Phone 7942, spare, TAA	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G++=	Cisco UC Phone 7942, spare, TAA	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-BULK	Cisco UC Phone 7942, BULK	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-BULK	Cisco UC Phone 7942, BULK	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-CCME	Cisco UC Phone 7942 with 1 CCME RTU License	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-CCME	Cisco UC Phone 7942 with 1 CCME RTU License	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-CH1	Cisco Unified IP Phone 7942 with 1 RTU License	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-CH1	Cisco Unified IP Phone 7942 with 1 RTU License	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-E=	Cisco UC Phone 7942, spare for EZAN	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-E=	Cisco UC Phone 7942, spare for EZAN	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-ITA-S2=	Cisco UC Phone 7942G Type 2 Promo for ITA	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-ITA-S2=	Cisco UC Phone 7942G Type 2 Promo for ITA	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-ITA-S3=	Cisco UC Phone 7942G Type 3 Promo for ITA	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-ITA-S3=	Cisco UC Phone 7942G Type 3 Promo for ITA	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G-R=	Cisco UC Phone 7942, spare for Russia	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G-R=	Cisco UC Phone 7942, spare for Russia	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7942G=	Cisco UC Phone 7942, spare	CP-7841-K9=	Cisco UC Phone 7841	-
CP-7942G=	Cisco UC Phone 7942, spare	CP-8811-K9=	Cisco IP Phone 8811 Series	-
CP-7962G	Cisco UC Phone 7962	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G	Cisco UC Phone 7962	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G++=	Cisco UC Phone 7962, spare, TAA	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G++=	Cisco UC Phone 7962, spare, TAA	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G-8PKG	Cisco UC Phone 7962, 8 package	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G-8PKG	Cisco UC Phone 7962, 8 package	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G-BULK	Cisco UC Phone 7962, BULK	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G-BULK	Cisco UC Phone 7962, BULK	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G-CCME	Cisco UC Phone 7962 with 1 CCME RTU License	CP-8841-K9=	Cisco IP Phone 8841	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CP-7962G-CCME	Cisco UC Phone 7962 with 1 CCME RTU License	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G-CH1	Cisco UC Phone 7962 with 1 RTU License	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G-CH1	Cisco UC Phone 7962 with 1 RTU License	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G-ITA-S1=	Cisco UC Phone 7962G Type 1 Promo for ITA	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G-ITA-S1=	Cisco UC Phone 7962G Type 1 Promo for ITA	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7962G=	Cisco UC Phone 7962, spare	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7962G=	Cisco UC Phone 7962, spare	CP-8851-K9=	Cisco IP Phone 8851	-

Product Migration Options

Customers are encouraged to migrate to the Cisco IP Phone 7800 or 8800 Series depending on their specific use case. Information about these products can be found at the following URLs:

Cisco IP Phone 7800 Series: <http://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-7800-series/data-sheet-c78-729488.html>.

Cisco IP Phone 8800 Series: <http://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/unified-ip-phone-8800-series/datasheet-c78-731637.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 IP Phones 7915, 7942, and 7962 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 properly dispose 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 IP Phones 7800 and 8800 Series, visit <http://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-7800-series/index.html> and <http://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/index.html>, or contact your local account representative.

To request information about the Cisco IP Phones 7800 and 8800 Series, send an e-mail to ipphone-pm-team@cisco.com.

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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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