

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phone 9971

EOL10773

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phone 9971. The last day to order the affected product(s) is July 5, 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 Phone 9971

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 5, 2016
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 5, 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.	October 3, 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.	July 5, 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.	July 5, 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.	July 5, 2017
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	September 30, 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.	July 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-9971-BZ-C=	Spare Charcoal Bezel for 9971	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-BZ-W=	Spare Arctic White Bezel for 9971	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-A-C-K9=	Cisco UC Phone 9971, Charcoal, Arabic keypad, Std HS, Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-A-K9=	Cisco UC Phone 9971, Charcoal, Arabic keypad, Std HS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-CAM++=	Cisco UC Phone 9971, Charcoal, Std Hndst with Camera, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst with Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-CH-K9	Cisco Unified IP Phone 9971, Charcl, Std Hnd, Camera, Disty	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-CN-K9=	Cisco UC Phone 9971 for China, Charcoal, Standard Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-E-K9=	Cisco UC Phone 9971, Charcoal, Std Handset for EZAN	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thick handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-K9++=	Cisco UC Phone 9971, Charcoal, Standard Handset, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-K9=	Cisco UC Phone 9971, Charcoal, Standard Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-OPT-K9	Cisco Unified IP Phone 9971, Charcoal, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-OPT-K9=	Cisco Unified IP Phone 9971, Charcoal, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-C-R-K9=	Cisco UC Phone 9971, Charcoal, Std Handset for Russia	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CP-9971-CE-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst, Camera for EZAN	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CL-CAM-K9=	Cisco UC Phone 9971, Charcoal, Slim Hndst with Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CL-CH-K9	Cisco Unified IP Phone 9971, Charcl, Slim Hnd, Camera, Disty	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CL-CN-K9=	Cisco UC Phone 9971 for China, Charcoal, Light Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CL-K9	Cisco Unified IP Endpoint 9971, Charcoal, Thin handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CL-K9=	Cisco UC Phone 9971, Charcoal, Slimline Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-CR-CAM-K9=	Cisco UC Phone 9971, Charcoal, Std Hndst, Camera for Russia	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-A-C-K9=	Cisco UC Phone 9971, White, Arabic keypad, Std HS, Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-A-K9=	Cisco UC Phone 9971, White, Arabic keypad, Std HS	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-CAM-K9=	Cisco UC Phone 9971, A White, Std Hndst with Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-CH-K9	Cisco Unified IP Phone 9971, White, Std Hnd, Camera, Disty	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-CN-K9=	Cisco UC Phone 9971 for China, White, Standard Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-K9	Cisco Unified IP Endpoint 9971, White, Thick handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-K9=	Cisco UC Phone 9971, White, Standard Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-OPT-K9	Cisco Unified IP Phone 9971, Arctic, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-W-OPT-K9=	Cisco Unified IP Phone 9971, Arctic, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CP-9971-WL-CAM-K9=	Cisco UC Phone 9971, A White, Slim Hndst with Camera	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-CH-K9	Cisco Unified IP Phone 9971, White, Slim Hnd, Camera, Disty	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-CH-K9=	Cisco Unified IP Phone 9971, White, Slim Hnd, Camera, Disty	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-CN-K9=	Cisco UC Phone 9971 for China, White, Light Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-K9	Cisco Unified IP Endpoint 9971, White, Thin handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-K9=	Cisco UC Phone 9971, White, Slimline Handset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-OPT-K9	Cisco Unified IP Phone 9971, Arctic, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-9971-WL-OPT-K9=	Cisco Unified IP Phone 9971, Arctic, Standard HS, Option	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

Customers are encouraged to migrate to the Cisco IP Phone 8800 Series. Information about this product can be found at: <http://www.cisco.com/c/en/us/products/collaboration-endpoints/unified-ip-phone-8800-series/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 IP Phone 9971 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

To request information about the Cisco IP Phone 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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