



End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phone 7912G

EOL5096 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phone 7912G. The last day to order the affected product(s) is May 27, 2007. 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.

Customers are encouraged to migrate to the Cisco Unified IP Phone 7911G, which has been shipping since December 2005. Table 2 provides relevant information for migrating to the replacement product.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified IP Phone 7912G

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.	November 26, 2006
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.	May 27, 2007
Last Ship Date: HW, App. SW	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 25, 2007
End of SW Maintenance Releases Date: App. SW	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.	May 26, 2008
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.	May 26, 2008
End of New Service Attachment Date: HW, App. SW	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.	May 26, 2008
End of Service Contract Renewal Date: App. SW	The last date to extend or renew a service contract for the product.	August 22, 2009
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	August 22, 2011
Last Date of Support: App. SW	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.	May 31, 2010
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.	May 31, 2012

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-7912G-A	Cisco IP Phone 7912G	See Product Migration Options section for details.	Cisco Unified IP Phone 6921 Cisco Unified IP Phone 6921	
CP-7912G-A-CCME	7912G IP Phone With One CallManager Express Station User Lic	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G-A=	Cisco IP Phone 7912G	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G-BZ1	Cisco IP Phone 7912G Bundle for Brazil	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G-CH1-A	7912G IP PHONE WITH ONE STATION USER LICENSE	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G-SP	Cisco IP Phone 7912G SP Bundle	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-BTS-UL-7912	BTS 10200 RTU License for Single 7912 IP Phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-BTS-UL-7912=	BTS 10200 RTU License for Single 7912 IP Phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-CCM-UL-7912	CallManager Unit license for single 7912 IP phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-CCM-UL-7912=	Spare CallManager Unit license for single 7912 IP phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-CCME-UL-7912	Cisco CallManager Express License For Single 7912 IP Phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-CCME-UL-7912=	Cisco CallManager Express License For Single 7912 IP Phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-ITS-UL-7912	IOS Telephony Service license for single 7912 IP phone y	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-ITS-UL-7912=	IOS Telephony Service license for single 7912 IP phone y	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-SMH-UL-7912	SIP license for single 7912 IP phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
SW-SMH-UL-7912=	Spare SIP license for single 7912 IP phone	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	

Product Migration Options

The Cisco Unified IP Phone 6921 is an innovative endpoint that delivers affordable, business-grade voice communications and support for video communications services to customers worldwide. The Cisco Unified IP Phone 6921 supports two lines and offers a full-duplex speakerphone for a more productive, more flexible, and easier-to-use endpoint experience. The Cisco Unified IP Phone 6921 supports single-call per-line appearance, offering traditional telephony-like user experience for customers who seek this type of call interaction for their users. Fixed keys for hold, transfer, and conference; a tricolor LED line, and feature keys also make the phone simpler and easier to use. Information about this product can be found at:

<http://www.cisco.com/en/US/products/ps10343/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 7912G 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 Phone 6921, visit

<http://www.cisco.com/en/US/products/ps10343/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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