

## 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 Cisco Unified IP Phone 7912G is May 26, 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 Cisco Unified IP Phone 7912G. Table 2 lists the product part numbers affected by this announcement

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
<b>End-of-Life Announcement Date</b>	The date the document that announces the end of sale and end of life of a product is distributed to the general public.	September 25, 2006
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 26, 2007
<b>Last Ship Date: App. SW, HW</b>	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 24, 2007
<b>End of SW Maintenance Releases Date: App. SW</b>	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 25, 2008
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	May 25, 2008
<b>End of New Service Attachment Date: App. SW, HW</b>	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 25, 2008
<b>End of Service Contract Renewal Date: App. SW</b>	The last date to extend or renew a service contract for the product.	August 21, 2009
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	August 21, 2011
<b>Last Date of Support: HW</b>	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.	May 24, 2012
<b>Last Date of Support: App. SW</b>	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.	May 25, 2010

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
<b>CP-7912G-A</b>	Cisco IP Phone 7912G	CP-7911G	Cisco IP Phone 7911G
<b>CP-7912G-A-CCME</b>	7912G IP Phone With One CallManager Express Station User Lic	CP-7911G-CCME	Cisco IP Phone 7911G with 1 CCME RTU License
<b>CP-7912G-A=</b>	Cisco IP Phone 7912G	CP-7911G=	Cisco IP Phone 7911G
<b>CP-7912G-BZ1</b>	Cisco IP Phone 7912G Bundle for Brazil	There is currently no replacement product available for this product.	–
<b>CP-7912G-CH1-A</b>	7912G IP PHONE WITH ONE STATION USER LICENSE	CP-7911G-CH1	Cisco IP Phone 7911G with 1 RTU License
<b>CP-7912G-SP</b>	Cisco IP Phone 7912G SP Bundle	There is currently no replacement product available for this product.	–
<b>SW-BTS-UL-7912</b>	BTS 10200 RTU License for Single 7912 IP Phone	There is currently no replacement product available for this product.	–
<b>SW-BTS-UL-7912=</b>	BTS 10200 RTU License for Single 7912 IP Phone	There is currently no replacement product available for this product.	–
<b>SW-CCM-UL-7912</b>	CallManager Unit license for single 7912 IP phone	SW-CCM-UL-7911	CallManager RTU License for Single IP Phone 7911
<b>SW-CCM-UL-7912=</b>	Spare CallManager Unit license for single 7912 IP phone	SW-CCM-UL-7911=	CallManager RTU License for Single IP Phone 7911
<b>SW-CCME-UL-7912</b>	Cisco CallManager Express License For Single 7912 IP Phone	SW-CCME-UL-7911	Cisco CallManager Express License For Single 7911G IP Phone
<b>SW-CCME-UL-7912=</b>	Cisco CallManager Express License For Single 7912 IP Phone	SW-CCME-UL-7911=	Cisco CallManager Express License For Single 7911G IP Phone
<b>SW-ITS-UL-7912</b>	IOS Telephony Service license for single 7912 IP phone y	There is currently no replacement product available for this product.	–
<b>SW-ITS-UL-7912=</b>	IOS Telephony Service license for single 7912 IP phone y	There is currently no replacement product available for this product.	–
<b>SW-SMH-UL-7912</b>	SIP license for single 7912 IP phone	There is currently no replacement product available for this product.	–
<b>SW-SMH-UL-7912=</b>	Spare SIP license for single 7912 IP phone	There is currently no replacement product available for this product.	–

## Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Phone 7911G. Information about this product can be found at: <http://www.cisco.com/en/US/products/ps6565/index.html>.

Customers can use the Cisco Technology Migration Plan (TMP) to trade in products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, go to: <http://www.cisco.com/go/tradein/>. The Cisco TMP application requires all users to have a Cisco.com user ID.

Customers may be able to continue to purchase the end-of-sale product through Cisco's Authorized Refurbished Equipment program. Refurbished units of the end-of-sale product are available in limited supply for sale in certain countries on a first-come, first-served basis. For information about the refurbished equipment program, go to:

<http://www.cisco.com/web/ordering/ciscocapital/refurbished/index.html>.

### For More Information

For more information about the Cisco Unified IP Phone 7911G, visit <http://www.cisco.com/en/US/products/ps6565/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](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/cgi-bin/Support/FieldNoticeTool/field-notice>.



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