



End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phone 7911G

EOL7598 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phone 7911G. The last day to order the affected product(s) is February 6, 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.

The end-of-software-maintenance-release milestone for the 7911G will be the same as that for the 7942G, 7945G, 7962G, and 7965G phones when we announce the end-of-life dates of those models. While there are no firm plans for the end-of-life process of those other phones, it currently seems likely they will not be announced any earlier than calendar year 2013. This does not imply, however, that the software support for the 7911G is guaranteed throughout the entire five years of hardware support as listed in this announcement. It is possible that the end-of-software-support milestones for the 7942G, 7945G, 7962G, and 7965G phones will come before the final hardware end-of-support date for the 7911G. We intend to continue to meet the hardware-related milestones in this announcement of the end-of-sale date for the 7911G. In addition, we will not be adding any more firmware features to the 7911G. However, we will continue to release firmware upgrades that include bug fixes and patches as needed until further notice. In order to take advantage of any bug fixes and patches, customers are required to upgrade their phones to the latest firmware release available on Cisco.com.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified IP Phone 7911G

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 8, 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.	February 6, 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.	May 6, 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.	February 5, 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.	February 5, 2013

Milestone	Definition	Date
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	May 3, 2016
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.	February 28, 2017

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-7911G	Cisco IP Phone 7911G	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-APAC	Cisco Unified IP phone 7911G AsiaPac Bundle	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-APACSP	Cisco UC phone 7911G AsiaPac Bundle	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-CCME	Cisco UC Phone 7911G with 1 CCME RTU License	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-CH1	Cisco UC Phone 7911G with 1 RTU License	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-CN=	Cisco UC Phone 7911 for China	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-LATAM	Cisco UC phone 7911G LATAM Bundle	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-NA	Cisco IP Phone 7911G for NA	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-NA-CH1	Cisco IP Phone 7911G with 1 RTU License for NA	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-NA=	Cisco IP Phone 7911G for NA	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G-SP	Cisco IP Phone 7911G SP Bundle	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7911G=	Cisco UC Phone 7911G	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	

Product Migration Options

Customers are encouraged to migrate to the Cisco Unified IP Phone 6921. 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 7911G 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.

To request information about the Cisco Unified IP Phone 6921, 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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