



## End-of-Sale and End-of-Life Announcement for the Initial Version of the Cisco IP Phone 7912G

2996 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Initial Version of the Cisco IP Phone 7912G. The last day to order the affected product(s) is September 19, 2005. 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.

**Table 1.** End-of-Life Milestones and Dates for the Initial Version of the Cisco 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.	August 19, 2005
<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.	September 19, 2005
<b>Last Ship Date: 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.	December 19, 2005
<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 hardware product failure or defect.	February 19, 2007
<b>End of New Service Attachment Date: 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.	February 19, 2007
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	March 19, 2010
<b>Last Date of Support: HW</b>	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.	September 30, 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	Additional Information
CP-7912G	Cisco IP Phone 7912G	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G-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-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-CH1	7912G IP PHONE WITH ONE STATION USER LICENSE	See Product Migration Options section for details.	Cisco Unified IP Phone 6921	
CP-7912G=	Cisco IP Phone 7912G, Global, Spare	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](http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Initial Version of the Cisco 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

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## 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](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](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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