



END-OF-SALE AND END-OF-LIFE ANNOUNCEMENT FOR THE CISCO IP PHONE 7910G+SW

Cisco Systems® announces the end-of-sale and end-of-life dates for the Cisco® IP Phone 7910G+SW. The last day to order the affected product is January 15, 2006. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until January 15, 2011 on the phone hardware, and January 15, 2009 on the phone software.

Table 1 describes the end-of-life milestones, definitions, and dates for the affected product. Table 2 lists the product part numbers affected by this announcement.

Customers are encouraged to migrate to the Cisco IP Phone 7912G, which offers a greater feature set at a lower list price than the Cisco IP Phone 7910G+SW. Information about the replacement product can be found at: www.cisco.com/voice. Table 3 provides relevant information for migrating to the replacement product.

Table 1. End-of-Life Milestones and Dates for the Cisco IP Phone 7910G+SW

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.	July 15, 2005
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.	January 15, 2006
Last Shipment Date	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	April 15, 2006
End of Software Maintenance Releases Date	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.	January 15, 2007
End of Routine Failure Analysis Date	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	January 15, 2007
End of New Service Attachment Date	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.	January 15, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	April 15, 2010
Last Date of Support	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.	Software: January 15, 2009 Hardware: January 15, 2011

Table 2. Product Part Numbers Affected by This Announcement

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description
CP-7910G+SW	Cisco IP Phone 7910G+SW, Global	CP-7912G-A	Cisco IP Phone 7912G
CP-7910G+SW-CH1	7910+SW IP Phone with one Station User License	CP-7912G-CH1-A	7912G IP Phone with one Station User License
CP-7910G+SW-RF	CP-7910G+SW Refurbished	No—RF version of 12G currently	n/a
CP-7910G+SW=	Cisco IP Phone 7910G+SW, Global, Spare	CP-7912G-A=	Cisco IP Phone 7912G, Spare
SW-CCM-UL-7910+SW	CallManager Unit license for single 7910+SW IP phone	SW-CCM-UL-7912	CallManager Unit license for single 7912 IP phone
SW-CCM-UL-7910+SW=	Spare license 7910+SW phone	SW-CCM-UL-7912=	Spare CallManager Unit license for single 7912 IP phone
SW-CCME-UL-7910SW	Cisco CallManager Express Lic for Single 7910+SW IP Phone	SW-CCME-UL-7912	Cisco CallManager Express License for Single 7912 IP Phone
SW-CCME-UL-7910SW=	Cisco CallManager Express Lic for Single 7910+SW IP Phone	SW-CCME-UL-7912	Cisco CallManager Express License for Single 7912 IP Phone
SW-ITS-UL-7910+SW	IOS Telephony Service license for single 7910+SW IP phone	SW-CCME-UL-7912	Cisco CallManager Express License for Single 7912 IP Phone
SW-ITS-UL-7910+SW=	IOS Telephony Service license for single 7910+SW IP phone	SW-CCME-UL-7912	Cisco CallManager Express License for Single 7912 IP Phone

PRODUCT MIGRATION OPTIONS

The recommended replacement for the Cisco IP Phone 7910G+SW is the Cisco IP Phone 7912G (Table 3). The Cisco IP Phone 7912G offers a greater feature set at a lower price than the Cisco IP Phone 7910G+SW, and has been available since July, 2003. There is no further incentive being offered to customers to migrate from the older 7910G+SW model to the newer 7912G.

Table 3. Product Comparisons

Feature	Cisco IP Phone 7910G+SW	Cisco IP Phone 7912G
Display	Character-based	Pixel-based
SIP support	No	Yes
Text-based XML	No	Yes
Soft keys	No	Yes

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.

Refurbished Equipment Program—For information about the refurbished equipment program, go to: http://www.cisco.com/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

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/en/US/ordering/or6/or17/order_refurbished_equipment_program_description.html

Note: When ordering the Cisco IP Phone 7912G, the orderable product part number is CP-7912G-A as listed in Table 2 above, even though the phone is still referred to as the Cisco IP Phone 7912G.

FOR MORE INFORMATION

For more information about the Cisco IP Phone 7912G, visit <http://www.cisco.com/en/US/products/hw/phones/ps379/ps5169/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

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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