



END-OF-SALE AND END-OF-LIFE ANNOUNCEMENT FOR THE INITIAL VERSION OF THE CISCO IP PHONE 7912G IN FAVOR OF IMPROVED HARDWARE

Cisco Systems® announces the end-of-sale and end-of-life dates for the initial version of the Cisco® IP Phone 7912G. This announcement does not pertain to the recently launched newer version of the Cisco IP Phone 7912G (part numbers containing “-A”). The last day to order the affected product is September 19, 2005. Customers with active service contracts will continue to receive support from the Cisco Technical Assistance Center (TAC) until September 19, 2010.

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 newer version of the Cisco IP Phone 7912G, which offers identical end-user functions, enhanced switch performance, and the same list price. 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 Initial Version of Cisco 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.	August 19, 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.	September 19, 2005
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.	December 19, 2005
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.	February 19, 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.	February 19, 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.	February 19, 2007
End of Service Contract Renewal Date	The last date to extend or renew a service contract for the product.	March 19, 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.	September 19, 2010

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-7912G	Cisco IP Phone 7912G	CP-7912G-A	Cisco IP Phone 7912G
CP-7912G=	Cisco IP Phone 7912G, global, spare	CP-7912G-A=	Cisco IP Phone 7912G, spare
CP-7912G-CH1	Cisco IP Phone 7912G with one station user license	CP-7912G-CH1-A	Cisco IP Phone 7912G IP with one station user license
CP-7912G-CCME	Cisco IP Phone 7912G with one Cisco CallManager Express Station user license	CP-7912G-A-CCME	Cisco IP Phone 7912G with one Cisco CallManager Express Station user license

PRODUCT MIGRATION OPTIONS

The recommended replacement for the initial version of the Cisco IP Phone 7912G (part number CP-7912G) is the newer version (part number CP-7912G-A). The new version of the Cisco IP Phone 7912G offers identical features, an updated Ethernet switch, and the same list price. It has been available since May 2005. No further incentive is offered to customers to migrate from the older phone model to the newer model.

Table 3. Product Comparisons

Feature	Initial Cisco IP Phone 7912G	New Cisco IP Phone 7912G
Updated Ethernet switch	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

Customers may be able to continue to purchase the Cisco IP Phone 7912G through Cisco's Authorized Refurbished Equipment program. Refurbished units of the Cisco IP Phone 7912G 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 that when ordering the new Cisco IP Phone 7912G, the orderable product part number is CP-7912G-A, as listed in Table 2, 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://cco/en/US/products/hw/phones/ps379/ps5169/index.html> or contact your local Cisco 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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