

End-of-Sale and End-of-Life Announcement for the Cisco IP Phone 7912G-W (older version of Cisco IP Phone 7912G)

EOL1042–Amended

Cisco Systems® announces the end-of-sale and end-of life dates for the Cisco IP Phone 7912G-W (older version of Cisco IP Phone 7912G). The last day to order the Cisco IP Phone 7912G-W (older version of Cisco IP Phone 7912G) is May 12, 2006. 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 IP Phone 7912G-W (older version of Cisco IP Phone 7912G). Table 2 lists the product part numbers affected by this announcement.

CP-7912G-W is a version of the older model Cisco IP Phone 7912G made specifically for the Japan market. The older model Cisco IP Phone 7912G reached its End of Sale in September 2005.

Table 1. End-of-Life Milestones and Dates for the Cisco IP Phone 7912G-W (older 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.	February 3, 2006
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.	May 12, 2006
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.	June 1, 2006
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	May 12, 2007
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.	May 12, 2007
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	August 1, 2010
Last Date of Support: HW	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 12, 2011

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
CP-7912G-W	Cisco IP Phone 7912G for Japan	CP-7911G	Cisco IP Phone 7911G
CP-7912G-W=	Cisco IP Phone 7912G for Japan	CP-7911G=	Cisco IP Phone 7911G

Product Migration Options

The recommended replacement for the initial version of the Cisco IP Phone 7912G (in this case, part number CP-7912G-W) is the Cisco Unified IP Phone 7911G. The Cisco Unified IP Phone 7911G adds support for IEEE 802.3af PoE and offers full Asian double-byte character support. Note that the newer model is not offered in white plastics. No further incentive is offered to customers to migrate from the older phone model to the newer model.

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/>.

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.

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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