

End-of-Life announcement for Cisco Multiplatform Phone Firmware Version 10.3(1.9), 10.4(1) and 10.4(1)SR2 in favor of Firmware Version 11

PB738926

Software maintenance support for versions 10.3(1.9), 10.4(1) and 10.4(1)SR2 of the Cisco Multiplatform Phone firmware ends on **September 30, 2017**.

No patches or maintenance releases will be provided for these releases after that date.

This firmware runs on these phone models:

- Cisco IP Phone 7800 series: 7811, 7821, 7841, 7861
- Cisco IP Phone 8800 series: 8811, 8841, 8851, 8861

For any defects, the customer or partner will be asked to upgrade their multiplatform phones to the latest firmware version available on Cisco.com. The latest version is 11.0(07). Effective October 1, 2017, the SBSC will stop taking support calls about firmware version 10.

Software maintenance requires an active service contract or warranty.

This is not an End of Life announcement for the MPP phones: it is only for the older firmware. The firmware, 11.0(0.7) is available on Cisco.com and new versions of firmware will continue to be developed for the MPP phones.

Exception: The multiplatform firmware for the Cisco 8831 IP Conference Phone, version 9.3(4)SR2, will be supported until the End of Life of the hardware, which has not been announced at this time. There will not be a new firmware version offered for the Cisco 8831 IP Conference Phone except under extraordinary circumstances.

Product Migration Options

Install and upgrade guides can be found here:

- http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cuipph/7800-series/3pcc/english/provisioning-guide/11-0-1/provision.html

User Guides:

- <http://www.cisco.com/c/en/us/support/collaboration-endpoints/unified-ip-phone-7800-series/products-user-guide-list.html>

For More Information

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.

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