

End-of-Sale and End-of-Life Announcement for the Cisco IP Phone 7841 and 7861



Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	9
For more information	10

Overview

EOL15985

Cisco announces the end-of-sale and end-of-life dates for the Cisco IP Phone 7841 and 7861. The last day to order the affected product(s) is January 23, 2027. 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 under the terms and conditions of customers' service contract.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco IP Phone 7841 and 7861

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.	October 23, 2026
End-of-Sale Date: HW, Accessory	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	January 23, 2027
Last Ship Date: HW, Accessory	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 22, 2027
End of SW Maintenance Releases Date: HW, Accessory	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 22, 2028
End of Vulnerability/Security Support: HW, Accessory	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	January 22, 2030
End of Routine Failure Analysis Date: HW, Accessory	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	January 22, 2028
End of New Service Attachment Date: HW, Accessory	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 22, 2028
End of Service Contract Renewal Date: HW, Accessory	The last date to extend or renew a service contract for the product.	April 19, 2031
Last Date of Support: HW, Accessory	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.	January 31, 2032

HW = Hardware

OS SW = Operating System Software

App. SW = Application Software

Product part numbers

Table 2. Product part numbers affected by this announcement

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7841-3PCC-K9++=	Cisco IP Phone 7841 with MPP firmware, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-3PCC-K9=	Cisco IP Phone 7841 with Multiplatform Phone firmware	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-3PW-NA-K9=	Cisco IP Phone 7841 MPP with PSU, NA Clip or Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-K9++=	Cisco UC Phone 7841, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-K9=	Cisco IP Phone 7841	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-NC-K9=	Cisco UC Phone 7841	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7841-W-K9=	Cisco IP Phone 7841 White	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-B-BEZEL=	Spare Black Bezel for Cisco UC Phone 7841	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-S-BEZEL=	Spare Silver Bezel for Cisco UC Phone 7841	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-K9	Cisco UP Phone 7841	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-3PW-AU-K9=	Cisco IP Phone 7841 Multiplatform with PSU, AU Clip	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-W-K9	Cisco UC Phone 7841 White	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7841-3P-HS-MK9	Cisco 7841 MPP Phone + 322 RJ Headset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7841-HS-MK9	Cisco 7841 Ent Phone + 322 RJ Headset	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-3PCC-K9=	Cisco IP Phone 7861 for 3rd Party Call Control	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-3PCC-K9++=	Cisco IP Phone 7861 with MPP firmware, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-3PW-NA-K9=	Cisco IP Phone 7861 MPP with PSU, NA Clip or Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-K9++=	Cisco UC Phone 7861, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7861-K9=	Cisco IP Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-NC-K9=	Cisco UC Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-W-K9=	Cisco IP Phone 7861 White	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-B-BEZEL=	Spare Black Bezel for Cisco UC Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-S-BEZEL=	Spare Silver Bezel for Cisco UC Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-WMK=	Spare Wallmount Kit for Cisco UC Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7861-FS=	Spare Footstand for Cisco UC Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-K9	Cisco UP Phone 7861	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-3PW-AU-K9=	Cisco IP Phone 7861 Multiplatform with PSU, AU Clip	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7861-W-K9	Cisco UC Phone 7861 White	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7800-WMK=	Spare Wallmount Kit for Cisco UC Phone 7800 Series	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7800-FS=	Spare Footstand for Cisco UC Phone 7800 Series	See the Product Migration Options section below for detailed information on replacing this product.	-	-

End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7800-HS-HOOK=	Spare Handset Hook for Cisco UC Phone 7800 Series, 20 Pieces	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7800-HS-CORD=	Replacement Handset Cord, IP Phone 6800/7800 Series- SPARE	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-78-PWR-S	Power switch for Cisco Phone 6901 and 7800	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-PWR-ADPT-3S-EU=	Cisco Power Adapter 3 with European Clip and power switch	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-PWR-ADPT-3S-UK=	Cisco Power Adapter 3 with UK Clip and power switch	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product migration options

The Cisco IP Phone 7841 and 7861 are superseded by the Cisco Desk Phone 9841 and 9851, respectively. Customers who need additional line keys on the 9851 may order the Cisco Desk Phone 9800 Key Expansion Module (KEM) separately. The Desk Phone 9800 series support power over ethernet (PoE) and do not have power supply bundles. Region-specific power supplies can be ordered separately. Please refer to the Cisco Desk Phone 9800 Series Data Sheet for more information:

<https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/ip-phones/desk-phone-9800-series-ds.html>

Customers may be able to use the Cisco Takeback and Reuse Program where applicable to return hardware that has reached end-of-use, at no cost. Returned products are put to their next best use, whether reused, remanufactured, or recycled by one of Cisco's certified contracted recyclers. For more information, go to: <https://www.cisco.com/c/en/us/about/takeback-and-reuse.html>.

Customers may be able to continue to purchase the Cisco IP Phone 7841 and 7861 through the Cisco Refresh (certified remanufactured) program. Remanufactured 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 Refresh program, go to: <https://www.cisco.com/c/en/us/products/remanufactured.html>.

The Cisco Takeback and Recycle program helps businesses properly dispose 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: <https://www.cisco.com/c/en/us/about/takeback-and-reuse/product-recycling.html>.

For more information

For more information about the Cisco End-of-Life Policy, go to: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to: <https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

Any authorized translation issued by Cisco Systems or affiliates of this end-of-life Product Bulletin is intended to help customers understand the content described in the English version. This translation is the result of a commercially reasonable effort; however, if there are discrepancies between the English version and the translated document, please refer to the English version, which is considered authoritative.

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)