



## **Field Notice: Cisco Unified Communications Manager Release 12.0(x) does not support some deprecated phone models**

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## Deprecated Phone Models for 12.0(x)

### Field Notice: Cisco Unified Communications Manager Release 12.0(x) does not support some deprecated phone models

#### NOTICE

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#### Products Affected

Products Affected	Version
Cisco Unified Communications Manager	12.0(x)
Cisco Business Edition 6000	12.0(x)
Cisco Business Edition 7000	12.0(x)

#### Problem Description

The following phone models are deprecated and are not supported by Cisco Unified Communications Manager, Release 12.0(x). If you are using any of these phone models and you upgrade to Release 12.0(x), you will be unable to use the phone after the upgrade. After you switch over to the new release, registration on the phone will be blocked.

The following phone models are newly deprecated as of the 12.0(x) release:

- Cisco Unified Wireless IP Phone 7921
- Cisco Unified IP Phone 7970
- Cisco Unified IP Phone 7971

The following phone models were first deprecated in the 11.5(x) release. That deprecation status carries over to the 12.0(x) release:

- Cisco IP Phone 12 S
- Cisco IP Phone 12 SP
- Cisco IP Phone 12 SP+
- Cisco IP Phone 30 SP+
- Cisco IP Phone 30 VIP
- Cisco Unified IP Phone 7902G

- Cisco Unified IP Phone 7905G
- Cisco Unified IP Phone 7910
- Cisco Unified IP Phone 7910G
- Cisco Unified IP Phone 7910+SW
- Cisco Unified IP Phone 7910G+SW
- Cisco Unified IP Phone 7912G
- Cisco Unified Wireless IP Phone 7920
- Cisco Unified IP Conference Station 7935

## Background

The legacy phone models are deprecated for the following reasons:

- Security—since legacy phone models are not updated with critical software fixes, we have limited ability to protect customers when security issues arise.
- New feature implementation—legacy phone usage slows down implementation of newer features.
- Sustaining—no development support or regression testing is currently being done for these older phones.

## Problem / Symptom

If you are running any of these phone models, after you upgrade and switch over to the new release, registration will be blocked on the phone. If the phone remains powered on, the phone will make repeated registration attempts, which will create unnecessary network traffic as well as a load on the Cisco CallManager service.

## Upgrades that Involve Deprecated Phones

To guarantee that you have full support, before you upgrade, do the following:

- 1 Confirm whether the phones in your network will be supported in Release 12.0(x).
- 2 Identify any non-supported phones.
- 3 For any non-supported phones, power down the phone and disconnect the phone from the network.
- 4 Provision a supported phone for the phone user. You can use the Migration FX tool to migrate from older model to newer model phones. For details, go to: [http://refreshcollab.cisco.com/webportal/46/CUCM%20Readiness%20Assessment#endpoint\\_refresh\\_tool](http://refreshcollab.cisco.com/webportal/46/CUCM%20Readiness%20Assessment#endpoint_refresh_tool).
- 5 Once all the phones in your network are supported by Release 12.0(x), upgrade your system.



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**Note**

Deprecated phones can also be removed after the upgrade. When the administrator logs in to Cisco Unified Communications Manager after completing the upgrade, the system displays a warning message notifying the administrator of the deprecated phones.

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## Licensing

You do not need to purchase a new device license to replace a deprecated phone with a supported phone. The device license becomes available for a new phone when you either remove the deprecated phone from the system, or when you switch to the new Cisco Unified Communications Manager version, and the deprecated phone fails to register.

## For More Information

If you require further assistance, or if you have any further questions regarding this field notice, please contact the Cisco Systems [Technical Assistance Center \(TAC\)](#) by one of the following methods:

- [Open a service request on cisco.com](#)
- [By email](#)
- [By Telephone](#)

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