End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phones 7945, 7965, 7975 and 7916

EOL12104 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phones 7945, 7965, 7975 and 7916. The last day to order the affected product(s) is June 18, 2018. 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.

Note all firmware support milestone dates included in this announcement. The announcement terminates firmware support for all 7900 series endpoints, including all legacy 7900 series endpoints.

Table 1.   End-of-Life Milestones and Dates for the Cisco Unified IP Phones 7945, 7965, 7975 and 7916

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.	December 18, 2017
End-of-Sale Date: HW	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	June 18, 2018
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.	September 16, 2018
End of SW Maintenance Releases Date: HW	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.	June 18, 2019
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	June 18, 2019
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.	June 18, 2019
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	September 13, 2022
Last Date of Support: HW	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.	June 30, 2023

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	Additional Information
CP-7916	7916 IP Phone Color Expansion Module	CP-8800-A-KEM=	8800 Series Audio KEM, 28 Button	-
CP-7916-CN=	7916 UC phone grayscale extension module	CP-8800-A-KEM=	8800 Series Audio KEM, 28 Button	-
CP-7916=	7916 UC Phone Color Expansion Module	CP-8800-A-KEM=	8800 Series Audio KEM, 28 Button	-
CP-7945G	Cisco UC Phone 7945, Gig Ethernet, Color	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7945G++=	Cisco UC Phone 7945, Gig Ethernet, Color, spare, TAA	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7945G-CCME	Cisco UC Phone 7945, Gig, Color, with 1 CCME RTU License	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7945G-CH1	Cisco UC Phone 7945, Gig, Color, with 1 RTU License	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7945G-CN=	^Cisco UC Phone 7945 for China	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7945G=	Cisco UC Phone 7945, Gig Ethernet, Color, spare	CP-8841-K9=	Cisco IP Phone 8841	-
CP-7965	^Touch Screen IPPhone7965	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965=	ColordisplayIPPhone7965	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G	Cisco UC Phone 7965, Gig Ethernet, Color	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G++=	Cisco UC Phone 7965, Gig Ethernet, Color, spare, TAA	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G-CCME	Cisco UC Phone 7965, Gig, Color, with 1 CCME RTU License	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G-CH1	Cisco UC Phone 7965, Gig, Color, with 1 RTU License	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G-CN=	Cisco UC Phone 7965 for China	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7965G=	Cisco UC Phone 7965, Gig Ethernet, Color, spare	CP-8851-K9=	Cisco IP Phone 8851	-
CP-7975	^Color Viedo IP Phone 7975	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975=	^Color Viedo IP Phone 7975	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G	Cisco UC Phone 7975, Gig Ethernet, Color	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G++=	Cisco UC Phone 7975, Gig Ethernet, Color, TAA	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G-CCME	Cisco UC Phone 7975, Gig, Color, with 1 CCME RTU License	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G-CFE	Cisco Unified IP Phone 7975G Bundle for CFE	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G-CH1	Cisco UC Phone 7975, Gig, Color, with 1 RTU License	CP-8861-K9=	Cisco IP Phone 8861	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
CP-7975G-CN=	^Cisco UC Phone 7975 for China	CP-8861-K9=	Cisco IP Phone 8861	-
CP-7975G=	Cisco UC phone 7975, Gig Ethernet, Color, spare	CP-8861-K9=	Cisco IP Phone 8861	-

Product Migration Options

Customers are encouraged to migrate to the Cisco IP Phone 8800 Series depending on their specific use case. Information about these products can be found at the following URLs: Cisco IP Phone 8800 Series: https://www.cisco.com/c/en/us/products/collateral/collaborationendpoints/unifiedipphone8800series/datasheetc78731637.html.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible products and receive credit toward the purchase of new Cisco equipment. For more information about Cisco TMP, customers should work with their Cisco Partner or Cisco account team. Cisco Partners can find additional TMP information on Partner Central at: https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Unified IP Phones 7945, 7965, 7975 and 7916 through the Cisco Certified Refurbished Equipment program. Refurbished 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 Certified Refurbished Equipment program, go to: https://www.cisco.com/go/eos.

Service prices for Cisco products are subject to change after the product End-of-Sale date.

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/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco End-of-Life Policy, go to: https://www.cisco.com/en/US/products/products_end-of-life_policy.html.

For more information about the Cisco Product Warranties, go to: https://www.cisco.com/en/US/products/prod_warranties_listing.html.

To subscribe to receive end-of-life/end-of-sale information, go to: https://www.cisco.com/cisco/support/notifications.html.

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