End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phone 6911, 6921, 6941, 6945, and 6961

EOL9421

Cisco announces the end-of-sale and end-of-life dates for the Cisco Unified IP Phone 6911, 6921, 6941, 6945, and 6961. The last day to order the affected product(s) is July 30, 2014. 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.

Table 1. End-of-Life Milestones and Dates for the Cisco Unified IP Phone 6911, 6921, 6941, 6945, and 6961

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 30, 2013
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.	July 30, 2014
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.	October 28, 2014
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.	July 30, 2015
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.	July 30, 2015
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.	July 30, 2015
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 30, 2018
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.	July 31, 2019

HW = Hardware OS SW = Operating System Software App. SW = Application Software

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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-6911-C-K9=	Cisco UC Phone 6911, Charcoal, Standard handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6911-CL-K9=	Cisco UC Phone 6911, Charcoal, Slimline handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6911-W-K9=	Cisco UC Phone 6911, White, Standard handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6911-WL-K9=	Cisco UC Phone 6911, White, Slimline handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6921-C-K9=	Cisco UC Phone 6921, Charcoal, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6921-CL-K9=	Cisco UC Phone 6921, Charcoal, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6921-W-K9=	Cisco UC Phone 6921, Arctic White, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6921-WL-K9=	Cisco UC Phone 6921, Arctic White, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6941-C-K9=	Cisco UC Phone 6941, Charcoal, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6941-CL-K9=	Cisco UC Phone 6941, Charcoal, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6941-W-K9=	Cisco UC Phone 6941, Arctic White, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6941-WL-K9=	Cisco UC Phone 6941, Arctic White, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6945-C-K9=	Cisco UC Phone 6945, Charcoal, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6945-CL-K9=	Cisco UC Phone 6945, Charcoal, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6945-W-K9=	Cisco UC Phone 6945, Arctic White, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6945-WL-K9=	Cisco UC Phone 6945, Arctic White, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6961-C-K9=	Cisco UC Phone 6961, Charcoal, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6961-CL-K9=	Cisco UC Phone 6961, Charcoal, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6961-W-K9=	Cisco UC Phone 6961, Arctic White, Standard Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-
CP-6961-WL-K9=	Cisco UC Phone 6961, Arctic White, Slimline Handset	See Product Migration Options section for details.	Cisco IP Phone 7800 Series	-

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Product Migration Options

Customers are encouraged to migrate to the Cisco IP Phone 7800 Series. Information about this product can be found at: http://www.cisco.com/go/ipphones/7800.

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 http://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase Cisco Unified IP Phone 6911, 6921, 6941, 6945, and 6961 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: http://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 dispose properly 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: http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html.

For More Information

For more information about the Cisco IP Phone 7800 Series, visit http://www.cisco.com/go/ipphones/7800, 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/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.

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

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