End-of-Sale and End-of-Life Announcement for the Cisco IP Phone 7811

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Overview

EOL15899

Cisco announces the end-of-sale and end-of-life dates for the Cisco IP Phone 7811. The last day to order the affected product(s) is October 28, 2026. 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 7811

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.	April 29, 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.	October 28, 2026
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.	January 26, 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.	October 28, 2027
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.	October 27, 2029
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.	October 28, 2027
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.	October 28, 2027
End of Service Contract Renewal Date: HW, Accessory	The last date to extend or renew a service contract for the product.	January 23, 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.	October 31, 2031

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

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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-7811-3PCC-K9++=	Cisco IP Phone 7811 with MPP firmware, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-3PW-AU-K9=	Cisco IP Phone 7811 Multiplatform with Pwr Cube 3, AU Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-3PW-NA-K9=	Cisco IP Phone 7811 MPP with PSU, NA Clip or Cord	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-NC-K9=	Cisco UC Phone 7811, Customized Model	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-3PCC-K9=	Cisco IP Phone 7811 with Multiplatform Phone firmware	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-K9++=	Cisco UC Phone 7811, TAA	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CP-7811-FS=	Spare Footstand for Cisco UC Phone 7811	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-WMK=	Spare Wallmount Kit for Cisco UC Phone 7811	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-K9=	Cisco IP Phone 7811	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-7811-K9	Cisco UC Phone 7811	See the Product Migration Options section below for detailed information on replacing this product.	-	-
CP-DX-HS-NB=	Replacement Narrowband Handset for Cisco 6800 and 7811-SPARE	See the Product Migration Options section below for detailed information on replacing this product.	-	-

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Product Migration Options

The Cisco IP Phone 7811 has been superseded by the Cisco Desk Phone 9811. The Desk Phone 9800 series support power over ethernet (PoE) and do not have power supply bundles. Region-specifc 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 continue to purchase the Cisco IP Phone 7811 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.

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