

End of service and imminent switch-off of wireless telephones CP-8821 in VoIP

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Keywords

Cisco VoIP telephone Wi-Fi discontinuation

Solution (public)

end of life announcement The last date that Cisco Engineering may release any final software maintenance releases or bug fixes for the Cisco CP-8821 is July 28, 2024. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software.
Deactivation of the devices Cisco CP-8821

ZIH will therefore deactivate all telephones of this type active in the TU Dresden VoIP system at the end of July 2024. The devices will then no longer be usable. The devices still in use until then, including accessories (charging cable, deskcharger, battery), must be returned to ZIH or disposed of via electronic waste in prior [1]consultation with ZIH.

Options

ZIH will not offer any successor models of special Cisco Wifi phones for operation on the VoIP system. An alternative is the Cisco Jabber softphone client, which is also available [2]for smartphones with Google Android or Apple IOS operating systems. The configuration of the softphone with the previous phone number of the Cisco CP-8821 phone [3]is carried out by ZIH. The procurement of the smartphone is to be carried out and financed by the using institution.

[1] <mailto:servicedesk@tu-dresden?subject=deactivation%20wireless%20phone%20CP-8821>

[2] <https://tickets.tu-dresden.de/otrs/customer.pl?Action=CustomerFAQZoom;ItemID=934>

[3] <mailto:servicedesk@tu-dresden.de?subject=replacement%20of%20Cisco%20CP-8821%20by%20softphone%20on%20smartphone>