

Snom products lifecycle

The end of a product lifecycle is divided in 2 phases:

- **End of Sale (EOS)** and
- **End of Life (EOL).**

As a general rule, the End of Life phase starts 2 years after the End of Sale declaration.

Desk Phones

Product	EOS	EOL	Replaced by
snom 821	06 / 2015	06 / 2017	D765 / D785
snom 870	06 / 2015	06 / 2017	D765 / D785
snom 820	12 / 2011	12 / 2013	D765 / D785
snom 360	12 / 2011	12 / 2013	D385
snom 720	12 / 2015	12 / 2017	D725 / D735
snom 760	12 / 2015	12 / 2017	D735 / D765 / D785
snom 300	12 / 2016	12 / 2018	D305 / D315
snom 320	12 / 2016	12 / 2018	D345
snom 370	12 / 2016	12 / 2018	D385
snom710	09 / 2017	09 / 2019	D712 / D715
snom D710	09 / 2017	09 / 2019	D712 / D715
snom D745	08 / 2018	08 / 2020	D345 / D735 / D785
snom D375	06 / 2019	06 / 2021	D385

Conference Devices

Product	EOS	EOL	Replaced by
snom Meeting Point	06 / 2019	06 / 2021	snom C520-WiMi

DECT phones and base stations

Product	EOS	EOL	Replaced by
snom M9	12 / 2014	12 / 2016	M215 / M300 + M25 / M65*
snom M9r	12 / 2014	12 / 2016	M215 / M300 + M25 / M65*
snom M700	06 / 2020		M900

* The M9 and M9r base and handsets are not compatible with neither of the replacement products.

Accessories

Product	Description	EOS	EOL	Replaced by
snom 3xx Exp. V2	Serial expansion module for 3xx desktop phones	06 / 2014	06 / 2016	-
snom Vision	IP expansion module for 8xx desktop phones	06 / 2015	06 / 2017	-
snom HS-MM2	Wired headset	10 / 2017	10 / 2019	snom A100M / A100D
snom HS-MM3	Wired headset for 3xx desktop phones	10 / 2017	10 / 2019	-



Important Note

The replacement product may differ from the replaced device in hardware and software features. We cannot guarantee that the replacement device support the same firmware version of the replaced product. For more detailed information please check the related product documentation.

For a detailed definition of the support level during the EOS and EOL phases please refer to the following tables.

End of Sale (EOS)

When a product is discontinued the EOS is declared, the support level is defined by the following table:

Type	Description	Status
Hardware support	RMA, In-warranty replacement or repair (*)	Provided
Technical support	Troubleshooting and issues analysis via helpdesk and tech support	Provided
Software support	Development of new features and bugfix	Only security-related bug-fixing is provided
SRAPS support	Device support and new feature development (**)	Provided

End of Life

Two years after the EOS, the support level is defined by the following table:

Type	Description	Status
Hardware support	RMA, In-warranty replacement or repair (*)	Provided
Technical support	Troubleshooting and issues analysis via helpdesk and tech support	Not Provided
Software support	Development of new features and bugfix	Not Provided
SRAPS support	Device support and new feature development (***)	Not guaranteed and provided only if technical advancements permit it, SRAPS support may cease with short notice

(*) Please refer to the Snom [warranty terms and conditions](#).

(**) Devices without support for Mutual Authentication (snom 300, 320, 360, 370, 820) will only support redirection functionality.

(***) SRAPS support for devices without support for Mutual Authentication (snom 300, 320, 360, 370, 820) will cease at January 1st, 2019.



Further Information

- [VoIP Essentials](#)
- [Visit the Snom Forum](#)
- [Open a support ticket](#)
- [Find a local partner](#)

Related articles

- [Adding M5 repeaters in a multicell environment](#)
- [After upgrading my DECT base to 400B02 my M65 cannot register anymore](#)

- After upgrading the base to version 400B02 the provisioning via HTTPS/TLS isn't working anymore
- Are the Snom Phones Listed or Certified by the Underwriters Laboratories
- Assign a handset to a SIP account on a M300
- Attended or blind call transfer of the 2nd call results in merging the 1st and 2nd incoming call
- Auto Provisioning
- BLF LEDs not working in connected state
- Can I configure my phone to redial always the last dialled number automatically
- Can I control my snom phone remotely
- Can I daisy-chain M5 DECT repeaters
- Can I get statistical information on voice packets from the phone during a call
- Can I manually adjust the microphone volume
- Can I register a 3rd party DECT handset or repeater to a Snom M300,M700,M900 base station
- Can I set or change phone settings via HTTP requests
- Can I use a wireless headset for my snom phone
- Can I use snom phones to make long distance calls via the Internet in order to bypass conventional telephony services?
- Change in Behavior Snom D710,710 DND Message Notification DND Active
- Configuring multiple SIP Extensions with an M-series DECT handset
- D765 Can Not be Provisioned With Snom One Version 4