

End-of-Sale and End-of-Life Announcement for the Cisco Explorer Digital Video Recorder Series

EOL7413

Cisco announces the end-of-sale and end-of-life dates for the Cisco Explorer Digital Video Recorder Series. The last day to order the affected product(s) is August 19, 2011. Customers with active service contracts or active warranties 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 service contracts or active product warranties, support will be available for the shown dates as stated in the applicable service contracts or product warranty terms and conditions, even if this date exceeds the Last Date of Support shown in Table 1.

Table 1. End-of-Life Milestones and Dates for the Cisco Explorer Digital Video Recorder Series

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.	February 18, 2011
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.	August 19, 2011
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.	November 17, 2011
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.	August 18, 2012
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.	August 18, 2012
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	November 14, 2015
Last Date of Support: HW	The last expected date to receive service and support for the product as entitled by applicable service contracts or warranty terms and conditions **. After this date, all support services for the product are unavailable, and the product becomes obsolete. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	August 31, 2016

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
4008309	EXPLORER 8300HDM DOCSIS 128MB/160G	4026529	Explorer 8650HDC,160GB,384MB,ENE T,M-Card	--
4016229	Explorer 8300HDC,HD DVR,160GB,64MB,HD Out,M-Card	4026529	Explorer 8650HDC,160GB,384MB,ENE T,M-Card	--
4016230	Explorer 8300C,SD DVR,80GB,128MB,M-Card	4026529	Explorer 8650HDC,160GB,384MB,ENE T,M-Card	--

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
4016231	Explorer 8300C, SD DVR with 80GB HD	4026529	Explorer 8650HDC,160GB,384MB,ENET,M-Card	--
4016473	Explorer 8240HDC,HD Dgtl-Only DVR	4026530	Explorer 8640HDC,320GB,384MB,ENET,PKEY M-Card	--
4018813	Explorer 8300SD,DVR,80GB,64MB,DO CSIS	4026529	Explorer 8650HDC,160GB,384MB,ENET,M-Card	--
4021105	Explorer 8550HDC,HD DVR,160GB,192/M	4036351	Explorer 8652HDC,320GB,384MB RAM,ENET,MoCA,PKEY M-Card	--
4025675	RNG200,320GB,512MB,ENET, 38IR,M-Card,Comcast	4034541	Explorer 8642HD,Dgtl,DVR,500GB,ENET,MoCA,DTCP-IP	--

Product Migration Options

Customers are encouraged to contact their Cisco Account Manager or Business Development Manager to determine the best migration product solution.

Customers can use the Cisco Technology Migration Program (TMP) to trade-in 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/pr11/incentive/tmp/index.html>

Customers may be able to continue to purchase the Cisco Explorer Digital Video Recorder Series 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 Series 8000 Digital Cable Set-Tops, visit http://www.cisco.com/en/us/products/ps8613/tsd_products_support_services_home.html, 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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