

End-of-Sale and End-of-Life Announcement for the Cisco Explorer 8240HDC Digital Cable Set-Top Terminals

EOL7499

Cisco announces the end-of-sale and end-of-life dates for the Cisco® Explorer 8240HDC Digital Cable Set-Top Terminals. The last day to order the affected product(s) is September 29, 2011. 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 until the termination date of the contract, 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 8240HDC Digital Cable Set-Top Terminals

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.	March 31, 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.	September 29, 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.	December 28, 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.	September 28, 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.	September 28, 2012
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	December 25, 2015
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	September 30, 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
4016476	Explorer 8240HDC,HD DVR,160GB,128MB,HD Out,M-Card	4026532	Explorer 8640HDC,160GB,384MB,E NET,M-Card	-
4016476	Explorer 8240HDC,HD DVR,160GB,128MB,HD Out,M-Card	4026533	Explorer 8640HD,160GB,384MB,EN ET,DTCP-IP	-
4016476	Explorer 8240HDC,HD DVR,160GB,128MB,HD Out,M-Card	4026534	Explorer 8640HD,320GB,384MB,EN ET,DTCP-IP	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Explorer 8600 Series Digital Set-Tops. Information about this product can be found at: http://www.cisco.com/en/us/products/ps8613/products_data_sheets_list.html. Please contact your Sales Account Manager or Business Development Manager to request a roadmap review that will allow you to make the best possible migration selections for your customer base.

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 8240HDC Digital Cable Set-Top Terminals 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 End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/products_end-of-life_policy.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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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