



End-of-Sale and End-of-Life Announcement for the Cisco Explorer 8600HDC High-Definition DVR Set-Top Box Series

EOL8862

Cisco announces the end-of-sale and end-of-life dates for the Cisco Explorer 8600HDC High-Definition DVR Set-Top Box Series. The last day to order the affected product(s) is April 26, 2013. 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 8600HDC High-Definition DVR Set-Top Box 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.	October 26, 2012
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.	April 26, 2013
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.	July 25, 2013
End of SW Maintenance Releases Date: HW	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.	April 26, 2014
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.	April 26, 2014
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.	April 26, 2014
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 23, 2015
Last Date of Support: HW	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. Warranty duration is based on product ship dates; refer to warranty terms and conditions for details.	April 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
4028948	Explorer 8642HDC, 320GB, 384MB, ENET, MoCA, M-Card	See the Product Migration Options section below for detailed information on replacing this product.	-	-
4034541	Explorer 8642HD, Dgtl, DVR, 500GB, ENET, MoCA, DTCP-IP	4043842	8642HD,500GB HDD, 512MB RAM, ENET, MoCA, DTCP-IP, HDMI Cbl	-
4036351	Explorer 8652HDC, 320GB, 384MB RAM, ENET, MoCA, PKEY M-Card	See the Product Migration Options section below for detailed information on replacing this product.	-	-

Product Migration Options

For the Cisco Explorer set-top box with product ID 4034541, customers should now purchase product ID 4043842, which includes an HDMI cable instead of the component cable. Cisco Explorer 8600 models with product IDs 4028948 and 4036351 offer several migration options. Please contact your Sales Account Manager to coordinate an evaluation of the best migration path for your system.

Customers may be able to use the Cisco Technology Migration Program (TMP) where applicable to trade-in eligible 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/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco Explorer 8600HDC High-Definition DVR Set-Top Box 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 Cisco Explorer 8600HDC High-Definition DVR Set-Top Box Series, visit <http://www.cisco.com/en/US/products/ps10348/index.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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