

## End-of-Sale and End-of-Life Announcement for the Cisco Explorer 4250HDC

EOL7346 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco® Explorer 4250HDC. The last day to order the affected product(s) is August 17, 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 4250HDC

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	February 16, 2011
<b>End-of-Sale Date</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 17, 2011
<b>Last Ship Date: HW</b>	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 15, 2011
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	August 16, 2012
<b>End of New Service Attachment Date: HW</b>	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 16, 2012
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	November 12, 2015
<b>Last Date of Support: HW</b>	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
4016584	Explorer 4250HDC,HD,8/32MB,HDM I,M-Card (Mult=5)	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016584	Explorer 4250HDC,HD,8/32MB,HDM I,M-Card (Mult=5)	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016584	Explorer 4250HDC,HD,8/32MB,HDM I,M-Card (Mult=5)	4033997	Explorer 4642HDC,Dgtl-Only,512MB,ENET,MoCA,M-Card (Mult=5)	-

## Product Migration Options

Customers are encouraged to migrate to the Cisco Explorer 4650HDC. Information about this product can be found at: [http://www.cisco.com/web/consumer/support/settop\\_4650HDC.html](http://www.cisco.com/web/consumer/support/settop_4650HDC.html).

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 4250HDC 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](http://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

## For More Information

For more information about the Cisco Explorer 4650HDC, visit [http://www.cisco.com/web/consumer/support/settop\\_4650HDC.html](http://www.cisco.com/web/consumer/support/settop_4650HDC.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](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](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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