End-of-Sale and End-of-Life Announcement for the Series 4000 Digital Cable Set-Tops

EOL7456 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Series 4000 Digital Cable Set-Tops. The last day to order the affected product(s) is September 23, 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 Series 4000 Digital Cable Set-Tops

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 25, 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 23, 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 22, 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 22, 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 22, 2012
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	December 19, 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.	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
4011492	Explorer 4250HD,8/32MB,CVC Only (Mult=5)	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4011492	Explorer 4250HD,8/32MB,CVC Only (Mult=5)	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4015317	EXPLORER 4KG3HD W/CC NCS,8/32	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4015317	EXPLORER 4KG3HD W/CC NCS,8/32	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
4015320	EXPLORER 4KG3SD W/CC NCS,8/32	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4015320	EXPLORER 4KG3SD W/CC NCS,8/32	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016143	Explorer 4250HDC Combo Dvlpr Gateway,32/128MB,M-Card	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016143	Explorer 4250HDC Combo Dvlpr Gateway,32/128MB,M-Card	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016568	Explorer 4240C, SD STB, Digital On	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016568	Explorer 4240C, SD STB, Digital On	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016569	Explorer 4240C, SD STB, Digital On	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016569	Explorer 4240C, SD STB, Digital On	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016571	Explorer 4240HDC, HD STB, Digital	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016571	Explorer 4240HDC, HD STB, Digital	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016572	Explorer 4240HDC, HD STB, Digital	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016572	Explorer 4240HDC, HD STB, Digital	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016583	Explorer 4250C,SD,32/128MB,M-Card (Mult=5)	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016583	Explorer 4250C,SD,32/128MB,M-Card (Mult=5)	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4016585	Explorer 4250HDC,HD,32/128MB,HDMI,M-Card (Mult=5)	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4016585	Explorer 4250HDC,HD,32/128MB,HDMI,M-Card (Mult=5)	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4017274	Explorer 4250HDC, HD STB, 8/64 Mem	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4017274	Explorer 4250HDC, HD STB, 8/64 Mem	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4017275	Explorer 4250C, SD STB, 8/64 Mem	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4017275	Explorer 4250C, SD STB, 8/64 Mem	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4017276	Explorer 4250HDC, HD STB, 8/64 Mem	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
4017276	Explorer 4250HDC, HD STB, 8/64 Mem	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4017277	Explorer 4250C, SD STB, 8/64 Mem	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4017277	Explorer 4250C, SD STB, 8/64 Mem	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4017573	EXPLORER 4KG3HD W/CC OCAP DIG COMB	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4017573	EXPLORER 4KG3HD W/CC OCAP DIG COMB	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-
4018856	Explorer 4250HD,HD,8/32MB (Mult=5)	4024132	Explorer 4650HDC HD MPEG4/2,ENET,M-Card (Mult=5)	-
4018856	Explorer 4250HD,HD,8/32MB (Mult=5)	4028057	Explorer 4640HDC,Dgtl-Only,DOCSIS,ENET,M-Card (Mult=5)	-

Product Migration Options

Customers are encouraged to migrate to the Cisco Explorer 4000 Series.

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 Series 4000 Digital Cable Set-Tops 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 4000 Series, visit
http://www.cisco.com/en/us/products/ps8620/tsd_products_support_series_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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