

End-of-Sale and End-of-Life Announcement for the Cisco Explorer 4640HDC Digital Cable Set-Tops

EOL7503

Cisco announces the end-of-sale and end-of life dates for the Cisco® Explorer 4640HDC Digital Cable Set-Tops. The last day to order the affected product(s) is September 29, 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 4640HDC 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 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 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 |
|---------------------------------|--|---------------------------------|--|------------------------|
| 4016311 | Explorer 4240HDC,HD,32/128MB,HDMI, M-Card (Mult=5) | 4025492 | RNG150 HD Dgtl,256MB,ENET,DTCP-IP,38IR,MCard,Comcast(Mult=5) | -- |
| 4016311 | Explorer 4240HDC,HD,32/128MB,HDMI, M-Card (Mult=5) | 4025801 | RNG150DEV,HD Dgtl-Only MPEG4/2,ENET,M-Card | -- |
| 4016311 | Explorer 4240HDC,HD,32/128MB,HDMI, M-Card (Mult=5) | 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 |
|---------------------------------|---|---------------------------------|---|------------------------|
| 4016311 | Explorer 4240HDC, HD, 32/128MB, HDMI, M-Card (Mult=5) | 4028361 | Explorer 4640HD, Dgtl-Only, DOCSIS, ENET (Mult=5) | -- |

Product Migration Options

Customers are encouraged to migrate to the Cisco Explorer Series 4000 Digital Cable Set-Tops. Information about this product can be found at: http://www.cisco.com/en/us/products_data_sheets_list.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 4640HDC 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 Series 4000 Digital Cable Set-Tops, visit http://www.cisco.com/en/us/products_data_sheets_list.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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Americas Headquarters
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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

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