



End-of-Sale and End-of-Life Announcement for the Select Cisco Remote Controls

EOL9352

Cisco announces the end-of-sale and end-of-life dates for the Select Cisco Remote Controls. The last day to order the affected product(s) is January 18, 2014.

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 Select Cisco Remote Controls

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.	July 20, 2013
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.	January 18, 2014
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.	April 18, 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.	January 18, 2015
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.	January 18, 2015
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	April 15, 2016
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.	January 31, 2017

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
4011708	AT6400 4Function IR Rmt Cntrl, MSFT	1011019	AT6400 Remote IR,(Black Color Version)	-
4012519	AT6400 4Function IR Rmt Cntrl, Linux	There is currently no replacement product available for this product.	-	-
4012520	AT6420 4Function IR/RF Rmt Cntrl, Linux	There is currently no replacement product available for this product.	-	-
4016427	AT6400 Remote Control, IR, Telus	There is currently no replacement product available for this product.	-	-
4034691	AT6400 4 Function IR Rmt Cntrl, MSFT, Telus Logo (Mult=84)	There is currently no replacement product available for this product.	-	-

Product Migration Options

For information on a migration platform, please contact your local account representative.

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 Select Cisco Remote Controls 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.

** 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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http://www.cisco.com/web/feeds/products/end_of_life_rss.xml.

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