

End-of-Sale and End-of-Life Announcement for the Cisco IP Conference Phone 8831 for Multiplatform Phones and Accessories

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Overview

EOL12400 - Amended

Cisco announces the end-of-sale and end-of-life dates for the Cisco IP Conference Phone 8831 for Multiplatform Phones and Accessories. The last day to order the affected product(s) is April 3, 2020. Customers with active service contracts 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 and paid service and support contracts, support will be available under the terms and conditions of customers' service contract.

The products listed in this bulletin are in short supply and may not be available throughout the entire time period between the End-of-Life announcement and the End-of-Sale date. These products are only available while supplies last.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco IP Conference Phone 8831 for Multiplatform Phones and Accessories

| 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 4, 2019 |
| End-of-Sale Date: HW | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | April 3, 2020 |
| 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 2, 2020 |
| 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 3, 2021 |
| 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 3, 2021 |
| 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 3, 2021 |

| Milestone | Definition | Date |
|---|---|----------------|
| End of Service Contract Renewal Date: HW | The last date to extend or renew a service contract for the product. | June 29, 2024 |
| 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. | April 30, 2025 |

HW = Hardware OS SW = Operating System Software App. SW = Application Software

Product part numbers

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 |
|---------------------------------|--|---|--|------------------------|
| CP-8831-3P-BR-K9= | Cisco 8831 Base/Control Panel for Brazil 3PCC | CP-8832-3PC-NR-K9 | Cisco 8832 for worldwide, charcoal, with accessories | - |
| CP-8831-3P-EU-K9= | Cisco 8831 Base/Control Panel for APAC, EMEA, Australia 3PCC | CP-8832-3PC-EU-K9 | Cisco 8832 for Europe, Australia, charcoal, with accessories | - |
| CP-8831-3P-J-K9= | Cisco 8831 Base/Control Panel for Japan 3PCC | CP-8832-3PC-J-K9 | Cisco 8832 for Japan, charcoal, with accessories | - |
| CP-8831-3P-LA-K9= | Cisco 8831 Base/Control Panel for Latin America 3PCC | CP-8832-3PC-LA-K9 | Cisco 8832 for Latin America, charcoal, with accessories | - |
| CP-8831-3P-TW-K9= | Cisco 8831 Base/Control Panel for Taiwan 3PCC | CP-8832-3PC-NR-K9 | Cisco 8832 for worldwide, charcoal, with accessories | - |
| CP-8831-3PB-S-BR | Spare Cisco 8831 Base for Brazil 3PCC | There is currently no replacement product available for this product. | - | - |
| CP-8831-3PB-S-BR= | Spare Cisco 8831 Base for Brazil 3PCC | There is currently no replacement product available for this product. | - | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|--|---------------------------------|---------------------------------|------------------------|
| CP-8831-3PB-S-EU | Spare Cisco 8831 Base for APAC, EMEA, and Australia 3PCC | | - | - |
| CP-8831-3PB-S-EU= | Spare Cisco 8831 Base for APAC, EMEA, and Australia 3PCC | | - | - |
| CP-8831-3PB-S-JP | Spare Cisco 8831 Base for Japan 3PCC | | - | - |
| CP-8831-3PB-S-JP= | Spare Cisco 8831 Base for Japan 3PCC | | - | - |
| CP-8831-3PB-S-LA | Spare Cisco 8831 Base for Latin America 3PCC | | - | - |
| CP-8831-3PB-S-LA= | Spare Cisco 8831 Base for Latin America 3PCC | | - | - |
| CP-8831-3PB-S-TW | Spare Cisco 8831 Base for Taiwan 3PCC | | - | - |
| CP-8831-3PB-S-TW= | Spare Cisco 8831 Base for Taiwan 3PCC | | - | - |
| CP-8831-3PCC-K9= | Cisco 8831 Base/Control Panel for NA Multiplatform | | - | - |
| CP-8831-3PD-BR-K9= | Cisco 8831 Daisy Chain Kit for Brazil 3PCC | | - | - |

| End-of-Sale Product Part Number | Product Description | Replacement Product Part Number | Replacement Product Description | Additional Information |
|---------------------------------|---|---------------------------------|---------------------------------|------------------------|
| CP-8831-3PD-EU-K9= | Cisco 8831 Daisy Chain Kit for APAC, EMEA, Australia 3PCC | | - | - |
| CP-8831-3PD-J-K9= | Cisco 8831 Daisy Chain Kit for Japan 3PCC | | - | - |
| CP-8831-3PD-K9= | Cisco 8831 Daisy Chain Kit for North America 3PCC | | - | - |
| CP-8831-3PD-LA-K9= | Cisco 8831 Daisy Chain Kit for Latin America 3PCC | | - | - |
| CP-8831-3PD-TW-K9= | Cisco 8831 Daisy Chain Kit for Taiwan 3PCC | | - | - |
| CP-8831-BASE-3PCC | Cisco IP Phone 8831 Speaker base for 3PCC | | - | - |
| CP-8831-BASE-3PCC= | Spare Cisco 8831 Base for North America 3PCC | | - | - |
| CP-8831-BASE-3PCCR | Cisco IP Phone 8831 Speaker base for 3PCC | | - | - |

Product migration options

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:

https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html.

Customers may be able to continue to purchase the Cisco IP Conference Phone 8831 for Multiplatform Phones and Accessories 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:

<https://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 properly dispose 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:

https://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: <https://www.cisco.com/c/en/us/products/eos-eol-policy.html>.

For more information about the Cisco Product Warranties, go to:

<https://www.cisco.com/c/en/us/products/warranty-listing.html>.

To subscribe to receive end-of-life/end-of-sale information, go to: <https://cway.cisco.com/mynotifications>.

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