

End-of-Sale and End-of-Life Announcement for the Cisco Unified IP Phones 521G, 524G, 521SG, and 524SG

EOL6881

Cisco announces the end-of-sale and end-of life dates for the Cisco[®] Unified IP Phones 521G, 524G, 521SG, and 524SG. The last day to order the affected product(s) is April 30, 2010. 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 until the termination date of the contract, 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 Unified IP Phones 521G, 524G, 521SG, and 524SG

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 30, 2009
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.	April 30, 2010
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 29, 2010
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 30, 2011
End of Routine Failure Analysis Date: HW	The last-possible date a routine failure analysis may be performed to determine the cause of product failure or defect.	April 30, 2011
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 30, 2011
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	July 26, 2014
Last Date of Support: HW	The last date to receive service and support for the product. After this date, all support services for the product are unavailable, and the product becomes obsolete.	April 29, 2015

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
CP-521G	Cisco IP Phone 521G	SPA502G	1 Line IP Phone With Display, PoE, PC Port
CP-521G=	Cisco IP Phone 521G	SPA502G	1 Line IP Phone With Display, PoE, PC Port
CP-521SG=	Cisco IP Phone 521SG	SPA502G	1 Line IP Phone With Display, PoE, PC Port
CP-524G	Cisco IP Phone 524G	SPA504G	4 Line IP Phone With Display, PoE and PC Port
CP-524G=	Cisco IP Phone 524G	SPA504G	4 Line IP Phone With Display, PoE and PC Port
CP-524SG=	Cisco IP Phone 524SG	SPA504G	4 Line IP Phone With Display, PoE and PC Port

Product Migration Options

Customers are encouraged to migrate to the Cisco SPA 504G and SPA 502G IP Phones. Information about this product can be found at: <http://www.cisco.com/go/500phones>.

SPA500 series IP phones are supported on Cisco Configuration Assistant (CCA) 2.1 or higher and all UC500 series platforms. For detailed information regarding SPA500 series IP phone support on UC500 series platforms, please refer to below.

<https://www.myciscocommunity.com/docs/DOC-10361>

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 Unified IP Phones 521G, 524G, 521SG, and 524SG 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 Cisco SPA Product Family, visit <http://www.cisco.com/go/smallbusiness>.

For more information about the Cisco End-of-Life Policy, go to:

http://www.cisco.com/en/US/products/prod_end_of_life.html.

To subscribe to receive end-of-life/end-of-sale information, go to:

<http://www.cisco.com/cisco/support/notifications.html>.

Subscribe for RSS Notifications for End-of-Life and End-of-Sale Notices

To subscribe to the End-of-Life and End-of-Sale RSS Feed, insert the following URL into your RSS application:

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



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