

# End-of-Sale and End-of-Life Announcement for the Cisco Wireless IP Phone 8821 and Charging Accessories

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# Contents

Overview	3
End-of-life milestones	3
Product part numbers	4
Product migration options	6
For more information	7

## Overview

### EOL15285

Cisco announces the end-of-sale and end-of-life dates for the Cisco Wireless IP Phone 8821 and Charging Accessories. The last day to order the affected product(s) is August 7, 2024. 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.

**Note:** Batteries, doors and individual phone accessories will remain available. Customers should replace batteries and other accessories periodically to ensure proper device functionality.

## End-of-life milestones

**Table 1.** End-of-life milestones and dates for the Cisco Wireless IP Phone 8821 and Charging Accessories

Milestone	Definition	Date
<b>End-of-Life Announcement Date</b>	The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public.	February 7, 2024
<b>End-of-Sale Date: Accessory</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 8, 2024
<b>End-of-Sale Date: HW</b>	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	August 7, 2024
<b>Last Ship Date: Accessory</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	August 6, 2024
<b>Last Ship Date: HW</b>	The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time.	November 5, 2024
<b>End of SW Maintenance Releases Date: HW</b>	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.	August 7, 2025
<b>End of Vulnerability/Security Support: HW</b>	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	August 7, 2027
<b>End of Routine Failure Analysis Date: HW</b>	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	August 7, 2025

Milestone	Definition	Date
<b>End of New Service Attachment Date: HW</b>	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.	August 7, 2025
<b>End of Service Contract Renewal Date: HW</b>	The last date to extend or renew a service contract for the product.	November 2, 2028
<b>Last Date of Support: HW</b>	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.	August 31, 2029

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
<b>CP-8821-K9-BUN</b>	Cisco Unified Wireless IP Phone 8821, World Mode Bundle	CP-840-BUN-K9	Cisco 840 WW Phone, Battery, Cable, Charger	-
<b>CP-8821-K9=</b>	Cisco Unified Wireless IP Phone 8821, World Mode Spare only	CP-840-K9=	Cisco 840 WW Phone and Battery Only	-
<b>CP-8821-K9</b>	Cisco Unified Wireless IP Phone 8821, World Mode	There is currently no replacement product available for this product.	-	-
<b>CP-PWR-8821-NA=</b>	Cisco 8821 Power Supply for North America	There is currently no replacement product available for this product.	-	-
<b>CP-PWR-8821-AR=</b>	Cisco 8821 Power Supply for Argentina	There is currently no replacement product available for this product.	-	-
<b>CP-PWR-8821-AU=</b>	Cisco 8821 Power Supply for Australia	There is currently no replacement product available for this product.	-	-
<b>CP-PWR-8821-BZ=</b>	Cisco 8821 Power Supply for Brazil	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
<b>CP-PWR-8821-CE=</b>	Cisco 8821 Power Supply for Central Europe		-	-
<b>CP-PWR-8821-IND=</b>	Cisco 8821 Power Supply for India		-	-
<b>CP-PWR-8821-KR=</b>	Cisco 8821 Power Supply for Korea		-	-
<b>CP-PWR-8821-JP=</b>	Cisco 8821 Power Supply for Japan		-	-
<b>CP-PWR-8821-SW=</b>	Cisco 8821 Power Supply for Switzerland		-	-
<b>CP-PWR-8821-UK=</b>	Cisco 8821 Power Supply for United Kingdom		-	-
<b>CP-DSKCH-8821=</b>	Cisco 8821 Desktop Charger		-	-
<b>CP-DSKCH-8821-EX</b>	Cisco 8821-EX Desktop Charger		-	-
<b>CP-DSKCH-8821-BUN</b>	Cisco 8821 Desktop Charger, Power Supply, AC Power Cord		-	-
<b>CP-DSKCH-8821EX-BN</b>	Cisco 8821-EX Desktop Charger, Power Supply, AC Power Cord		-	-
<b>CP-MCHGR-8821-BUN</b>	Cisco 8821 Multi-Charger, Power Supply, AC Power Cord		-	-

End-of-Sale Product Part Number	Product Description	Replacement Product Part Number	Replacement Product Description	Additional Information
<b>CP-MCHGR-8821EX-BN</b>	Cisco 8821-EX Multi-Charger, Power Supply, AC Power Cord		-	-
<b>CP-MCHGR-8821=</b>	Cisco 88xx Wphone Series Multi-Charger		-	-
<b>CP-MCHGR-8821-EX=</b>	Cisco 8821-EX Multi-Charger		-	-
<b>CP-MCHGR-8821-WMK=</b>	Cisco 8821 Multi-charger Wall Mount Kit		-	-
<b>CP-PWR-CUBE-6=</b>	Power cube type 6 for Cisco Wphone Multicharger and more		-	-
<b>CP-DSKCH-8821-EX=</b>	Cisco 8821-EX Desktop Charger		-	-

## 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](https://www.cisco.com/web/partners/incentives_and_promotions/tmp.html).

Customers may be able to continue to purchase the Cisco Wireless IP Phone 8821 and Charging 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>.

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](https://www.cisco.com/web/about/ac227/ac228/ac231/about_cisco_takeback_recycling.html).

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## For more information

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

[https://www.cisco.com/en/US/products/products\\_end-of-life\\_policy.html](https://www.cisco.com/en/US/products/products_end-of-life_policy.html)

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

[https://www.cisco.com/en/US/products/prod\\_warranties\\_listing.html](https://www.cisco.com/en/US/products/prod_warranties_listing.html)

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

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

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