End-of-Sale and End-of-Life Announcement for the Cisco Desk

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Contents

Overview 3

End-of-life milestones 3

Product part numbers 4

Product migration options 6

For more information 7

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Overview

EOL15929

Cisco announces the end-of-sale and end-of-life dates for the Cisco Desk. The last day to order the affected product(s) is May 3, 2027. 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.

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Desk

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.	November 2, 2026
End-of-Sale Date: HW, Accessory	The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date.	May 3, 2027
Last Ship Date: HW, Accessory	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 1, 2027
End of SW Maintenance Releases Date: HW, Accessory	The last date for software full support. After this date, Cisco will no longer guarantee new features or non-critical bug fixes for this product. Customers may be required to install newer software versions to continue to get support.	May 2, 2029
End of SW/Vulnerability/Security Maintenance Releases Date: HW, Accessory	Last date for limited software support; only critical bug fixes, security and vulnerability improvements are delivered, if possible. The last date that Cisco Engineering may release a maintenance release or scheduled software remedy for a security vulnerability or critical issue. Customers may be required to install newer software versions to continue to get support.	May 31, 2032
End of Routine Failure Analysis Date: HW, Accessory	The last-possible date a routine failure analysis may be performed to determine the cause of hardware product failure or defect.	May 2, 2028
End of New Service Attachment Date: HW, Accessory	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.	May 2, 2028
End of Service Contract Renewal Date: HW, Accessory	The last date to extend or renew a service contract for the product.	July 29, 2031

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Milestone	Definition	Date
Last Date of Cloud Support: HW, Accessory	Cisco can no longer guarantee that the device will continue to function and connect to the Cisco Webex cloud which include impacts to calling features, services, applications, and management. When the device loses its cloud connection, it will happen without notice.	May 31, 2032
Last Date of Support: HW, Accessory	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.	May 31, 2032

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	Migration Product Part Number	Migration Product Description	Additional Information
CS-DESK-B-K9	Cisco Desk - Nordic Blue	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-
CS-DESK-C-FG-	Front Speaker Grille for Cisco Desk, Carbon Black	CS-DESKP-C-FG-	Front Speaker Grille for Cisco Desk Pro G2, Carbon Black	-
CS-DESK-C-FG=	Replacement Front SpeakerGrille, Cisco Desk, CarbonBlack-SPARE	CS-DESKP-C-FG=	Replacement Front SpeakerGrille, DeskProG2, CarbonBlack-SPARE	-
CS-DESK-C-K9	Cisco Desk, Carbon Black	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-
CS-DESK-C-K9=	Cisco Desk, Carbon Black - SPARE (Service Unit Only)	CS-DESKP-C-K9=	Cisco Desk Pro G2, Carbon Black - SPARE (Service Unit Only)	-
CS-DESK-C-STAND-	Table Stand for Cisco Desk, Carbon Black	CS-DESKP-C-STAND-	Table Stand for Desk Pro G2, Carbon Black	-
CS-DESK-C-STAND=	Replacement Table Stand for Cisco Desk, Carbon Black - SPARE	CS-DESKP-C-STAND=	Replacement Table Stand for Desk Pro G2, Carbon Black-SPARE	-
CS-DESK-FG-	Front Speaker Grille for Cisco Desk, First Light (White)	CS-DESKP-C-FG-	Front Speaker Grille for Cisco Desk Pro G2, Carbon Black	-
CS-DESK-FG=	Replacement Front SpeakerGrille, Cisco Desk, FirstLight-SPARE	CS-DESKP-C-FG=	Replacement Front SpeakerGrille, DeskProG2, CarbonBlack-SPARE	-
CS-DESK-G-K9	Cisco Desk - Woodland Green	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CS-DESK-K9	Cisco Desk, First Light (White)	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-
CS-DESK-K9++	Cisco Desk, TAA, First Light (White)	CS-DESKP-C-K9++	Cisco Desk Pro G2, TAA, Carbon Black	-
CS-DESK-K9--=	Cisco Desk, TAA, CustomizedModel, FirstLight-SPARE(ServiceUnit)	CS-DESKP-C-K9--=	Desk Pro G2, TAA, Customized Model, CarbonBlack(ServiceUnit)	-
CS-DESK-K9=	Cisco Desk - First Light (White) - SPARE (Service Unit Only)	CS-DESKP-C-K9=	Cisco Desk Pro G2, Carbon Black - SPARE (Service Unit Only)	-
CS-DESK-MG=	Replacement Metal Speaker Grille for Cisco Desk - SPARE	CS-DESKPRO-MG-C=	NOT USED> Replacement Metal Speaker Grille, DeskProG2- SPARE	-
CS-DESK-MM-K9	Cisco Desk, Customized Model, First Light (White)	CS-DESKP-C-K9--	Cisco Desk Pro G2, Customized Model, Carbon Black	-
CS-DESK-MM-NR-K9	Cisco Desk, NoRadio, Customized Model, First Light (White)	CS-DESKP-NR-C-K9--	Cisco Desk Pro G2, NoRadio, Customized Model, Carbon Black	-
CS-DESK-NR-K7	Cisco Desk, NoRadio, NoEncryption	There is currently no migration product available for this product.	-	-
CS-DESK-NR-K7=	Cisco Desk, NoRadio, NoEncryption-SPARE(ServiceUnitOnly)	There is currently no migration product available for this product.	-	-
CS-DESK-NR-K9	Cisco Desk, NoRadio, First Light (White)	CS-DESKP-NR-C-K9	Cisco Desk Pro G2, NoRadio, Carbon Black	-
CS-DESK-NR-K9++	Cisco Desk, NoRadio, TAA, First Light (White)	CS-DESKP-NR-C-K9++	Cisco Desk Pro G2, NoRadio, TAA, Carbon Black	-
CS-DESK-NR-K9--=	Cisco Desk,NoRadio, TAA,Customized Model-SPARE(ServiceUnit)	CS-DESKP-NR-CK9--=	Desk Pro G2, NoRadio,TAA,CustomizedModel,Carbon(ServiceUnit)	-
CS-DESK-NR-K9=	Cisco Desk, NoRadio - SPARE (Service Unit Only)	CS-DESKP-NR-C-K9=	Desk Pro G2, NoRadio, Carbon Black-SPARE (Service Unit Only)	-

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End-of-Sale Product Part Number	Product Description	Migration Product Part Number	Migration Product Description	Additional Information
CS-DESK-S-K9	Cisco Desk - Desert Sand	CS-DESKP-C-K9	Cisco Desk Pro G2, Carbon Black	-
CS-DESK-STAND-	Table Stand for Cisco Desk, First Light (White)	CS-DESKP-C-STAND-	Table Stand for Desk Pro G2, Carbon Black	-
CS-DESK-STAND=	Replacement Table Stand for Cisco Desk, First Light - SPARE	CS-DESKP-C-STAND=	Replacement Table Stand for Desk Pro G2, Carbon Black-SPARE	-
CS-DESK-STYLUSKIT=	Stylus Pen Kit Cisco Desk (2 stylus, 4 tips) - SPARE	CS-ACTSTYL	Cisco Active Stylus Pen (1 Stylus)	-
CS-DESK-VESA=	VESA Adapter for Cisco Desk - SPARE	CS-DESKP-VESA-C=	VESA Adapter & Wall Mount for DeskPro G2, Carbon Black-SPARE	-
CS-DESK-WALL=	Wall Mount Kit for Cisco Desk - SPARE	There is currently no migration product available for this product.	-	-
CTS-NAL-TTC7-30	CS Webex Desk NAL label for China	There is currently no migration product available for this product.	-	-
CS-DESK-PENKIT=	^Cisco Webex Desk Series Pen Kit	CS-ACTSTYL	Cisco Active Stylus Pen (1 Stylus)	-

Product migration options

Customers may be able to use the Cisco Takeback and Reuse Program where applicable to return hardware that has reached end-of-use, at no cost. Returned products are put to their next best use, whether reused, remanufactured, or recycled by one of Cisco's certified contracted recyclers. For more information, go to: https://www.cisco.com/c/en/us/about/takeback-and-reuse.html.

Customers may be able to continue to purchase the Cisco Desk through the Cisco Refresh (certified remanufactured) program. Remanufactured 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 Refresh program, go to: https://www.cisco.com/c/en/us/products/remanufactured.html.

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/c/en/us/about/takeback-and-reuse/product-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/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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