

End-of-Sale and End-of-Life Announcement for the Cisco Video Phone 8865

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Overview

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Cisco announces the end-of-sale and end-of-life dates for the Cisco Video Phone 8865. Due to overwhelming demand, the last day to order the affected product(s) has passed. The published end-of-sale date as shown in Table 1 has been updated to inform customers of Cisco's intent to stop selling the affected product(s). Cisco is no longer able to fulfil new orders for the affected product(s). 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 Video Phone 8865

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.	February 26, 2025
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 26, 2025
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.	October 26, 2025
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.	July 26, 2025
End of Vulnerability/Security Support: HW	The last date that Cisco Engineering may release a planned maintenance release or scheduled software remedy for a security vulnerability issue.	July 27, 2027
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.	July 26, 2026
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.	July 26, 2026
End of Service Contract Renewal Date: HW	The last date to extend or renew a service contract for the product.	October 26, 2029

Milestone	Definition	Date
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.	July 31, 2030

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-8800-V-KEM-3PC=	Cisco 8800 series KEM for Video IP Phones with MPP firmware	There is currently no replacement product available for this product.	-	-
CP-8800-V-KEM-M3PC	MLB Subscription CP8000 V-KEM	There is currently no replacement product available for this product.	-	-
CP-8800-V-KEM=	8800 Series Video KEM, 28 Button	There is currently no replacement product available for this product.	-	-
CP-8800-VIDEO-WMK=	Wall Mount Kit for Cisco IP Phone 8800 Video Series	CP-8875-VIDEO-WMK=	Wall Mount Kit for Cisco IP Phone 8875 Video	-
CP-8865-3PCC-K9+++	Cisco IP Video Phone 8865 with MPP firmware, TAA	CP-8875NR-K9+++	Cisco Video Phone 8875, No-Radio, TAA, Carbon Black	-
CP-8865-3PCC-K9=	Cisco IP Phone 8865 with MPP Firmware	CP-8875-K9=	Cisco Video Phone 8875, Carbon Black	-
CP-8865-3PCC-XU=	Cisco IP Video Phone 8865 with MPP Firmware for Russia	There is currently no replacement product available for this product.	-	-
CP-8865-3PW-NA-K9=	Cisco IP Video Phone 8865 MPP with Pwr Cube 4, NA Cord	CP-8875-K9=	Cisco Video Phone 8875, Carbon Black	-
CP-8865-3PW-NA-MK9	MLB Subscription - Phone 8865	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-8865-A-K9=	Cisco IP phone 8865 Arabic layout	There is currently no replacement product available for this product.	-	-
CP-8865-K9+++	Cisco IP Phone 8865 for TAA	CP-8875NR-K9+++	Cisco Video Phone 8875, No-Radio, TAA, Carbon Black	-
CP-8865-K9=	Cisco IP Phone 8865	CP-8875-K9=	Cisco Video Phone 8875, Carbon Black	-
CP-8865-NC-K9=	Cisco UC Phone 8865	CP-8875-K9=	Cisco Video Phone 8875, Carbon Black	-
CP-8865-W-K9=	Cisco IP Phone 8865, White	CP-8875-L-K9=	Cisco Video Phone 8875, First Light (White)	-
CP-8865NR-K9+++	Cisco IP Phone 8865 No Radio variant for TAA	CP-8875NR-K9+++	Cisco Video Phone 8875, No-Radio, TAA, Carbon Black	-
CP-8865NR-K9=	Cisco IP Phone 8865 No Radio variant	CP-8875NR-K9=	Cisco Video Phone 8875 - No-Radio, Carbon Black	-

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 Video Phone 8865 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>.

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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